FAMILY HOUSING AND UNIVERSITY APARTMENTS
Tenant Handbook
Contact Information
Spencer View Area Office
541-346-5263, ecsview@uoregon.edu
Open Monday–Friday, 8:00 a.m.–5:00 p.m.; closed holidays

Life-threatening Emergencies
Call 9-1-1

Non-Emergency Maintenance
Spencer View: 541-346-8585
East Campus Houses and Graduate Village: 541-346-8584

Emergency Maintenance
Monday–Friday, 8:00 a.m.–5:00 p.m.: 541-346-5263
After hours, weekends, holidays: 541-912-1435

Community Assistant On Call
After hours, weekends, holidays: 541-912-1435

The University of Oregon actively promotes cultural diversity and equal opportunity. We honor the humanity that joins us and we celebrate the differences that distinguish us. University Housing has an expectation that all residents will actively participate in creating welcoming communities that value all members. For more information e-mail housing@uoregon.edu or call 541-346-4277.

Table of Contents
Move-in Checklists ................................................. 4
Community Staff .................................................. 6
Maintenance ......................................................... 7
Care and Cleaning of Unit ................................. 8
Policies and Procedures ................................. 10
  Air Conditioning Units
  Community Room at Spencer View
  Household Changes
  Keys
  Laundry
  Packages
  Parking
  Music Room
  Smoking
  Spencer View Community Gardens
  Additional Policies and Procedures

This publication will be made available in accessible formats upon request. For more information, please contact housing@uoregon.edu or 541-346-4277.
Move-in Checklists

Welcome to Family Housing and University Apartments. We are glad you chose us to support you and your household throughout your student academic endeavors.

To assist in your transition to the community, please complete the following items within 24 hours of your check-in appointment:

☐ Read this tenant handbook and understand the resources and policies.

☐ Check the condition of the unit. Make any notations on the pink copy of the Unit Condition Report, and return it to the Area Office at Spencer View. You may be charged upon checkout for any damage and/or abnormal wear-and-tear that is not already noted on the Unit Condition Report.

☐ Call Eugene Water and Electric Board and have the utilities put in your name.

☐ For some East Campus units, call Northwest Natural Gas and have the natural gas utility account put in your name.

☐ Agate Apartments, Moon Court, and Columbia Terrace: put your parking permit on your car bumper or in the rear windshield of your car.

☐ Find your mailbox, open it, and write the names of all members of the household on the slip of paper inside. Place the paper back in the mailbox, shut, and lock the door. This tells the post office that new tenants have arrived and that your mail can be safely left in that mailbox.

☐ Find the laundry rooms, trash, and recycling sites closest to your unit.

☐ Review and understand your copy of the Family Housing Rental Agreement or Graduate Village Contract.

Contact the Area Office at 541-346-5263 for any questions about these steps.

Within the first week of check-in:

☐ Consider purchasing renters insurance. University Housing does not assume legal responsibility for theft or accidental damage of your personal property. We strongly recommend that you protect yourself by purchasing renters insurance. Renters insurance may cover damage to or theft of your property. Ask your insurance agent for details.

☐ Set up internet service, if desired:
  - Spencer View, Agate Apartments, and Graduate Village: Contact ResNet at 541-346-4223 or it.uoregon.edu/resnet
  - East Campus and Moon Court: Contract with external internet providers

☐ Set up telephone service, if desired:
  - Spencer View, Agate Apartments, and Graduate Village: If you would like university-operated landline telephone service, contact Telecommunications Services at 541-346-3198.
  - East Campus and Moon Court: Contract with external telephone providers

☐ Set up television or satellite service, if desired:
  - Cable television service may be contracted with external cable providers.
  - Before scheduling any service requiring a satellite, the facilities manager must approve the installation. Contact the Area Office at 541-346-5263 for more information.
Community Staff

Residence Life Coordinator—The residence life coordinator (RLC) oversees program operations, working closely with tenants, staff, and facilities to provide opportunities for engagement and success in the community. The RLC oversees the Area Office and community assistants, and manages tenant communications and concerns. If you have questions or concerns, you may schedule an appointment with the RLC by contacting the Area Office at 541-346-5263.

Area Office Staff—The knowledgeable student staff at the Area Office are ready to assist you with questions about the community, the rental agreement or Graduate Village contract, or any of our services. You may contact the Area Office with questions in person, by phone at 541-346-5263 or by email at ecsview@uoregon.edu.

Community Assistants—Community assistants (CAs) assist in building a sense of community throughout our complexes. They plan activities and events to bring students together under the departmental learning domains. CAs also assist after hours with tenant concerns and emergency maintenance issues. The on-call CA may be contacted at 541-912-1435 after hours, on weekends, and holidays.

Facilities Staff—Our maintenance and custodial staff are highly trained to provide maintenance services throughout our complexes. If you have a maintenance concern, please contact the appropriate phone number listed on the inside front cover of this handbook.

Maintenance

Non-emergency maintenance concerns include slow drains, resetting the fan timer, small leaks, pests, and other non-urgent issues. To report non-emergency maintenance concerns, please call 541-346-8585. Include your name, unit, and a contact phone number.

Emergency maintenance concerns include smoke detector malfunctions, large leaks, clogged toilets, broken refrigerators, complete lack of hot water, and other urgent needs. To report emergency maintenance concerns, Monday through Friday from 8:00 a.m. to 5:00 p.m., call 541-346-5263. Outside those hours, contact the on-call community assistant at 541-912-1435.

For life-threatening emergencies, contact 9-1-1 immediately.

Inspections

Routine inspections are conducted throughout the year. For all inspections, tenants will receive at least 24-hours notice of the inspection.

Fire, Safety and Sanitation Inspections—occur each fall and help to ensure all fire safety equipment is in working order and that apartments are in safe and sanitary condition.

Moisture Inspections—occur in the early Spring and help ensure units are kept in a condition contributing to moisture control.

Basement Inspections—occur monthly throughout winter and spring in homes with basements. These inspections help to ensure the basements are maintaining moisture control during the wetter months.
Care and Cleaning of Unit

Cleaning
Keeping your unit floors, counters, appliances, fixtures, and window ledges clean will prevent pests and sanitation concerns for the unit and the neighbors around the unit.

Clogged Drains
Help prevent clogged drains by following these tips:

- Do not put any food, oil, or chemicals down the drain.
- Only dispose of human waste and toilet paper down the toilet. Do not flush cleaning cloths, condoms, feminine hygiene products, cardboard, paper towels, or food.
- Keep small children from playing in the toilet to avoid inappropriate objects from being placed there.

Maintenance can help with your clogged drain. If it is determined the clog was caused by negligence you will be charged for the time needed to correct the problem.

Controlling Moisture in the Home
This area of the country has a higher moisture content in the air than what you might have experienced elsewhere. As a result, moisture accumulations can result in mold if not taken care of properly.

To help control indoor moisture, University Housing has:

- Installed fans in bathrooms and kitchens
- Installed windows with vents at Spencer View that will allow air circulation.
- Installed automatic fan timers in Spencer View to increase airflow in apartments

Tenants are expected to help control moisture by taking the following steps:

- Keep furniture at least two inches from any wall to allow airflow.
- Whenever possible, keep window shades open to allow airflow across the window pane.
- Wipe condensation off windows.
- Allow the bathroom fan to run 20 minutes after showers.
- For units with a kitchen fan, always use the kitchen fan when cooking.
- When not in use, leave the bathroom door open to allow for better air circulation.
- Report any leaks (plumbing, roofs, or windows) to appropriate maintenance line.
- Dry any wet areas around the kitchen sink, bathroom sink, and shower.
Policies and Procedures

Air Conditioning
Air conditioning units are not permitted for installation without prior approval. Residents will be responsible for any building damages that occur as a result of installation and/or use.

Community Room at Spencer View
The community room features a full kitchen and furniture for gatherings. Any Family Housing and University Apartments tenant may reserve the community room for a four-hour time, one day a week, and one weekend day a month. Please contact the Area Office to make a reservation.

Household Changes
Any changes in the people living in a unit must be reported to the Area Office immediately. New roommates must be approved by University Housing prior to residing in the apartment—this approval may take up to two weeks. One person may not live in a two-bedroom unit without expressed prior approval by University Housing. University Housing does not provide roommate matching or roommate mediation.

Keys
Unit keys are issued only to adult tenants who are listed on the rental agreement. Lost keys will result in a lock change. Lock change fees are $40 for unit keys and $25 for mailbox keys.

Laundry
- Spencer View, Agate, Moon Court, and 1680 Moss: Residents have access to coin-operated laundry machines.
- Graduate Village—Residents have access to card-operated laundry machines. An empty card will be issued at check-in. Adding money to the card may be done by visiting an “Add Value” station located in the Hamilton commons or the Living-Learning Center lobby.

Packages
- Spencer View: Packages too large to fit in the mailbox may be picked up at the Area Office located at Spencer View.
- Graduate Village: Packages may be picked up at the Housing Service Center at Hamilton, located on Agate Street and 13th Avenue.
- Packages addressed to someone not on the rental agreement or contract will be immediately returned.

Parking
Motor homes, recreational vehicles, trailers, boats, etc. are not allowed to be parked at any Family Housing and University Apartments site. Vehicles must be in operable condition and have current registration. Vehicles may be immediately towed if they are illegally parked.
- Agate, Moon Court, and Columbia Terrace: Vehicles must display the parking permit provided to tenants at check-in. Only one permit per unit will be issued—this does not guarantee parking availability. For parking concerns, contact the Area Office or community assistant after hours.
- Graduate Village: Parking at Graduate Village is managed by the University of Oregon Department of Public Safety. For more information, visit parking.uoregon.edu.
- East Campus Houses and Apartments: Not all houses have off-street parking. To park on the street, you will need to contact the City of Eugene or Diamond Parking. Contact information may be found on the internet.
- Spencer View: There is one assigned parking spot per apartment. Additional vehicles may be parked on the street. Improperly parked vehicles are subject to immediate towing.

Music Room
Tenants with need for musical practice space may check out keys to the Spencer View music practice room. Keys may be checked out at the Area Office.

Smoking
The University of Oregon is smoke and tobacco free beginning September 1, 2012. No smoking or tobacco use will be permitted on any university-controlled property, which includes inside any unit. Even when in non-university controlled areas, smoking must be at least 25 feet from any building.

Spencer View Community Gardens
If you are interested in community gardening at Spencer View, please contact the garden coordinator at spencerviewgardens@gmail.com.

Additional Policies and Procedures
Please refer to the rental agreement or contract for additional policies and procedures.