Contact & Resource Information

Spencer View Area Office:
541-346-5263, ecsview@uoregon.edu, https://housing.uoregon.edu
Open Monday-Friday, 8:00 a.m. - 5:00 p.m.; closed holidays
2250 Patterson Street Eugene, OR 97405

Resources:
Facebook - UO Apartments and Family Housing
Dash - https://housing.uoregon.edu/dash
Documents & Forms - http://housing.uoregon.edu/documents-and-forms
Spencer View Gardens - spencerviewgardens@gmail.com

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

Child Care Co-op at Spencer View:
541-346-7400, coopfcsv@uoregon.edu, http://coopfamilycenter.org
Open Monday-Friday, 7:30 a.m. - 5:45 p.m.; closed holidays
2250 Patterson Street, Eugene, OR 97405.

University Housing main office:
541-346-4277, housing@uoregon.edu, https://housing.uoregon.edu
Open Monday-Friday, 8:00 a.m. - 5:00 p.m.
1595 E 15th, Eugene, OR 97403 (Walton complex by Hayward Field)

EWEB – Eugene Water & Electric Board:
541-685-7000, http://www.eweb.org/
500 East Fourth Avenue, Eugene, OR

ResNet – Resident Network Services:
541-346-4223, reshelp@uoregon.edu
Open Monday-Friday, 9:00 a.m. - 5:00 p.m.
113 McAllister, Eugene, OR 97403 (Walton Complex/University Housing)

UO Parking and Transportation:
541-346-5444, parking@uoregon.edu, https://parking.uoregon.edu/
Open Monday-Friday, 7:30a.m. - 5:00 p.m.
1401 Walnut St, Eugene, OR 97403
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Always refer to your rental agreement/contract for complete information. The tenant handbook provides a quick guide to common questions and does not replace the rental agreement or contract.

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.
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 Desk at Spencer View within 1 business day. 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 (EWEB) and have the utilities put in your name at [http://www.eweb.org/](http://www.eweb.org/) or 541-685-7000. Students without a social security number may need to go to the EWEB office with passport, UOID, and security deposit. Contact EWEB for more information.
- For some East Campus units, call Northwest Natural Gas at 541-342-3661 and have the natural gas utility account put in your name.
- Agate Apartments, and Moon Court: Put your parking permit on your car bumper or in the rear windshield of your car.
- Change your address on DuckWeb and at USPS.com to assure mail and package delivery.
- 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 Desk at 541-346-5263 or [ecsview@uoregon.edu](mailto:ecsview@uoregon.edu) for any questions about these steps.

Within the first week of check-in:

- Purchase cleaning supplies including but not limited to a toilet plunger and a broom if you do not already have them.
- Consider purchasing renter 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 [reshelp@uoregon.edu](mailto:reshelp@uoregon.edu). Wireless is available with a router; routers may be purchased from ResNet. Contact Telecommunications about internet outage problems.
  - 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 Desk at 541-346-5263 for more information.
- Register your bike and laptop with UOPD at [http://police.uoregon.edu/content/bike-laptop-registration-info](http://police.uoregon.edu/content/bike-laptop-registration-info), locks can be purchased at Parking & Transportation for $15
- A steering wheel lock for your vehicle can be purchased for $13.00 at the Eugene Police Department located at West University Station, 791 E 13th Ave.
East Campus house residents need to contact a private Trash/Waste & Recycling provider to begin service.

Spencer View Area Desk staff can provide confirmation of your residency to enroll your child in school or for the DMV (Department of Motor Vehicles) to apply for an Oregon driver’s license.

Bus Routes:
- LTD (Lane Transit District) is the bus system in Eugene and campus. Your UOID is a free bus pass. You can find bus routes on the LTD website at www.ltd.org
- The EmX is an express bus that runs every 10 minutes from campus to the downtown Eugene Station. From there you can catch a bus to most Lane County destinations including large department stores, malls, grocery stores, furniture stores, EWEB, and the DMV. There are several bus stops to catch the EmX along Franklin Blvd, or you can catch a bus to the downtown Eugene Station from the UO Station South at 13th & Kincaid Street across from the DuckStore. Other bus stop locations can be found at https://www.ltd.org/pdf/Maps
- Spencer View residents can access bus routes home from UO Station South along Patterson to Spencer View, or to campus from Patterson or from several stops one street over on Hilyard.
- Bus stops are posted, routes are #27, 28, and 73.

Local Resources:
- Grocery stores and pharmacies near Spencer View Apartments can be found at 18th and Oak, and near campus at 19th and Franklin Blvd.
- Copies can be made on campus at the EMU (Erb Memorial Union) Copy Center, the Knight Library, or the Duck Store.
- Contact the Lane School District for information about area schools for minor children.

Community Staff

Family Housing & University Apartment Assignments & Service Center Coordinator:
The FHUA Assignments & Service Center Coordinator manages communications with applicants, assigns housing, supervises operations and student staff at the area desk, and manages tenant communications relating to rental agreement and contract, rent, construction, and eligibility issues.

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

Residence Life Coordinator:
The Residence Life Coordinator (RLC) oversees program operations, working closely with tenants and community assistants to provide opportunities for engagement and success in the community. If you have questions or concerns you may schedule an appointment with the RLC by contacting the Area Desk at 541-346-5263 or email 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 communities. If you have a maintenance concern, please contact the appropriate phone number listed in the contact and resources information section of this handbook.
**Maintenance**

Non-emergency maintenance include slow drains, resetting the fan timer, small leaks, pests, and other non-urgent issues. To report non-emergency maintenance concerns, 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.

Tenant may be responsible for damages from unreported repairs.

To report emergency maintenance concerns: Monday-Friday from 8:00 a.m. to 5:00 p.m., call 541-346-5263. After hours call the 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 annually 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.

Re-inspection may be required as part of follow up to an inspection.

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**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. Residents are responsible for purchasing and replacing lightbulbs except for the fluorescent lightbulb over the kitchen sink in Spencer View units. If you need assistance with changing a lightbulb, leave a message at the non-emergency maintenance phone number. No halogen light bulbs are permitted. Tenants should purchase the supplies necessary for cleaning their unit and a toilet plunger if needed.

**Garbage and Recycling:**
Insects are drawn to areas where food and moisture are available. Food sources include spills on the floor that are not properly cleaned, garbage that is not removed and in a proper container, and water sources. All residents are required by rental agreement or contract to routinely remove and dispose of garbage, trash, and recycling from the unit including outdoor areas of the unit. Failure to follow sanitation practices may result in infestations, rodents, damage to property, additional inspections, charges for cleaning and damages, and issuance of a notice of eviction.

**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.
- Purchase a toilet plunger for use in your unit.

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. If the bathroom fan does not come on automatically throughout each day, call the maintenance line. Fan timers can be set to a preferred time.

Tenants are expected to help control moisture by taking the following steps:
- Keep furniture at least two inches from any wall to allow for air circulation.
- 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 kitchen fan, always use the kitchen fan when cooking.
- Keep the fan cover clean of grease and debris
- When not in use, leave 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.
- Report any mold/mildew growth on any surfaces to the maintenance line at 541-346-8585.

Policies and Procedures

Always refer to your rental agreement or contract for information.

Smoking:
The University of Oregon is smoke and tobacco free as of September 1, 2012. No smoking, vaporizers, pens, e-cigarettes, hookahs or tobacco use is permitted on any university-controlled property, including all units and grounds. In non-university controlled areas, smoking must be at least 25 feet from any building.

Community Room at Spencer View:
The community room is available for resident and community gatherings. FHUA adult residents may reserve the community room for one four-hour time period, one day per week, and one non-consecutive day per weekend a month. Tenant must remain in room for duration of event. Tenant must be signed for each use; keys must be checked out during office hours and returned the next business day.

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.

Equipment:
Ping Pong equipment, board games, and sports equipment may be checked out for 1 business day. Contact the Area Desk for information and availability.

Music Room:
Spencer View has a room dedicated to music practice. Residents may check out a key from the Area Office for up to 2 weeks. Keys are renewable based on availability.

Spencer View Community Gardens:
If you are interested in community gardening at Spencer View, please contact the garden coordinator at spencerviewgardens@gmail.com
Petitions:
Residents may submit petitions on the DASH at the housing website https://housing.uoregon.edu/dash. When submitting a petition include documentation supporting your request. Documents may include medical statements, verification from your program or advisor, and/or study abroad or internship confirmation.

Rent Payments:
Rent is due on the 1st of every month. Rent paid after the 10th of each month rent is considered late. After check in, all rent payments are made at Student Billing/Cashier Office in Oregon Hall.

- When paying rent, tell the cashier that your payment is for rent, the amount, and the month
- Contact Student Billing or Collections & Loans directly to discuss past due rent charges on your student account.
- Student Billing may place a hold on registration when rent is overdue. Lease renewal may not be offered.
- University Housing issues a 72-hour notice of eviction for non-payment of rent.

Parking:
Motor homes, moving trucks, recreational vehicles, bus, trailers, boats, ATVs, etc. are not allowed to be parked at any Family Housing & University Apartments site. Vehicles must be in operable condition and have current registration. Vehicles may be ticketed and/or towed if they are illegally parked.

- Agate and Moon Court: Vehicles must display the parking permit provided to tenant at check-in. Only one permit per unit will be issued and does not guarantee parking availability. For parking concerns, contact the Area Desk or community assistant after hours.
- Graduate Village: Parking at Graduate Village is managed by the University of Oregon, Parking & Transportation https://parking.uoregon.edu.
- East Campus Houses and Apartments: Not all houses have off-street parking. To park on the street, you need to contact City of Eugene and UO Parking & Transportation to find out if street is available for the address. No street parking is guaranteed by University Housing and availability may change from year to year.

- Spencer View: There is one assigned parking space per apartment. All other parking is on street only, including second car, guest, and visitor parking. Illegally parked vehicles will be ticketed and/or towed at owner’s expense.

Laundry:
Spencer View, Agate, Moon Court, and 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. The Add Value Station (AVS) is located in the Spencer View Area Office building and is accessible during office hours. After office hours, AVS machines can be accessed at Global Scholars Hall, Living Learning Center, and other residence halls on campus. Treat your card like cash! Area desk staff cannot replace or refund cards. Laundry is 75 cents per load to wash or dry. Replacement cards can be purchased at the AVS stations.

Packages:
- Spencer View: Packages too large for the mailbox are delivered to the Area Desk and may be picked up during business hours only with photo ID. A notice is emailed through DASH to the tenant (student only) when a package is received. Packages are held a maximum of 5 business days. Packages not picked up are returned to the sender. If you cannot pick up a package, forward your notification to the Spencer View Area Desk at ecsview@uoregon.edu with the name of a designated person. That person will be required to show their ID and sign when they pick up your package.
- If you are having trouble receiving your package visit the United States Post Service (USPS) located at the Southside Station at 30 E 33rd Avenue or call 541-349-9774.
- Graduate Village: Packages may be picked up at the Hamilton Housing Service Center, located on Agate Street and 13th Avenue.
- Packages addressed to someone not on the rental agreement or contract will be immediately returned.
Household Changes:
Any changes in the people living in the unit must be reported to the Area Desk immediately. New roommates must be approved by University Housing prior to residing in the apartment - this approval may take up to two weeks. University Housing does not provide roommate matching or roommate mediation. Residents can check the Family Housing & University Apartments Facebook page for other students looking for an eligible roommate. Guest and visitor stays are limited to one week without prior approval.

Lost and Found:
The Spencer View Area Desk has a lost and found for items found on the premises. Units closer to campus may check with the front desk at the Main Housing Office located at 1595 E 15th.

Therapy, Support, or Companion Animals:
Pets (with the exception of a fish tank) are not permitted except in East Campus houses and apartments. Residents can contact the Accessible Education Center (AEC) with questions about adding a therapy, support, or companion animal. Residents with animals not pre-approved by AEC and University Housing will receive a 10-day notice of eviction for pet-violation. Pets of guests and visitors are also prohibited.

Moving Out:
A 30 day notice to vacate is always required; refer to your rental agreement or contract. A vacate notice can be found on the housing website at: http://housing.uoregon.edu/documents-and-forms. Be sure to change your address on DuckWeb and USPS.com so you continue to receive mail & packages.

Smoke Detectors:
Smoke detectors are installed for the safety of all residents. Removing batteries or smoke detectors in your unit will result in a $50 fine per detector. A beeping smoke detector may be a battery that needs to be replaced. Contact the maintenance line or a Community Assistant if beeping occurs after office hours.

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. A freestanding unit, vented through the window is the only type of unit that may be approved. Window mounted units are permitted only on ground floor with facilities approval.

Electrical Usage:
Breakers must never be shut off. Damages caused as a result of turning off breakers can be substantial and will be assessed to the student account. A GFCI (ground fault circuit interrupter) is the small button in the middle of all bathroom electrical outlets and at least one kitchen electrical outlet. If all the bathroom lights go out, the GFCI may have been tripped. Press the GFCI reset button before calling for assistance.

Internet disruption:
Any widespread internet disruption or outage is a University of Oregon issue and cannot be fixed by ResNet. If your internet goes out, contact UO Telecommunications at http://telcom.uoregon.edu/ or 541-346-6387.

Satellite Dish:
Before scheduling any service requiring a satellite, the facilities manager must approve the installation. Contact the Area Desk at 541-346-5263 for more information.

Porches, balconies, patios, yards, walkways, barbecues:
Review your rental agreement for your specific area. Storage on any unit exterior space, walkway, or stairwell is prohibited. Only furniture designed for outdoor use is permitted.

- Barbecue grills: Always allow charcoal briquettes to cool in the grill and dispose when cool. Do not dispose the briquettes on the surrounding grounds or landscaping.
- Spencer View: Barbecue grills are allowed on the patios. Keep the grill away from the building. Place the grill along but not touching the metal patio railing or the vinyl siding. Vinyl siding will melt from the grill's heat.
- Agate Apartments: Use barbecue grills only away from the building, including stairwells and balconies.
**Safety and Security:**
The safety of residents is very important to University Housing. We encourage all residents to follow basic safety practices such as:

- Keep your doors and windows locked whether you are home or not. Graduate Village and Spencer View have windows that can be locked in place when partially open.
- No solicitation is permitted on University Housing property. Violations should be reported immediately to the Area Desk or Community Assistant.
- It is not rude if you do not open your door to someone you do not know.
- Do not leave property in your vehicle or on your porch, patio, or balcony where it can be observed and stolen.
- It is a crime to intentionally touch someone against his or her will, regardless of the situation.
- Encourage friends to travel in pairs or with trusted companions, especially at night or in remote areas. Be aware of surroundings, and attempt to keep a safe distance from strangers.
- Whenever possible, keep valuables secured and out of sight.
- If someone attempts to grab you, yell "NO" loudly, do whatever is necessary to get the person to let go, and flee to a safe place like a populated location, and call police. When safe, try to remember as much as possible about the person’s appearance and behavior.
- Use UO Safe Ride (541-346-RIDE ext. 2), call a taxicab, or contact UOPD for an on-campus escort (541-346-2919).
- If you feel you or others are in danger, call 9-1-1.
- To report suspicious, illegal or unusual activity on campus, call UOPD at 541-346-2919. For emergencies or if you see a crime being committed, call 9-1-1.

**Resources available for survivors of crime:**
- Call 541-346-SAFE at any time or visit safe.uoregon.edu to learn about options and resources.
- For students, a range of support services are available through the Office of the Dean of Students, 541-346-3216; uodos@uoregon.edu.
- For students, personal counseling and other support services are available through the University Counseling and Testing Center, 541-346-3227 (available 24 hours); counseling.uoregon.edu/dnn.
- For students, medical and sexual assault examination services are available at University Health Center, 541-346-2770; healthcenter.uoregon.edu.
- For employees, the Office of Affirmative Action and Equal Opportunity, 541-346-3123, and Office of Human Resources, 541-346-3159, can assist in connecting to resources.
- Other community resources available are Sexual Assault Support Services (SASS), 541-343-7277 (24 hour crisis line) or 541-484-9791, Womenspace, 541-485-8232 or 541-485-6513 (24 hour crisis line), and White Bird Clinic Counseling, 541-342-8255 or 541-687-4000 (24 hour crisis line).