

Graduate & Family Housing Handbook

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Amenities

Buff OneCard

All graduate and family housing residents are eligible for a Buff OneCard. Students can get both their card and RTD pass at the Campus Card Office in the Center for Community, room N180. The cost is included in the student fees. Nonstudent residents may get their card at the Campus Card Office for a fee.

Equipment

Vacuum cleaners and dollies/hand carts are available for residents to check out from the Graduate & Family Housing Office or from your resident manager. There is a 24-hour time limit when checking out equipment so that others may use it. Charges may incur if equipment is returned with damage or late.

Gardens

Graduate & Family Housing has three garden areas. Gardens will be awarded through a lottery process each year. A nonrefundable fee will be collected when a plot is assigned to help maintain the gardens. Please do not grow vegetables next to your apartment—only flowers can be planted in the patio area to avoid pest problems. Garden plots are for graduate and family housing residents only.

Picnic Areas

Some of the courts in Graduate & Family Housing have picnic areas located nearby for resident use. Use common sense and courtesy when using these facilities. Charcoal grills are not permitted on the grounds of Graduate & Family Housing.

Playgrounds

All graduate and family housing communities have play areas for children. Parents are responsible for the safety and supervision of their children. Please report any playground hazards to the Graduate & Family Housing Office.

Contact

Graduate & Family Housing Office
1350 20th St.
Boulder, CO 80302
303-492-6384
graduatefamilyhousing@colorado.edu

Eligibility

In order to maintain eligibility for Graduate & Family Housing, only those on your current lease should be living in your apartment. Inform the Graduate & Family Housing Office immediately of any changes in your family status or living arrangements. We require proof of custody, birth certificates/photo IDs or adoption papers for those living with you. The university reserves the right to request these documents from a resident. Failure to produce such proof may lead to termination of your lease. You will be eligible to continue living in your family housing apartment as long as you:

- Enroll full time in main campus courses and make satisfactory progress towards a degree. You must move out of your apartment immediately when you graduate. Please remember to give 45 days notice before your vacate date. *See Graduation section for dates.
- Utilize the Leave of Absence Program for no more than one semester, and enroll as a full-time student the following semester.
- Maintain full-time status as a (visiting) faculty, staff, post-doctorate or visiting scholar. Faculty and staff residents may only live in Graduate & Family Housing for one year with the possibility of extending the stay. (Contact the Graduate & Family Housing Office for additional information.)
- Consistently pay rent on time (keep your account balance at zero).
- Remain in compliance with the terms of the lease, Graduate & Family Housing Resident Handbook, the code of conduct outlined in the “[Student Rights & Responsibilities](#)” and other applicable university policies.
- Reside in your apartment full time. If you will be gone for over a week, please notify your resident manager and the Graduate & Family Housing Office.

Continuing Education, study abroad, etc., courses will count toward the full-time requirement as long as

1. you are enrolled in a degree-seeking program and
2. your academic department will supply documentation stating that you are taking will fulfill requirements for your degree.

Leave of Absence Program

The University of Colorado has a Leave of Absence Program that provides an opportunity for you to leave the university for a semester without losing your place in your current college/school. You must

be in good academic standing and have the dean's approval. Re-enrollment in the university is guaranteed when you return. For graduate and family housing purposes, you may go on the Leave of Absence Program for one semester only. For more specifics, contact the Office of the Registrar at 303-492-6970.

Lease Renewal

All leases are renewed yearly. Look for information about lease renewal in the newsletter and via email. Make sure you sign a new lease every year. The university reserves the right to request proof of enrollment from any resident. Failure to produce such document may lead to termination of your lease.

*Failure to renew your lease is not a substitute for completion of the 45 day notice paperwork that you are required to fill out when you want to move out.

Graduation

All student residents must be full-time, degree-seeking, students in order to qualify to live in Graduate & Family Housing. If you are graduating, you must fill out an Intent to Vacate form 45 days before you move out. Be aware that there are specific dates by which graduates must vacate, and therefore must fill out the Intent to Vacate form 45 days prior to these dates. Failure to do this will result in charges.

- If you graduate in May, you must move out no later than July 15
- December graduates must move out no later than December 31
- August graduates must move out the Sunday after graduation

Occupancy Regulations

There is a limit to the number of people allowed to live in a particular apartment. If you and the other occupants exceed the maximum occupancy listed below, your housing assignment must be changed or terminated. Due to the limited size of our apartments, the following occupancy restrictions apply:

Apartment Size	Maximum
Studio	1 Occupant
1 Bedroom	2 Occupants
2 Bedroom	4 Occupants
3 Bedroom	6 Occupants

In order to remain within the maximum occupancy for your apartment, please inform the Graduate & Family Housing Office and your resident manager of the names and dates guests will be visiting. You are responsible for your guests at all times.

Lease Termination

The most common reasons for the university to terminate a graduate and family housing lease with a resident are:

1. Failure to pay rent charges on time
2. Change in family or student status (e.g., residence is over capacity or student is otherwise ineligible for current apartment assignment)
3. Violation of the lease
4. Limited lease policy for faculty/staff members

Request to Transfer Apartments

Requests to transfer apartments are granted on an availability basis. Transfer applications are in the Graduate & Family Housing Office. We only transfer people to different apartments between October 1 and March 31. There is a mandatory \$250 transfer fee, which covers the cost of cleaning and preparing your vacated apartment and the rent lost when you have keys to both apartments. Not all transfer requests will be granted. There are only two situations in which you will not be charged the \$250 transfer fee:

1. Medical Transfer - Situation where you need to move out of your current apartment for medical reasons. You will need approval from the Accommodations Committee.
2. Pregnancy - Situation where you need to move because you are expecting an additional child and will exceed the maximum occupancy of your current apartment. Proof of pregnancy with estimated due date must be attached to the transfer request form at the time of request. You will be moved during your third trimester dependent on apartment availability.

Student Felony Admit Review Committee (SFARC)

If, after agreeing to the Graduate & Family Housing Lease Agreement, a resident is convicted of, found guilty of, or adjudicated to have committed a sex offense; or if a resident is classified as a sex offender or placed under active supervision by any jurisdiction for a sex offense; the resident is required to immediately notify the university's police department and the housing and business operations manager of Graduate & Family Housing. In addition, a determination by SFARC and the dean of students will be made on whether or not the student will be allowed to continue to reside in the university owned or operated housing.

Facilities

Community Rooms

There are two community rooms available for residents to use. You must first contact the Graduate & Family Housing Office to reserve one of the rooms. You can check out the community room keys from either your resident manager or at the Graduate & Family Housing Office. The key to the community room must be returned promptly after you are finished or no later than 9:00 p.m. There is a three-hour limit to each reservation.

The community rooms are located in the following areas:

- Newton Court - a Newton Court apartment with a full kitchen
- Smiley Court - a large room next to a Smiley parking lot with a full kitchen

There are some restrictions on the number of people allowed in the rooms, as well as limited hours for use (8:00 am-9:00 pm). Due to the high demand, please call early. Reservations can be made up to one month in advance. Quiet hours must still be observed during community room use.

Balconies and Patios

Please keep these areas clean, clear of snow, and free of toys, bikes and other equipment. Residents are allowed to plant flower gardens on their patios but cannot grow vegetables or herbs (in order to avoid pest problems). Please do not store combustible materials or trash. Graduate and family housing furniture cannot be stored on patios or anywhere outside the apartment.

Elevators

If you have an elevator in your building, please comply with the maximum load posted. Do not deface the walls, floor or ceiling of the elevator. Children shouldn't ride alone or play in the elevator. Report any malfunctions to maintenance at 303-735-5555.

Heat and Hot Water

Please report any problems with your hot water heater or apartment heater to maintenance at 303-735-5555 immediately. If you are having trouble with your heating system, check that the air vents aren't blocked by furniture, carpet or other items. Please help us keep rent prices at a minimum by conserving heat. Do not completely turn off the heat in the winter—keep it at 65° F or above, even if you're going on vacation or moving out. This prevents the pipes from freezing or leaking. Important: Never store flammable or combustible items near the furnace or hot water heater.

Laundry Facilities

Most areas in Graduate & Family Housing have coin-operated washers and dryers for residents to use. Laundry rooms are for resident use only and are to remain locked at all times for your safety and security. Do not prop the doors open. Be courteous and remove your clothes as soon as they are finishing washing/drying. The Graduate & Family Housing Office accepts no responsibility for lost or stolen items. No unattended children are allowed in the laundry rooms. Do not remove your neighbor's clothes when the washer or dryer is still running, place other's clothing on the give-away tables, or use dye in the washing machines. If machine repairs are needed, please make note of the plate number and call the 800 number provided in the laundry room so that the machine can be fixed. Residents can also take advantage of [LaundryView](#), which allows you to monitor your laundry status from your phone.

Recycling

Recycling bins are located near the dumpsters. We ask that you recycle paper, glass, aluminum, plastic, cardboard, and paperboard. You may place usable clothing or small appliances on the give-away tables located in the laundry rooms. No broken or unusable items—please dispose of properly. Please follow the guidelines for recycling and only recycle those materials listed on the bins. Contact

the Graduate & Family Housing Office or CU Recycling (303-492-8307) for more information. You can also find additional information on their [website](#).

Trash

Trash dumpsters are located in all areas of Graduate & Family Housing. Dispose of your garbage into the dumpsters on a regular basis. The tops of the dumpsters should be closed at all times. Please do not leave garbage next to dumpster as this attracts wildlife. Keep children away from the dumpster area. Report any problems with garbage pickup, recycling bins, or rodents to the Graduate & Family Housing Office immediately. Do not leave garbage outside your apartment.

Lock-Outs

Apartment Lock-Outs

Resident managers have access to master keys to let you into your apartment if you are locked out. They are not allowed to let children under the age of 12 into an apartment if an adult is not present to supervise. Furthermore, resident managers are not allowed to let anyone who is not listed as a resident on your lease agreement into your apartment. It is your responsibility to make sure that any guests who you wish to be able to access your apartment have a key to do so. Extra apartment keys are available for a minimal charge at the Graduate & Family Housing Office.

Maintenance

Report any needed repairs or problems to housing maintenance by requesting a work order [online](#). For maintenance emergencies, call 303-735-5555. The maintenance office is open from 8:00 am to 4:00 pm, Monday through Friday. Evening, holiday and weekend staff are on-call for emergency repairs only.

If you require service in your home as a result of negligence or something that is not normal “wear and tear,” labor and equipment charges may be assessed. Our goal is to maintain and replace any items that are not working properly or that would cause harm if left unattended. Do not contact any outside repair service for improving conditions within your apartment.

Maintenance has many ongoing projects to improve Graduate & Family Housing in which they may need to enter your apartment to do work. Graduate & Family Housing will keep residents informed on current maintenance projects and if/when maintenance will be entering certain apartments. Residents are required to allow maintenance entrance into their apartment and to move any items necessary for maintenance work to be completed. Submitting a work order is considered “notice” that maintenance will be in your apartment soon.

Major Maintenance Programs

The buildings in Graduate & Family Housing are between 20 and 50+ years old. Maintenance, grounds, and housekeeping teams are committed to providing residents with a clean, safe and attractive environment. Repairs and maintenance on the buildings are continuous. There are no rent reductions or transfers from apartments affected by upgrades and repair projects. Project activity is exempt from quiet hours, but work near the building is kept at a minimum during those times.

Emergency Maintenance

Maintenance strives to respond to all reported problems in a timely manner. Due to the large quantity of requests, maintenance must rank the requests and attend to major problems before minor problems. Emergency problems such as clogged toilets, gas leaks, or leaking pipes will be attended to immediately. Conditions that do not cause immediate harm or danger to residents but require attention and repair, such as broken screen doors and broken cabinets, will be fixed after maintenance attends to emergency requests. Report any needed repairs or problems to housing maintenance at 303-735-5555.

Entering Apartments

Graduate and family housing staff, the housing maintenance staff, and all other university personnel respect the rights of residents and their privacy and security. If you make a request for repair services, be prepared to admit an employee into your apartment for that purpose. If you request a maintenance repair, every attempt will be made to complete these requests during regular business hours. If entrance into your apartment is required, you will find a notice that explains who entered, for what reason and if additional service will be needed. The only times when Graduate & Family Housing would be authorized to enter into your apartment without your prior consent or request would be:

- An immediate threat to the health or safety of the occupants, such as smoke, fire, or unattended children crying
- A need to protect university or private property, such as water leaking from the apartment above or structural damage that effects your apartment
- In the event of a pet violation or sanitary condition that requires inspection by a staff member.
- To repair, replace or inspect university property, such as an investigation of an electrical outage, water pipe problem or an unsanitary condition
- An open (incomplete) work order
- To allow entrance to police/law enforcement officers
- To conduct safety checks by resident managers

Pest Control

Graduate & Family Housing uses facilities management services for insect, rodent and other pest control services. There is no charge for this service. You must report any problems with insects, mice, snakes, squirrels, pigeons, raccoons or other pests to housing maintenance. Clean your appliances, cabinets, floors and sinks to assist in the prevention of pests. In addition, do not feed the animals or hang bird feeders. Keep patios clean of boxes, garbage, etc., where pigeons could nest. Do not use commercial or store-bought products. Please call 303-735-5555.

Sinks, Tubs, and Toilets

If your drain or toilet gets clogged, contact housing maintenance at 303-735-5555. Please do not use commercial items like Drano, or other products that will damage the water pipes. Do not flush disposable diapers, sanitary products, baby wipes or other products that will clog the water system.

Garbage Disposals

Some family housing apartments have garbage disposals. If your apartment contains a garbage disposal, please abide by the following rules:

- Please run water before, during and after using your garbage disposal.
- Slowly place food waste into the disposal while it is turned on. (ONLY put food items down the disposal.)
- Food such as celery, potato peels, banana peels, cooking oil/grease, meat and rice DO NOT go down the disposal.

If your disposal should stop working, turn it off, wait a few minutes, press the reset button on the bottom of the disposal, run water and then turn it back on. If it still won't work, call maintenance for repairs. If you misuse the disposal, maintenance will remove it from your apartment.

Snow Removal

Residents are responsible for snow removal on their balcony or patio. Residents also must remove all items from walkways in order for maintenance to remove snow from community walkways. Maintenance is not responsible for any damage that occurs during snow removal to items that are left in walkways.

Moving In

Check-In

Contact your resident manager within two weeks of your move-in day to schedule a check-in. Your resident manager will come to your apartment to complete the check-in form with you and review the condition of your apartment. Damage such as nail holes, chipped tiles, burned countertops or worn and discolored carpet areas should be noted on the form. Dripping faucets, closet doors off the track, torn window screens and other items should also be noted so you can request repair service on them.

It is to your advantage to be as thorough as possible during your check-in. Any problems that exist when you move into your apartment, and are not repaired while you live in the apartment, are not considered your responsibility. You will not be charged for such items when you move out.

Moving Out

Notice

You are required to provide Graduate & Family Housing **45 days notice** before vacating your apartment. If a 45-days notice is not given, you will be charged rent for 45 days beginning on the date the Intent to Vacate (ITV) form is given to our office. If you give more than 45 days notice, rent continues until the vacate date stated on the form. **It is mandatory that you check out no later than the date you have indicated. Your apartment will be rented to another resident according to your vacate date.**

If for any reason you must change the date on which you will vacate your apartment or cancel your ITV entirely, there will be a \$100 administrative charge. If your apartment has already been offered to someone else, you will not be able to change your vacate date or cancel your ITV.

Vacating

- All keys and parking permits issued must be turned in no later than midnight on your vacate date.
 - If all apartment keys are not returned when you vacate your apartment, you will be charged \$45 for an apartment lock change. If all mailbox keys aren't returned, you will be charged \$20 for a mailbox lock change.
 - If you do not turn in your parking permit, you will be charged \$10 for each parking permit that is not turned in.
- If you continue to occupy the apartment past the vacate date you submitted to the office, you will be charged rent for each day until the apartment is vacated and keys returned, plus a liquidated damages fee of \$250 per day until keys are returned to the office.
 - In the event that you do not vacate your apartment on time, you could be held financially responsible for any charges incurred by either Family & Graduate Housing and/or the incoming resident if they are not able to move in on time—including but not limited to additional truck rental, hotel, meals, etc.

Deposit

Your entire housing deposit will be refunded unless there are outstanding rent charges, lock/key charges, outstanding charges from the CU Children's Center, appliances and furniture not in the condition which you received them (as verified by your check-in sheet), or the apartment being left dirty or damaged. These charges will be deducted from your security deposit.

Rent

You cannot use your security deposit to pay for the last month's rent. Please check with the Graduate & Family Housing Office for details. If the balance on your account is over \$100 on the 10th of the month, you will be charged a late fee.

Forwarding Address

Please give a forwarding address when you fill out your intent to vacate form. If a refund is due, it will be mailed to you within 30-60 days. Please file a change of address form with the local post office.

Cleaning/Preparation Checklist

It is the responsibility of the renter(s) to thoroughly clean the apartment before vacating. You can find a detailed cleaning checklist to assist you on the [website](#).

Charges

Please see the [charge sheet](#) for fees relating to cleaning, missing items and damages. You will be charged for anything that hasn't been cleaned and for the disposal of any items left in the apartment or storage unit. The university environmental services staff will do the cleaning of the drapes and the stripping and waxing of floors.

Excess Charges

When charges against a unit exceed the amount of deposit, you will receive a letter from the Graduate & Family Housing Office regarding the amount owed to the university. If payment is not made in a timely manner the resident's name is placed on the university debt file list. This action denies a student's registration, transfer of credits or graduation until the amount due is paid. Additional charges deducted from your deposit may include rent due, cleaning, damages, utilities, daycare, lock changes, lost permits, etc.

If you are due a refund, the Graduate & Family Housing Office will send a check to the address that you provided on the Intent to Vacate form. If you have questions regarding your refund or payment, please contact the Graduate & Family Housing Office at 303-492-6384.

Personal Possessions

Any personal possessions left in the apartment, on patios and doorsteps or in the storage unit shall become the property of the University of Colorado as stated in the Graduate & Family Housing Lease. The University of Colorado assesses a charge of \$20 per hour for removal of any abandoned items (a minimum charge of \$40 or two hours of work will automatically be assessed). Do not leave any broken or unusable items on the laundry give-away tables.

Utilities and Telephone Service

If you are paying your own utilities, please call Xcel Energy at 1-800-895-4999 to have the name switched over to the University of Colorado on your vacate date.

Driving on Lawns and Sidewalks

Motor vehicles of all kinds are prohibited from driving on sidewalks or lawns, including vans and trucks for moving. The possibility of damage to lawns and sprinkler heads, as well as danger to children in the area, requires that vacating residents adhere to this rule. You will be charged for any damages to family housing lawns and/or sprinkler heads.

Final Inspection

To avoid any unnecessary charges, please ensure you follow all vacating directions, and utilize the provided [cleaning checklist](#) and [final inspection sheet](#) provided. If you have any questions or concerns, please contact the Graduate & Family Housing Office at 303-492-6384.

Final Check Out

Please note: We do schedule a preliminary check out at the request of the resident. Final check out is done by staff after you have turned your keys in to the office. You may call or [email our office 10 business days after vacating to inquire about charges that may have been assessed.](#)

There are two ways to turn in all of your keys and any parking permits when vacating:

1. Bring all of the keys and parking permits to the office during graduate and family housing office hours (Monday through Saturday, 9:00am to 8:00pm).

2. After hours, put all keys and parking permits in an envelope and drop it in the secure rent deposit box. It is located under the counter in the entryway next to the graduate and family housing office door.

Make sure to lock your door before you turn in your keys. Shortly after you hand in your keys and parking permits, a staff member will check your apartment for damages.

Parking

Parking Permits

Parking permits are issued when you check in to Graduate & Family Housing and then renewed once a year. You receive one free permit. You will be notified through The Courtier about when to come to the Graduate & Family Housing Office to renew your parking permit(s). Each vehicle, trailer or motorcycle you own must display a current parking permit. Please notify the Graduate & Family Housing Office with changes regarding your vehicles.

Parking permits should hang from the rearview mirror. The permits identify which lots you can use to park your car. Return the permit(s) to the Graduate & Family Housing Office upon checkout or a lost permit charge is assessed to your account. There is a permit replacement cost of \$10 for each lost or stolen permit.

Additional Permits

There is a \$10 monthly fee for each additional parking permit. Fees for secondary car permits should be paid with the monthly rent.

The first permit enables residents to park in most lots around each court. The second permit is only issued for the overflow lots in the area. These permits do not allow residents to park in staff or visitor spaces.

Visitor Permits

The Graduate & Family Housing Office and your resident manager are able to give you temporary parking permits for your guests. Temporary parking permits are only valid for overflow lots. Graduate and family housing parking lots have designated two-hour visitor parking spots. If you have visitors staying longer than two hours you will need to get a temporary permit for them. You may obtain temporary parking permits for a maximum of three consecutive weeks. If a guest will be staying with you for over a week, you must inform the Graduate & Family Housing Office and your resident manager.

Parking Rules and Regulations

Observe and obey the "No Parking" restrictions in all areas identified with yellow paint. Please do not park in front of the dumpsters.

Parking privileges automatically cease upon termination of occupancy.

Current vehicle registration is required in order to park in university parking lots. The University of Colorado Parking and Transit Services issue tickets for any violations. The parking services office

will handle violations of any traffic law or parking regulation. Contact their office at 303-735-7275 with any concerns about tickets or towing.

Motorcycles must be parked in designated areas of the parking lots only. All trailers or non-motorized vehicles must be parked in the overflow lots. Motorized vehicles are not to be taken into apartments, parked at entrances, on the grass or on patios.

Please drive safely in the family housing area. Many children live in the area so please be aware when driving.

Please stay off the lawn! Do not drive vehicles on the sidewalk, lawn or university property at any time—you may damage lawns, sprinkler heads and/or create a danger to children in the area. Doing so will result in a \$200 fine. You are responsible for any charges for damages associated with destruction caused in this way.

Assigned Parking Lots

Athens Court - 142, 144, 145, 146, 151, 152, 162

Faculty/Staff - 138, 141, 143

Marine Court - 145, 147, 149, 152, 162

Newton Court - 177, 179, 192, 196

Smiley Court - 506, 509, 510, 513, 522, 533, 535, 539

Expansion Units - Lot assignments vary

Programs/Activities

Graduate & Family Housing regularly schedules a variety of recreational and educational programs for residents to attend. These programs are a wonderful way to meet your neighbors and participate in the community. Although the specific programs vary from year-to-year, usually there are welcome-back events in the fall and winter, holiday celebrations, potluck dinners, outdoor movies in the summer and a variety of activities for children, adults, families, and single students.

Check the graduate and family housing monthly newsletter, *The Courtier*, for information on upcoming programs or follow us on [Facebook](#).

Resident Council

This council is here to serve you, and to represent your concerns and interests to the housing and campus administration. We not only want to hear about problems and concerns from you, but we believe that your voice and participation are vital to the growth and progress of our family housing community.

How to Get Involved:

Public meetings, which are announced in the graduate and family housing newsletter, *The Courtier*.

Contact a resident council representative by email or phone.

Rules and Regulations

The resident shall obey the laws, ordinances, and police regulations relating to the use and condition of the premises and shall abide by the rules and regulations of Graduate & Family Housing as outlined or advised in this handbook, the graduate and family housing lease, the graduate and family housing newsletter and the website to the University of Colorado Student's Rights and Responsibilities Regarding Standards of Conduct. The university reserves the right to make such other rules and regulations as are necessary to fulfill its responsibilities to maintain order, property, and an educational atmosphere. The subject of such rules and regulations may be, but is not limited to, the preservation of safety, care, cleanliness of the premises, or the security, comfort, and welfare of all members of the university community.

Alterations

It is understood and agreed that all alterations, decorations, additions, and improvements, installed with the written consent of the Graduate & Family Housing Office, shall immediately become the property of the university upon installation. The university may request that fixtures installed with the written consent of the Graduate & Family Housing Office be removed by the resident within the term of this lease.

The resident is responsible for maintaining all parts of the apartment including furniture. The apartment should be in the same condition upon move-out as it was at move-in. Residents will not be responsible for ordinary wear and tear.

Antennas, Satellite Dishes, and Cable

All apartments have television cable outlets. Residents of Graduate & Family Housing are not permitted to attach exterior radio or television antennas, or satellite dishes of any type. No alteration to cable television outlets or wiring is allowed. Residents are held responsible for charges if additional cable services and/or repairs are requested. If your cable connection isn't working, please call Comcast directly at 1-855-307-4896.

Appliance Guidelines

The large appliances in your apartment (stove, oven, furnace, heating system, hot water heater, refrigerator, etc.) use a lot of energy. Even though these energy costs are included in residents' monthly rent in most areas (exceptions are faculty/staff and expansion units), the university still must pay these bills. Conservation of energy can help to keep energy costs low and is appreciated.

Upon inspection, if an extension cord, adapter, power strip, or circuit breaker is overloaded or other dangers exist, you will be asked to discontinue use of the particular appliance. The university is not responsible for the installation, damage, repairs, or injuries caused by the use of items you place in your apartment. For example, any cost associated with water damage as a result of your misuse of a washing machine will be charged to your housing account.

Other large appliances are only allowed in apartments that have hookups to accommodate them. Washing machines are allowed in apartments with washer hookups. Dryers are not allowed. Dishwashers are only allowed in apartments that have their own water heater. Air conditioners are allowed in the apartments, however, residents are responsible for having the unit installed and any

damage that may occur as a result of the installation or use of the air conditioner. Space heaters, refrigerators and additional freezers are also not permitted.

If you decide to install any appliances that require electrical, mechanical or structural changes in your apartment, you must utilize a contractor licensed by Colorado and obtain rental insurance for your apartment. Examples of these types of appliances include but are not limited to window air conditioning units, dishwashing machines and clothes washers. In all cases, the tenant is responsible for returning the apartment back to its original condition at the end of the lease term or charges may be applied. Residents will be held liable for any restoration or damage fees to their own, adjoining apartments and exterior spaces (including neighbor's belongings).

Bicycles

Bicycle registration is required for main campus usage as it provides ownership records to help prevent bicycle theft.

Residents are requested to park their bicycles in the provided racks or on patios and balconies. Residents are not allowed to park bicycles under stairwells, by front doors, or in hallways in order to avoid blocking passageways or creating safety hazards.

All bicycles parked in the family housing areas should be in operable condition. Abandoned bicycles will be picked up and impounded at regular intervals if not claimed by the owner. Storage fees will accumulate until the owner claims the bicycle or until disposal of the bicycle.

Children

Parents are responsible for the supervision of their children. Children 12 years of age and younger must be supervised by a responsible adult at all times. Even though graduate and family housing activities are often geared toward children, they are not to be used as child care programs. Parents are required to attend with their children at such events.

Should your child be found unsupervised, without any knowledge of your whereabouts, graduate and family housing staff is required to contact CU Police. A report will be filed with Child Services documenting neglect of your child, and will be reviewed by the family housing manager. Please be responsible and aware of your child's location at all times.

Communication

Graduate & Family Housing communicates to residents in many different ways. It is stated in the lease that residents are required to read the family housing handbook and the monthly newsletter. In addition, all residents must provide their email address (and keep it current) for the family housing list serve. The information provided in these resources are for the benefit of the residents to inform them of changes in graduate and family housing rules and regulations, as well as fun community activities. Residents are responsible for knowing the information contained in these publications.

The university's official means of communication is email, and residents are expected to check their campus account regularly.

Conflict and Noise Disturbances

Resident managers are able to assist you in resolving all types of neighborhood conflicts.

In the case of a conflict with a neighbor or a noise problem, we ask that you first contact your neighbor and try to come to an understanding. If the problem is not resolved, your resident manager can help by acting as a mediator in solving the problem.

In the case of a serious disturbance, when resident managers are not available, the CU Police Department should be called at 303-492-6666 (non-emergency phone number).

When necessary, resident managers will file a report of the incident with the manager in the Graduate & Family Housing Office. Please remember that residents are responsible for their children and guests.

Drugs

The possession, use, sale, manufacture, or distribution of illegal drugs, including marijuana and drug paraphernalia (pipes, rolling papers, bong, etc.), are not permitted in Graduate & Family Housing. They are violations to state laws, university policy, and your lease agreement. If violations are found, disciplinary action will be taken according to the Student Code of Conduct found in the pamphlet with the website to the University of Colorado Student's Rights and Responsibilities Regarding Standards of Conduct.

Internet

After you complete your move-in paperwork, you will go to Comcast to pick up your equipment. If you have issues with your Internet, please contact Comcast at 1-800-895-4999.

Furnished/Unfurnished Units

If you live in a furnished apartment you will be responsible for all of the university-issued furniture. Any damaged or missing items will be deducted from your security deposit. We do not rent partially-furnished apartments. We cannot change the status of your apartment from furnished to unfurnished (or vice versa). If you want to store some of your furniture, you must pay for it yourself. Graduate & Family Housing cannot store furniture due to a lack of storage space.

Grills

- NO charcoal or gas grills are allowed in any location with the exception of the community grills.
- There are community grills located in each of the Graduate & Family Housing areas. West End is located south of Athens Court in the playground area. Newton Court is located near the community room. Smiley Court is located near the community room.

Mail and Packages

Any parcels or packages sent to residents through the United States Post Office will be delivered to the resident's door. If no one is home, the postal worker will leave a yellow postal slip. The resident then has the option of picking up their parcel from the post office or by calling the 1-800 number on the slip to arrange for redelivery. Resident managers and the Graduate & Family Housing Office will not accept packages or mail for residents.

Firearms and Weapons

Firearms, explosives, ammunition, and dangerous weapons/materials are not permitted anywhere in Graduate & Family Housing. Colorado law defines a dangerous weapon as an instrument that is designed to, or likely to, produce bodily harm. Weapons may include, but are not limited to, BB guns, paint-pellet guns, starter pistols, blow-dart guns, slingshots, martial arts devices, bowie knives, daggers or similar knives (blades over 3 1/2" in length), or switch blades.

Weapons used for sporting purposes may be stored with the security section of the university police. However, before bringing any weapons to campus, call CUPD at 303-492-6666 to determine what kinds of weapons may be stored and the procedure for storing them. Residents who violate this policy are subject to severe disciplinary action, including lease termination and/or expulsion from the university.

Noise

Residents are asked to observe the academic interests and close quarters of the community and not make or permit noise that is disruptive, frequent or severe. Be mindful of your own level of normal noise, and accept your neighbor's normal level of noise as you adjust to your new environment. Any excessive noise that disturbs a neighbor is a violation of our noise policy. Please be considerate.

- Turn down the radio and television at night.
- Make sure to turn off your alarm clock before leaving for an extended period of time.
- Take off shoes/boots when walking on hard floors and place rugs on floors to absorb noise.
- Close windows.
- Keep stereos and televisions at reasonable levels.
- Have children play quietly indoors so that smaller children can nap.

Quiet Hours

Everyday

1:00 pm-3:00 pm

9:00 pm-7:00 am

24-hour quiet hours are observed during finals

Grounds keeping activity is exempt from quiet hours

Pets

Except for service and therapy animals (such as guide dogs), no pets or animals may be brought into Graduate & Family Housing. (Documentation of need for service/therapy animal required and approval from the [Office of Institutional Equity and Compliance](#) must be obtained.) Exception: Fish are permitted in an aquarium not to exceed 30 gallons in volume. Amphibious creatures, reptiles (including lizards and snakes), or fish that are dangerous or harmful to humans, are not allowed. Pets are allowed in expansion units with some restriction. Call the office for details. Guests are also not allowed to bring pets into Graduate & Family Housing.

Rent Payment

Rent is due on the first day of each month. If rent is paid after the ninth of the month a \$15 late fee will be added to your account. There are different ways you can pay rent:

- Bring a personal check, cashier/certified check or money order to the Graduate & Family Housing Office and put it in the drop box located in the office foyer. Credit, debit cards and cash are not accepted.
- Pay at the housing Cashier's Office in the Center for Community, room S300. Personal check, cashier/certified check or money order accepted. Credit, debit cards and cash are not accepted.
- Pay online through [MyCULiving](#) (have Identikey and password ready)

Please make checks payable to the University of Colorado.

Please make sure the name of the primary resident and the apartment number are on the check. We are not able to accept post-dated checks.

Returned Checks

Residents will be charged if their rent checks are returned from the bank unpaid. Immediate payment is required in the form of certified funds made payable to the University of Colorado for the original amount of the check plus a \$20.00 service charge assessed per Colorado State Statute (CRS 24-30-202).

Subletting and Guests

The resident shall not assign, share, or sublet all or any portion of the premises. Any assignment of this lease or subletting of the premises will subject the resident to termination of this lease. The names of all apartment occupants must be written on your lease. Guests are welcome to stay in your apartment for up to one week. Any guest staying for a longer period must have permission from the Graduate & Family Housing Office and inform their resident manager.

Sanitary Conditions

Residents are expected to maintain sanitary standards of cleanliness for the benefit of themselves and Graduate & Family Housing. Please keep your apartment clean enough to prevent insects, rodents, and other health concerns. Keep your trash covered while it is in the apartment and remove it directly to the dumpster when it is full or contains unsanitary materials. Do not place trash on patios, balconies, stairs or by front doors. Please clean up all spills immediately, do not allow dirty dishes to accumulate over an extended period of time and use general care regarding the cleanliness of the apartment. Unsanitary conditions are a violation of your lease and may result in termination.

Smoking Policy

The University of Colorado, including Graduate & Family Housing, is a [smoke-free campus](#). This means that no one is allowed to smoke in any apartment, including guests. Also, smoking is not allowed in hallways, balconies, lobbies, building entrances, parking lots, playgrounds or green spaces.

Residents who smoke on graduate and family housing property will receive a warning letter for their first violation. A resident who receives a second letter will be put on probation. If residents are sent a third letter, their lease will be terminated.

Soliciting

No university person shall solicit in the family housing area without prior written permission from the Graduate & Family Housing Office. Requests from non-university groups or individuals should be directed to the Graduate & Family Housing Office for review. If you see or are visited by a solicitor/salesperson, please call your resident manager. If resident managers are unavailable, call CUPD at 303-492-6666.

Waterbeds

You are permitted to have a waterbed in your apartment. However, you are responsible for any damages that may occur.

Safety

Bi-Annual Safety Inspections

To ensure the safety of the graduate and family housing residents, resident managers perform a safety inspection for each apartment in their area twice a year. During this time, resident managers will enter each apartment and check the condition of smoke detectors and appliances. You are not required to be present for the inspection, and due to the large number of apartments that each resident manager is responsible for, individual appointments will not be scheduled. You will receive email notification before resident managers begin entering apartments.

Security

All graduate and family housing apartments have a high-security lock on the front door. Each lock has a deadbolt that is designed to prohibit duplication, except by the HDS lock shop. You are responsible for your keys at all times. Door safety chains are not permitted, and you will be charged a removal fee if you install one.

To maintain your home security, keep your photo ID separate from your apartment keys. Do not mark your keys with your apartment number or address. If you lose your keys, alert the Graduate & Family Housing Office. An emergency apartment lock change (at a cost of \$45 or more) can be processed and you will be issued a new set of keys. If you do not request the lock change after losing your keys, a lock change will be charged to your account when you vacate.

A locked door is only one line of security and perhaps the last barrier against break-ins. Community awareness and prevention are additional lines of security available to you. We have enjoyed very low crime rates, particularly in the area of burglaries. Please continue to help Graduate & Family Housing be a safe place to live.

- If you see someone/something suspicious, report the situation to CUPD at 911 or 303-492-6666 immediately.
- Do not admit strangers into your apartment.
- Stay with your laundry while washing and drying your clothes.

- Do not leave toys, equipment, personal items, etc. on patios or landings—place them in your storage unit or apartment.
- Lock your bike to the racks provided or place them in your storage unit or apartment.
- Park your car in a well-lit area. Do not leave anything of value within view. Close all windows, lock all car doors, and lock all windows securely.
- Notify your resident manager if you will be away from home for an extended period of time. Be sure to stop newspaper deliveries and inform the post office of the dates you will be away so that they can hold your mail.
- We recommend that you purchase renter's insurance for all of your valuable personal belongings.

The university assumes no responsibility for personal property that is lost, stolen, or damaged due to your negligence. It is also not responsible for injuries caused by fire, smoke, water, wind, utility or equipment malfunction or any other uncontrollable circumstance.

Fire Safety

Motor vehicles and gas/propane equipment (except cooking grills) are not permitted inside apartments, on decks, patios, common areas, entryways, or storage areas. In Athens Court, grills are not allowed on the second floor of the buildings or underneath the overhang on the first floor. Purposefully setting off the fire alarm or tampering with fire safety equipment is not allowed.

Because of the obvious fire hazard, highly flammable materials such as chemicals, gasoline, camping stove fuel, and charcoal starter are prohibited in graduate and family housing apartments. Do not keep large quantities of newspapers, rags, or other trash in any room. **Because of fire safety concerns hoverboards are not permitted in Graduate & Family Housing.** Also, do not block doors or exit pathways with large items, such as furniture. The use of padlocks and safety chains on doors is prohibited.

Fire is a danger to all residents and everyone must be aware of how to prevent damage and personal harm in case of a fire. Each apartment is equipped with smoke detectors. Your resident manager will check these annually. Disabling your smoke detector is a safety violation and could result in your lease being terminated.

Always turn the stove and oven off when not in use. Never leave burning candles or cooking food unattended. Use food grills with caution and always set a safe distance from buildings and fences.

Always use appropriate extension cords and do not overload outlets. Extension cords must not be laid under rugs, stapled to walls or hung over nails.

Fire Sprinkler System

To ensure proper and worry-free operation of your fire sprinkler system:

- Never hang anything from the sprinkler heads or from sprinkler system piping. Clothing and holiday decorations can cause the system to be ineffective and can lead to breakage and potential water damage.
- Never use a space heater in family housing; they are prohibited.
- Never place or store objects in the path of the sprinkler head spray pattern. This could cause sprinkler heads to be ineffective in the event of a fire. Picture frames, potted plants, vases and other decorative items are examples of potential obstructions. In order to be certain, no items should be stored within 18'' of any sprinkler head.

- Exercise awareness and caution around sprinkler equipment. It should be free of any obstructions as it could be damaged and/or activated. Damaging a sprinkler head can lead to accidental activation which causes water to be released into your apartment.

Fireworks

Boulder fire prevention ordinances and family housing policy prohibit the manufacture, sale, use, and possession of all fireworks (including sparklers) anywhere within city limits and all of Graduate & Family Housing.

Evacuation

In addition to the danger of fire, there are times during the year when Graduate & Family Housing has the possibility of floods, tornadoes, severe wind storms and/or other emergencies that may require evacuation. Please note the following guidelines for emergencies in the graduate and family housing area.

- Prepare an emergency kit for you and your family. Place it near the exit of your apartment. Be sure to include the following items: medicine, water, blanket, diapers, baby formula/food, first-aid kit, emergency contact phone list, money, flashlight, dry snacks, etc.
- Report any emergency conditions that you see (smoke or fire, electrical storms, tornado funnels, etc.) by dialing 911. If possible, inform neighbors and the Graduate & Family Housing Office as well.
- Listen for a siren, alarm, or automated phone call from emergency services, instructions from CU staff members in the area, or a loudspeaker announcement from a University of Colorado official driving through the area. Follow any instructions provided.
- Contact all members of your family and evacuate your apartment. Leave a note for emergency staff that you have evacuated. Inform the emergency service team of anyone whose whereabouts are uncertain.
- If necessary, graduate and family housing or university officials may enter apartments to make sure that residents have evacuated and/or use the space as shelter for individuals who were not able to evacuate due to high flood water.
- When the flood siren sounds, residents should move upward in the building. First floor residents should go to the second or third floor. Second or third floor residents should accommodate residents from lower levels.

Staff

Resident Managers

In each community or “court,” there is a team of resident managers. They are a resource for residents and act as a liaison between residents and the housing department. Resident managers plan programs and activities for residents and their families throughout the year. Be sure to share your thoughts with your resident manager if you have program or activity suggestions!

Your resident manager is here to help you and is a great resource because they live in graduate and family housing, know their way around Boulder, and some are enrolled in classes and therefore can answer questions. After welcoming you to the neighborhood and helping you check in to your apartment, your resident manager is available to help you in a variety of ways.