



Housing and Residence Life

# Resident Handbook

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# The University of Texas at San Antonio

## Office of Housing and Residence Life

### Resident Handbook

#### **INTRODUCTION**

Welcome to UTSA! You made a great decision to live on campus. In doing so, you increased your chance for academic success and became a member of a select community of neighbors—from different cities, states, and countries, with one common bond - UTSA! Living on campus allows you to closely connect and interact with fellow students who come from diverse cultures with different viewpoints.

Campus living has many advantages, such as the convenient proximity to the library so you can use it often; the freedom to talk longer with your professors, study with classmates, receive academic assistance, access computers, and participate in programs and activities; and not having to worry about daily trips to campus, preparing meals, cleaning dishes, or shopping for food.

The Office of Housing and Residence Life (HRL) at the University of Texas at San Antonio is committed to helping you reach your academic and personal goals. Please let us know how we may assist you.

Feel free to contact our Office of Housing and Residence Life at (210) 458-6200.

#### **COMMUNITY STANDARDS**

HRL seeks to foster the best in community living. In order for a community to function well, the people living in the community must have a sense of ownership. As residents, we expect you to be involved in your community. This involvement may include serving as a leader, participating in activities and programs, creating a roommate agreement, or confronting unacceptable behavior. We need you to stand up and take care of your environment. Remember, Roadrunners Recognize, Choose and Act! Our community is only as good as the people living in it want it to be. There is nothing better than living in a community where people have earned each other's trust, hold each other accountable, and have learned to live and laugh together.

In any community there are guidelines, policies, rules, and regulations that exist to protect the rights and well-being of each member. You will find academic, racial, lifestyle, age, cultural, and interest differences, as well as, similarities among its members. All members of the community should treat each other with respect and dignity. Harassment and victimization of residents by fellow students will NOT be tolerated. This type of behavior between residents will be confronted and addressed immediately.

## COMPLIANCE

As a resident on campus, you are required to comply with and abide by the following terms and conditions: the Residence Hall Contract (“Housing Contract”); and the UTSA *Student Code of Conduct* (SCC) located in the UTSA *Student Policies*; the UTSA *Handbook of Operating Procedures*; the HRL *Resident Handbook*; the *Rules and Regulations* of the Board of Regents of The University of Texas System; and all other University rules, regulations and policies, which may now or in the future come into effect (individually and collectively, the “University Regulations”).

In the event of a conflict between this HRL Resident Handbook (“Handbook”), and the Housing Contract, the Housing Contract shall control to the extent of the conflict.

### Mission

Residence Life fosters the development of the holistic student by creating opportunities for academic, personal, and professional growth.

### Vision

Housing and Residence Life strives to create a learning environment that supports academic success and promotes social, personal and professional responsibility.

## CORE VALUES

Dedicated to building an engaged residential community we embrace the following core values

- Sustainability
- Accountability
- Student-Centered Philosophy
- Learning
- Inclusion/Diversity
- Collaboration
- Empowerment

## SPECIAL HOUSING NEEDS

Students who feel they have a physical or emotional condition that may impact their room assignment are required to notify the HRL. In some instances, HRL may be able to address the concern through standard business practices. In the event that individual accommodation is required, students need to contact the UTSA ADA Office and submit a written request for accommodation. Refer to <http://utsa.edu/ada/ContactUs.html> for information and instructions. HRL provides accessible living for residents with mobility impairments.



## SERVICE ANIMALS

Per Titles II and III of the Americans with Disabilities Act, the University allows a person with a disability to be accompanied by a Service Animal which is by definition limited to dogs (or miniature horses). Service Animals are defined as dogs (or miniature horses) that are individually trained to do work or perform tasks for people with disabilities. Examples of such work or tasks include guiding people who are blind, alerting people who are deaf, pulling a wheelchair, and alerting/protecting a person who is having a seizure. The provision of emotional support, well-being, comfort, or companionship does not constitute work or tasks for the purposes of defining a Service Animal. The work or task a dog (or miniature horse) has been trained to provide must be directly related to the person's disability. A student with a Service Animal(s) is permitted to bring their Service Animal(s) in all areas of a place of public accommodation. This includes any University Housing assigned to the student. Please contact HRL to discuss your housing needs.

## EMOTIONAL SUPPORT (OR ASSISTANCE) ANIMALS

Per the Fair Housing Act, the University provides reasonable accommodations for an Emotional Support (or Assistance) Animal in University Housing. An Emotional Support (or Assistance) Animal is an animal that is necessary to afford a person with a disability an equal opportunity to use and enjoy a dwelling when there is an identifiable relationship or nexus between the person's disability and the assistance the animal provides. Typically, an Emotional Support (or Assistance) Animal is prescribed to an individual with a disability by a healthcare or mental health professional and is an integral part of a person's treatment process. An Emotional Support (or Assistance) Animal is not necessarily a Service Animal, although in some instances a Service Animal could qualify as one. Emotional Support (or Assistance) Animals are allowed in all areas of the premises where persons are normally allowed to go, unless doing so would impose an undue financial and administrative burden or would fundamentally alter the nature of the University Housing services.

To qualify for an Emotional Support Animal in UTSA Housing, a student must complete the registration process with Student Disability Services and meet the federal definition of having a disability. Refer to Student Disability Services at [www.utsa.edu/disability/policies/emotSuppAnimals.html](http://www.utsa.edu/disability/policies/emotSuppAnimals.html) for information.

## EMOTIONAL SUPPORT ANIMAL AS ACCOMMODATION/RESIDENT RESPONSIBILITIES

The University is committed to reasonably accommodate persons who require the assistance of an emotional support animal ("ESA"). However, the University is also mindful of the health and safety concerns of the campus community. Thus, the University must balance the need of the individual with the potential impact of the ESA on other residents. The successful implementation of the policy requires the cooperation of students and staff.

Residents requesting an ESA in University housing are responsible for submitting the appropriate documentation to the Documentation Review Committee in Student Disability Services ([www.utsa.edu/disability](http://www.utsa.edu/disability)). The Resident may not bring the ESA to Student Housing until he or she has received approval for their ESA. Once the Resident receives approval to have an ESA, the Resident must

comply with all applicable laws and University Rules including Housing and Residence Life (“HRL”) policies and guidelines. The approval extends only to the approved ESA and no other animal(s). Any Resident who owns an ESA and violates University policy or rules may be asked to remove the ESA from University facilities and/or be referred either to Student Conduct and Community Standards (SCCS) (<http://www.utsa.edu/studentlife/conduct/>) or the University Police Department. Resident is responsible for informing HRL staff if Resident will no longer have an ESA in their unit.

## **STANDARDS FOR EMOTIONAL SUPPORT ANIMAL (ESA)**

**Standard of Care:** A Resident, who is approved for an ESA, is required to provide their ESA with humane care and treatment at all times including at a minimum:

- (1) Access to an adequate supply of fresh air;
- (2) Species-specific food;
- (3) Fresh water;
- (4) Exercise;
- (5) Shelter; and
- (6) Proper veterinary care including up-to-date vaccinations, as appropriate.

Additionally, the ESA must not be neglected for extended periods of time. Resident is responsible for ensuring their ESA is properly cared for either within their unit or off-campus during Resident’s absence. Residents should also ensure that any dog, cat or domestic ferret they own in campus housing must be vaccinated against rabies in a manner that satisfies the requirements of any applicable laws and may be asked to provide a vaccination certificate.

**Disruptive Behavior:** Resident is responsible at all times for the actions of his or her ESA. The ESA must be under the control of the Resident or someone authorized by Resident, such as on a leash or in a carrier, when being transported to and from their residence. Disruptive behavior (including excessive barking, howling, whining, squawking, scratching, chewing, or any displaying unprovoked aggression), causing injury to person or damage to property, etc. will not be tolerated. Resident must ensure that their ESA does not bite, injure, disturb, annoy, or cause any nuisance to other members of the community. Residents are responsible for any odors, noise, injury, damage, or other conduct of his or her ESA that disturbs others or damages the premises.

**Public Health and Sanitation:** The ESA must be kept in a clean and sanitary manner including being free of pests (fleas, ticks, etc.) and disease. A Resident with an ESA that is infected with any disease or other condition posing a health or safety threat may be required to remove the ESA from University property.

Resident is also fully and solely responsible for cleaning up their ESA’s waste immediately if outdoors and in a timely effective fashion indoors. No Resident shall allow the accumulation of animal waste on the premises in a quantity sufficient to create an odor offensive to a person of normal sensibilities or which creates a health or safety issue. Failure to dispose of ESA’s waste appropriately will constitute a violation of HRL policies (which will be referred to Student Conduct) and may result in the Resident being required to remove the ESA from University property.

**Pest Control:** If fleas, ticks, or other pests are reported by other residents or otherwise detected, the residence may be treated using approved fumigation methods by a University-approved pest control service. The Resident will be billed for the expense of any pest treatment and should comply with any instructions regarding the pest treatment. University is not liable for and Resident waives any claim against University for any issues resulting from failure to follow instructions or policy regarding pest control. University will make reasonable efforts to coordinate such services with its Residents.

**Inspection:** The HRL staff maintains the right to conduct apartment or residence hall room inspections annually for the purpose of assessing damage and determining the Resident's compliance with this policy. University may also inspect the Resident's space, like all other residential locations, to ensure it is being properly cleaned and that sanitary and safe conditions are being maintained.

**Cleaning and Damages:** All residents (whether they have an ESA or not) have an obligation to make sure that their apartment or unit is as clean as the original standard. If the apartment or unit has carpeting, this also includes regular vacuuming and spot cleaning. Cleaning is the responsibility of the Resident. If required, the Resident will be billed for the expense of the additional cleaning required.

Residents, who own an ESA, are solely responsible for any damage to persons or property caused by their ESA. Replacement or repair of damaged property or items will be the financial responsibility of the Resident. Any person who knows of an ESA having bitten, scratched or injured another person or animal on campus should report the incident. The Resident who owns the ESA involved is responsible for cooperating with any investigations of said incident including providing proof of rabies vaccination upon request.

**Removal:** If the threat cannot be reduced or eliminated by another reasonable accommodation, Resident may be prohibited from bringing the ESA on campus until the Resident takes significant and effective remedial steps to correct their ESA's behavioral or health problems. Further University has the right to remove an ESA if there is any emergency, a violation of this policy or if the ESA poses a threat to others whether due to health or behavioral reasons, as determined by HRL. Unless HRL determines that removal must be immediate, HRL will make reasonable efforts to contact the Resident or their emergency contact should removal of the ESA be required for any reason. Resident understands that any cost for removing, confining or caring for the ESA is the responsibility of the Resident who owns the ESA. The Resident will be responsible for reimbursing HRL for the cost of removing, confining and caring for the ESA.

## **OBLIGATION OF RESIDENTS**

Residents are financially obligated for the entire period of the Meal Plan Contract and Housing Contract, as further specified in such contracts.

### **CONDITIONS OF THE HOUSING CONTRACT**

The Housing Contract is offered on the condition you are admitted to the University. The Housing Contract does not guarantee you have been admitted to the University. Only the Office of Admissions can grant

admission to the University. You must be a student actively pursuing a degree at the University to be eligible to live in University Housing. Registered Sex Offenders are prohibited from working or living in University Housing and University Housing will not be provided to, or required of, any Registered Sex Offenders. Registered Sex Offenders are prohibited from being within the living areas of University Housing, including the University's Apartments.

### **RENEWAL OF HOUSING CONTRACT FOR THE NEXT YEAR**

All University Housing residents have the ability to renew a Housing Contract for the next academic year. Renewals typically take place online from mid-January through mid-March for the next academic year.

### **CHECKING IN**

University Housing will provide the check in schedule and instructions to accommodate the move in process. Check-in will occur over a number of days prior to the start of the Contract Period in order to better control crowds and traffic flow. Adhering to the check in schedule will not result in an additional room charge. b. If you fail to arrive on your scheduled check in date, including a scheduled late arrival date, the University may terminate your Contract at the sole discretion of the University, and you will be charged the Liquidated Damages Charge. Failure to check in on or before a scheduled late arrival date will also result in you being charged the Liquidated Damages Charge in addition to all charges accrued under the Contract until your scheduled late check in date. Failure to check into your unit does not guarantee automatic housing cancellation if you remain a registered student with the University. c. If you are permitted by the University to check in early, accept a room card, or place any belongings in a room, you are fully bound by the Contract on the day you check in or begin using the room. d. Early occupancy outside of the University Housing provided check-in schedule will result in a room charge equivalent to the Daily Room Rate for each day before the first day of the Contract Period. e. Transfers to another University Housing facility during the Contract Period will be considered at the sole discretion of the University. All requests are submitted via room change request form which can be located on the housing portal or provided upon request via [studenthousing@utsa.edu](mailto:studenthousing@utsa.edu) for the Residence Life team to review. Room Swapping may also be available during certain time periods throughout the year where residents are able to swap rooms with each other upon agreement.

### **UNIT CONDITION FORM**

You will complete a UTSA Unit Condition form when moving into your assigned room. Imperfections, damages or missing items must be noted at this time to document existing conditions and prevent unnecessary charges at check-out. The Move-In Condition Report form must be completed within 24 hours after move-in. This form will be used at the time of move-out to evaluate any damages that may have occurred during your stay.

### **ROOM KEY CARD (ALVAREZ HALL, CHAPARRAL VILLAGE, GUADALUPE HALL, LAUREL VILLAGE, AND CHISHOLM HALL)**

You will use your UTSA ID Card to access your assigned room. The card is used to enter the front door, as well as, the specific bedroom to which you are assigned. The card will not access other rooms. Operating instructions to lock and unlock your door are outlined in the “Maintenance Issues” section of this handbook. The UTSA ID Card is also used to enter the gates, buildings, and Neighborhood Centers.

If you lose your ID card, you must purchase a replacement card from the UTSA *Card* Office and bring it to the front desk of your specific complex to be programmed for your individual unit. A temporary card may be issued until a new UTSA ID Card can be purchased. A temporary card will be activated until the close of business the next business day. Failure to return the temporary card to the front desk could result in a \$25.00 charge. If you lose your ID card after business hours, you should contact the Resident Assistant on call to receive a temp key card for the night.

### **MOVE-OUT INSTRUCTIONS**

All residents moving out of their assigned space in their particular complex must complete the move-out process as outlined below:

- If you are moving out before the end date of the housing contract, you must complete a Cancellation request form, located on the housing portal. HRL staff will review the completed form and notify you of any decision and/or applicable fees.
- If you are moving out during the finals period at the end of date of the housing contract, you must complete the Express Check-Out form online via the housing portal.
- The Check-Out form captures your move-out data, as well as another important end of contract information. All residents must return any access cards and/or hard keys to the designated front desk prior to departure. Failure to return the room key will result in charges to rekey the unit door.

Please note the Housing Contract period. You must move all your belongings out of your assigned space prior to officially checking out.

Your living space, including bedroom, kitchenette, living room, and bathroom, shall be clean and in good condition at the time of check-out. For example:

- Sinks, showers and toilets should be cleaned and sanitized where applicable.
- Cabinets and drawers should be emptied and wiped out as necessary.
- Refrigerators and freezers should be emptied and cleaned.
- Floors should be swept or vacuumed.
- Furniture should be returned to its original configuration.
- All trash and recycling should be removed from the unit and deposited in the appropriate receptacles.

An agreement between all the residents should be reached to determine who is responsible for any damages or potential cleaning charges. If no agreement is reached or no documentation exists to guide the decision-making process, charges will be divided between all residents of the area. An incident report along with any necessary maintenance requests should be completed to document check-out conditions or agreements between residents.

Any time a resident changes rooms or moves out of a unit, the unit must be inspected and cleaned in a timely manner. If you fail to follow the check-out procedures by the last day of the Housing Contract Period or within 24 hours after you withdraw from the University, you will be charged the Daily Room Rate plus assessed three (3) times the Daily Room Rate for each day until you follow such check-out procedures or HRL removes your property from the room pursuant to Section XII of the Housing Contract. If you fail to move to a new location within University Housing within 24 hours after the University has issued you authorization or direction to move, you will be assessed three (3) times the Daily Room Rate for each day you remain in the room you have been instructed to vacate.

HRL assigns rooms and roommates without regard to race, sexual orientation, religion, or national origin. All units are single-gender assigned unless residents have opted into the Gender Inclusive Housing (GIH) option. Participants in GIH are assigned within units without regard to gender identifiers. Students with disabilities or other unique needs may request to make reasonable changes. Such requests must be in writing and submitted to HRL or the UTSA ADA Office. Refer to <http://utsa.edu/ada/ContactUs.html> for information and instructions.

Should a vacancy occur during the Housing Contract period within a specific unit, residents of that unit may request a specific person to fill the vacancy. In those cases, HRL will try to accommodate the request. If there is no request, then HRL will attempt to assign that space to another student. Please note any empty room in a unit may be leased at any time throughout the school year; therefore, you should expect a new roommate at any time. At no time are residents allowed to utilize unassigned rooms for guests, storage, etc. In the event that residents of a specific unit utilize an empty room, the daily rate for that empty room will be divided among all the residents of that unit unless it can be determined that a specific individual was responsible for utilizing the empty space. The charges will be calculated beginning the date the previous occupant moved out.

The University reserves the right to make changes in room assignments for such reasons as the University determines to be appropriate in its sole and absolute discretion, including, without limitation, moving students out of under-utilized areas, roommate conflicts, pending disciplinary action, and non-compliance with the University Regulations. Room re-assignments include but are not limited to: assignment to supplemental space for the consolidation of residents; and, except in the event of temporary assignments, shall not result in a decrease or an increase in the Housing Contract Rate. If you fail to move to a new location within University Housing within 24 hours after the University has issued you authorization or direction to move, you

will be assessed three (3) times the Daily Room Rate for each day you remain in the room you have been instructed to vacate.

### **ROOM CONSOLIDATION**

This procedure will be instituted by HRL based on need for space or a reduction of operating costs. Students in units without roommates, or in under-populated buildings, will be notified of the consolidation process. The consolidation can take place any time during the academic or full year if occupancy of a specific unit falls below an acceptable number. A student may be consolidated to another same style unit as well as another building. Students will be notified of their new room assignment and required to move within 24 hours of the notification. HRL will attempt to accommodate roommate requests and building requests wherever possible.

### **Resident ROOM SWAP**

Room Swap will reopen after Move-In and will remain open until November 1. Your swap date will be coordinated with housing staff so that your key access and billing can be updated appropriately.

Students who have a housing assignment can do a room swap at any time between those dates.

1. Go to Room Swap tab on housing portal
2. Select your 2023-2024 Academic Year Fall booking
3. Indicate your top housing preferences for where you would like to switch (this will help you locate students who are wanting to swap who are in that floorplan)
4. Search for available rooms based upon other students who are wanting to swap  
This availability will be dynamic and change based upon the number of students going through Room Swap at a given time. Just because you don't see anything in that exact moment, does not mean that a space will not open later.
5. Message the person for more information on why they are swapping, or to connect with them.  
Messages will be sent in your housing portal under "messages"  
If you are happy with the information of the room, you can request swap.
6. Once you have requested the swap, the request will show up in your "Outgoing" requests list. Any requests sent to you from other students, will be in your "Incoming" requests lists for you to review.
7. If you have requested a swap, the other student must respond to the swap either Accept or Decline the request.
8. Based on the other student's response, one of two things will occur:
9. They Accept the swap. As the requester, you must now log back into your housing portal to click "SWAP" to confirm the change. If you do not select SWAP, then the change will not occur.
10. They Decline the swap. You will receive a message in your portal that they have declined your request and the request will be removed from your "Outgoing" requests lists.

For a video tutorial on Room Swap, check out our [Application Information](#) page.

### **ROOMMATE MEDIATION**

Conflicts occasionally occur with roommates. Most issues can easily be resolved if residents involved will communicate with each other. Most conflicts can be resolved with assistance from your Resident Assistant (RA). All parties involved must be willing to come together to discuss their differences and be willing to compromise.

#### Suggestions in Handling a Roommate Conflict

- Resident addresses concern directly with the individual(s) involved.
- Resident discusses issue with their RA, who then provides options on how to deal with the situation.
- RA follows up with the resident to see if the concern is still an issue. If so, RA will meet with all parties involved to formulate a plan to resolve the issue. This may include revising the roommate agreement previously established.
- A Complex Coordinator (CC) may follow up on the mediation if they feel the mediation has not resolved the issue. The possibility of a room change may be discussed. Failure to get along with a roommate is not grounds for termination of your Housing Contract.

Every resident has rights when living with other residents. Talk to your roommate at the beginning of the semester to explore issues of potential conflict. We encourage residents to be proactive and set the rules together using the Roommate Agreement form.

#### Individual Rights and Roommate Rights

All residents have certain rights. These rights include, but are not limited to the following:

- The right to privacy within individual bedroom spaces.
- The right to clean common areas and bathroom areas.
- The right to make mistakes.
- The right to sleep or study with as little disturbance as possible.
- The right to refuse requests without feeling guilty or selfish.
- The right to feel safe to express ideas, opinions, and grievances without retaliation.
- The right to be independent.
- The right to not be discriminated against on the basis of race, color, religion, national origin, age, disability, veterans status, or sexual orientation.

#### **RESIDENT ROOM CHANGES**

If a resident is interested in a room change, they must submit a Room Change Request. As of Census Date each semester, room change requests may be submitted.



Students who wish to submit a room change request should click on the link below and complete the request form:

Our staff will begin processing submissions in the order they are received. We strive to respond to each request within 2 business days, however we may experience an initial delay if we receive a high volume of requests.

If approved, room changes will occur on the following weekend of the approval. Once the room change is complete, student(s) will be assessed a \$75 room change fee. Students can submit a room change request form via the link below:

[https://utsa.az1.qualtrics.com/jfe/form/SV\\_3PqGj5sDoooWtUi](https://utsa.az1.qualtrics.com/jfe/form/SV_3PqGj5sDoooWtUi)

Students who currently have open bed spaces in a multiple occupancy room may be assigned a new roommate at any time. Additionally, students with open spaces are expected to maintain their room such that a newly assigned roommate is able to move in without any difficulties.

Please note: if you are a part of a Special Interest Community, specific UTSA sport, the Honors College, or the Bold Promise you may not be eligible to change your housing assignment through the room change process. Please work with your program coordinator, or coaching staff on any housing requests you may have.

During the semester, a roommate mediation with your RA may be required before a room change is granted. Please note that due to full occupancy within University Housing, a room change may not be available during the current semester. HRL will notify you via email when your request is honored. Should you have an issue with your roommates, please contact your RA immediately. If your room change request is approved, you will be required to move to your new space within 48 hours from the approval. If you fail to move to a new location within 48 hours after HRL has issued an authorization to move, or issued you a directive to move, you may be assessed the Daily Room Rate plus you will be assessed three (3) times the Daily Room Rate for each day you remain in the room you have been instructed to vacate.

Your old unit should be left clean with all items in the same condition as you found them upon move-in. You may be assessed for any damages or cleaning. Chisholm Hall residents must return the room key to the designated location prior to departure. Failure to return the room key will result in charges to rekey the unit door.

#### **ADMINISTRATIVE ROOM CHANGE / EVICTION**

HRL may decide moving or evicting a student is necessary as part of a disciplinary situation or due to other administrative decisions. The student will have 24 hours to complete the move. Failure to move as directed

could result in additional charges or further disciplinary action as noted in the Housing Contract. Administrative room changes may be made to solve a roommate issue that has not been resolved using other methods; or disciplinary action as a result of a violation of University Housing terms and conditions or University Regulations.

### **MOVING TO ANOTHER UNIVERSITY HOUSING FACILITY**

Prior to the start of the Housing Contract period, students may request a transfer to another complex prior to August 1<sup>st</sup> by submitting a cancellation request to HRL or Campus Living Villages. Cancellation fees may apply.

### **HOUSING CONTRACT CANCELLATION**

You are responsible for paying the full Contract Rate for the entire Contract Period, unless the Contract is canceled in accordance with one of the provisions within the contract. Depending on when and how the Contract is canceled, you may owe the University a Cancellation Fee. The “Cancellation Fee” charged by the University constitutes an amount that will compensate the University for the costs it will incur and/or losses it will suffer as a result of your cancellation, which costs and losses are difficult to quantify.

### **ABANDONED PROPERTY**

University’s Disposal of Abandoned Personal Property in Abandoned Room: The custody and disposition of personal property abandoned in your room/housing unit shall be in accordance with University Regulations.

<https://www.utsa.edu/hop/chapter9/9-7.html>

### **MAINTENANCE ISSUES**

#### **MAINTENANCE REQUEST (NON-EMERGENCY)**

Students should report all maintenance or housekeeping problems when they first occur. A Maintenance Request may be submitted online through the University Housing website at <http://webtma.utsa.edu:180/housing> by logging onto the portal with your banner number and date of birth. Maintenance repairs will be made between the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday, unless an emergency exists. Maintenance requests are typically completed within 24 to 48 hours depending on the time of day the request is submitted. There may be times when some work may take longer due to the scope or availability of parts.

Students reporting maintenance or housekeeping concerns are authorizing the staff to enter their room to assess the reported issue. Requests for service are reviewed and prioritized with safety being the primary concern. It may be necessary to reassign rooms in order to perform some types of maintenance. In these cases, we will contact you and work through any resulting issues.

## **EMERGENCY WORK ORDER**

Residents with an emergency maintenance issue should report problems immediately. Utilize the following schedule for reporting emergency maintenance:

- Monday – Friday 8:00 am – 5:00 pm contact HRL or the front desk of your complex.
- Monday – Friday 5:00 pm – 8:00 am contact the RA on call for your area to report the problem.
- Saturday – Sunday contact the RA on-call for your area to report the problem.

HRL personnel will respond immediately to assess the situation and maintenance personnel will be contacted to complete repairs when necessary.

Examples of emergency maintenance issues include but are not limited to the following:

- Toilet overflowing onto the floor.
- Toilet that is running continuously and will not stop.
- Faucet or plumbing leaking onto the floor or inside kitchen cabinets.
- Clogged toilet (when there is no other toilet available within the unit).
- Exposed electrical wiring.
- Fire (whether smoke detector is activated or not).
- No power in your unit.

## **CLEANING**

Residents are expected to maintain their own rooms and units in an orderly and sanitary manner. If HRL becomes aware of unsanitary conditions resulting from residents failing to maintain their unit, the residents will be notified to correct the condition within a 24-hour period. If the condition is not corrected within that time period, Housekeeping/Contract Cleaners will clean the unit and the residents will be assessed the resulting charge. The cleaning costs for the common areas will be divided among the number of the residents in the unit. Bedroom cleaning will be billed directly to the resident of the room. HRL reserves the right to cancel the student's Housing Contract and/or refuse an assignment for future Housing Contract periods if the condition persists.

Bathrooms in Guadalupe Hall will be cleaned and disinfected by Housing Facilities personnel at scheduled times to allow residents to plan use accordingly. Residents are expected to maintain shared bathrooms in clean and operational conditions between disinfections. Residential pods that fail to properly maintain the overall condition of bathrooms may be assessed for the additional cleaning and disinfection required to restore bathroom conditions.

Public areas such as City Centers and Neighborhood Centers, kitchens, lounges, study rooms will be cleaned on a regular basis by Housing Facilities personnel. Please remember public areas are used by all residents and it is your responsibility to make sure you leave the public areas as you found them.

## **UNIT INSPECTIONS**

HRL conducts checks on all units during the semester and at the time of check-out. Routine inspections will be announced and a resident may be present during the inspection. These inspections are conducted to:

- Evaluate the safety condition of the room and furnishings
- Identify needed maintenance and repairs
- Check fire safety hazards, such as tampering with smoke alarms and sprinklers
- Assess overall cleanliness of the unit

UTSA Facilities conducts random inspections annually, reviewing general maintenance conditions within the residential units. Also there are annual fire alarm system inspections conducted during summer months. These inspections are in all units and are required to meet Fire Safety codes. If damages are noted, the cost for repairs or replacement will be charged to the resident(s) of the unit. A notice will be given to residents who have a Health and Safety Violation. Residents will have 48 hours to correct the situation. If no correction is made, the resident will be contacted by the CC for a community policy violation.

Should staff notice any unapproved appliances or objects in the unit, or objects attached to the facilities in an unapproved manner, violations will be recorded and submitted. In a situation of noncompliance, HRL reserves the right to have the items removed or collected at the expense of the resident(s).

## **DEPARTMENT POLICIES AND PROCEDURES FOR RESIDENTS**

As a resident on-campus, you are required to read and adhere to the policies and rules of UTSA as well as those for HRL. The policies and rules are outlined in the:

*UTSA Student Policies, Student Code of Conduct, the Resident Handbook and the "Housing Contract."*

UTSA Housing and Residence Life webpage: <https://housing.utsa.edu/>

## **ACCESS CARDS, KEYS AND BUILDING ACCESS PROCEDURES**

It is the responsibility of each resident to secure his or her unit. The UTSA ID card / Room Key is used as a key to the building, unit as well as to the individual bedrooms. Residents are required to carry their UTSA ID and room key, when applicable, at all times. If a resident loses their ID card / Room Key, they are responsible for purchasing a new card or rekeying the door lock. A temporary card / key will be issued for a limited amount of time.

Temporary cards / keys provide access until the resident can obtain a new card the next business day or the lock has been rekeyed by Housing Facilities. Once a replacement ID card is obtained, the resident must have it reprogrammed at the front desk of their assigned complex and return the temporary card. A charge of \$25.00 is assessed on all temporary cards not returned within stated timeframe. Your UTSA ID card is also programmed for access into the complex gates, neighborhood centers, computer labs, and access to the common areas within your complex.

Alvarez, Chisholm and Guadalupe Halls are equipped with card access on the entrance doors to the residential areas and individual bedrooms. Residential area doors remain locked 24/7 and access is granted by the resident's UTSA ID card. The exterior stairwells are used for exiting only. There is no re-admit to the building through exterior stairwell doors. Propping open or damaging building doors is prohibited and will be addressed via the housing conduct process.

Individual bedrooms are considered private in Alvarez Hall. The bathroom area between bedrooms is considered a shared space. It is strongly recommended that residents discuss and review procedures regarding the use of the shared bathroom space. Unauthorized entry into another resident's private bedroom is considered a community policy violation and will be addressed via the housing conduct process.

Laurel and Chaparral Villages are equipped with card access on perimeter gates as well as entrance doors to residential units and individual bedrooms. Residential gates remain locked 24/7 and access is granted by the resident's UTSA ID card. Propping open or damaging perimeter gates is prohibited and will be addressed via the housing conduct process.

### **ADVERTISING**

Advertising of products, services, or personal property for sale or rent is not permitted. Students must have all posting approved by the HRL office prior to placing it on the bulletin boards. If approved, the HRL staff will post materials in approved spaces.

### **ALCOHOL**

Alcoholic beverages are prohibited in or around any University Housing facility with the exception of Laurel Village (see below).

UTSA and HRL support and comply fully with all federal, state, and municipal laws and University Regulations regarding possession and consumption of alcoholic beverages. This includes possession of an empty alcohol container that leads one to believe it was consumed on campus. This regulation also applies to all visitors and family, and to any other areas of campus. Visitors that violate the regulation may be escorted from the University Housing facilities. Alvarez Hall, Chaparral Village, Chisholm Hall and Guadalupe Hall are alcohol-free residential facilities and no alcohol is permitted at any time.

- The following applies to all residents and their guests:
- Intoxication is considered a violation and shall in no way limit the responsibility of residents or guests from the consequences of their behavior.
- Residents shall not participate in alcohol-related conduct, which infringes upon the rights of others to experience a quiet and orderly living environment.
- Residents who threaten their safety and/or others through the use of alcohol, or require the assistance of staff, will be subject to disciplinary action.

- Residents who violate the alcohol policy will be subject to disciplinary action as well as possible removal from University Housing.

In Laurel Village, alcoholic beverages may be consumed or possessed in the individual residents' rooms, with the doors closed, if all occupants present in the room (residents and guests) are 21 years of age or older. Alcoholic beverages may be consumed or possessed in the entire apartment, including the shared apartment common spaces, if ALL occupants present in the apartment (residents and guests) are 21 years of age or older. Laurel Village residents 21 or older may only transport unopened alcohol to their unit in an opaque (i.e., not transparent or translucent) bag or container.

If any resident or guest present in an apartment is not 21, then any other resident or guest that is 21 or older may only consume/possess alcohol in his/her individual bedroom. If alcohol is consumed in the presence of anyone less than 21 years of age, everyone present is in violation.

Consuming alcohol is not permitted in any public areas.

Large containers or volumes of alcohol are not allowed. Examples include, but are not limited to, kegs, party balls, other common source containers and individual containers larger than one liter. Beer bongs, funnels, taps, etc. are strictly prohibited.

Alcoholic beverages may not be sold or manufactured by anyone in any residential facility, regardless of the individual's age.

Empty alcohol containers will be viewed as evidence of consumption if possession leads one to believe the alcohol was consumed on campus and may subject individuals to the University disciplinary process. This includes decorative containers or collections. UTSA Police may dispose of all alcohol that is disallowed under this policy.

**Residents who violate the alcohol policy will be subject to disciplinary action as well as possible removal from housing.**

#### **APPLIANCES**

Sharing a residential community includes sharing the utility capabilities of that facility. Outlets and overall electrical capacity in all student housing areas can be easily overloaded. As a result, students must use caution and limit their use of electrical equipment in the residential buildings to minimize risk of harm to them and the community. At no time are appliances with exposed heating elements or hot surfaces allowed.

A refrigerator and microwave are provided in each Chaparral Village and Laurel Village suite. Small appliances are allowed in the kitchenette area only. There is no cooking allowed in the individual bedrooms. Each Neighborhood Center has a full kitchen area which can be used for cooking. Each resident using the kitchen area is responsible for cleaning this area after use. Alvarez, Chisholm and Guadalupe Halls

have full kitchens which can be used for cooking. Each resident using the kitchen is responsible for cleaning this area after use. Common area refrigerators are cleaned weekly and items left in the refrigerator will be disposed of by HRL staff. Deep fat frying is prohibited in all areas.

### **AQUARIUMS**

Students are allowed to have one aquarium. The aquarium may not be larger than a five (5) gallon tank. Only fish are allowed to be kept in the aquarium. Turtles, snails, small reptiles and other small animals are not allowed. The resident assumes responsibility for the aquarium and its contents at all times. No other pets are permitted. Any pets found will be fined \$100 per day per resident.

### **ASSAULT**

Any physical altercation and/or verbal threat should be reported to HRL staff as well as the University Police (210-458-4911). Such incidents are very serious and should be reported immediately. Involvement in such altercations will result in immediate referrals to Student Conduct and Community Standards.

### **BALCONIES AND STAIRWELLS**

All buildings in Chaparral Village and Laurel Village have stairwells and exterior balcony areas. These areas must remain clean and free of any personal items so safety personnel have immediate and easy access. Trash fines will be assessed to those students responsible for leaving trash in these areas. If the trash left on the balconies and stairwells cannot be traced to an individual or apartment unit, we will charge the entire floor for trash left outside of the units. Small outdoor furniture and plants may be displayed on the balcony; however, they must be kept in front of the window of that particular unit. At no time should any of these items block or impede egress in or out of the balcony, stairs, or living units. Apartment furniture should never be outside the apartment unit. The stairwells, both internal and external, and hallways in Alvarez, Chisholm and Guadalupe Halls must be kept clear at all times.

### **BICYCLES, HOVERBOARDS AND SKATEBOARDS**

There are bicycle racks located around each complex. You may store your bike in the racks provided or in your bedroom. Please note that you are responsible for any damage caused by the bike. Your bike must not impede exit from the unit in any way. You may not store your bicycle on any landing or balcony area. We recommend all bikes be registered with the UTSA Police.

Bicycle and hoverboard users must respect the rights of pedestrians traveling on the sidewalks. DO NOT run pedestrians off the sidewalks. Be considerate. Residents walking on the sidewalks have the right-of-way. No jumping stairs or walls or using railings with a bike, hoverboard or skateboard. The possession, operation, charging or storage of Hoverboards, also known as Swagways, IO Hawks, Skywalkers, etc., is prohibited in or around any University Housing facility. The use of roller-skates, skateboards and scooters is prohibited on all University property.

### **CLEANLINESS**

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Cleanliness of a unit is the shared responsibility of all residents assigned to that unit. All units are to be kept clean and in good condition at all times. Residents of the unit are to share common areas so equal space is provided to each resident. Individual bedrooms are the sole responsibility of the assigned resident(s) and are to be kept clean and in good condition. If a new resident is assigned to the unit, the existing residents are responsible for providing/presenting a clean unit and in good condition as the new resident checks in. If a previous roommate left and charges were assessed, HRL shares responsibility for cleaning that unit. Cleanliness extends to all public areas, such as, the laundry rooms, Neighborhood Centers, lounges,, and pool area. Cleanliness helps us provide a pest free and healthy living environment.

### **COHABITATION**

Cohabitation is not permitted. Cohabitation is defined as a person staying for an extended period of time, or giving the impression they are sleeping or living with their host. A resident who has a person cohabitating with them may be charged rent equal to an additional room fee per month, may lose their visitation privileges, may face further judicial action and/or have their University Housing privileges terminated, and all applicable cancellation fees will apply. Students may not have a guest stay more than two (2) consecutive nights. In addition, the guest may not stay more than three (3) times within a semester period.

### **COMMON AREAS**

The common area of a unit is defined as the living room, kitchenette, and bathrooms of a given unit. Furniture in the common areas may not be removed or taken outside. This furniture is available to all residents of that unit. Public areas include the laundry rooms, lounges, study rooms, Neighborhood Centers, and swimming pool area.

### **COMMUNICATION**

HRL will communicate with students via their UTSA my.utsa.edu email address. It is important that you check your e-mail regularly for any important notices. You may contact HRL by email at [studenthousing@utsa.edu](mailto:studenthousing@utsa.edu) or by telephone at (210) 458-6200. Failing to check your email is not an excuse for missing deadlines.

### **CONDUCT**

If a resident and/or guest establishes an unacceptable pattern of conduct, or are frequently found to be in noncompliance with Housing Policies or the “Student Code of Conduct”, the resident may be removed from Housing. Though individual offenses may be minor, a pattern of noncompliance, irresponsible conduct or manifest immaturity may be interpreted as a significant disciplinary problem. Housing reserves the right to take disciplinary action for chronic misbehavior. Residents are responsible for the conduct of their guests. Controlled substance violations will result in immediate eviction of residents in accordance with institutional and UT System guidance.

### **CONFISCATION**

HRL may confiscate and remove any items found that are in violation of HRL or UTSA policy or deemed unsafe by designated University Officials. Certain items are prohibited in the residential areas of the university



because of health, fire, or safety reasons; city, state, or federal law; or University policy. When these identified items are discovered, they are subject to confiscation. HRL Staff have the authority to confiscate items. When an item has been confiscated, a notice will be left in the room in question and the residents of that room should expect to receive further notification from their Complex Coordinator.

### **COOPERATION WITH UNIVERSITY OFFICIALS**

All HRL staff, including Resident Assistants (RA), are University Officials. Residents must immediately comply with directives from any University Official. Verbal and/or physical abuse directed toward any University staff member will not be tolerated, and subjects the resident(s) to disciplinary action. Students who disagree with a staff member's directive may appeal to the Assistant Director for Residence Life and Student Conduct.

### **DAMAGE/VANDALISM CHARGES**

You are liable for damages or other losses you or your guest(s) cause to University Housing facilities, the Neighborhood Centers, the City Center, your University Housing unit, your room or any furniture or equipment, except for ordinary wear and tear. If damages occur to the common areas and staff cannot, after reasonable efforts, determine a responsible person, the cost to repair will be prorated to all residents of the unit or community. Title to the damaged property will remain with the University. You will be charged on a prorated basis for public area damage where responsible parties cannot be identified and where reasonable evidence exists that area students are responsible for the damage. You shall pay all such amounts to the University promptly on demand.

Removal of furniture from your unit, the Neighborhood and City Centers, or public areas is prohibited.

Charges for damages are based on the actual cost of replacement or repair, plus the cost of labor. Unless responsibility is determined, all residents residing in that area will be responsible for an equal portion of the repair charges. It is everyone's responsibility to report any damages or vandalism to any University Housing facility.

Tampering with or alternating in any way, the Alvarez Hall bathroom door hardware is a violation of Fire Safety and Life Safety policy, as noted in NFPA 101, and will result in disciplinary action against violators.

## **DECORATIONS**

Residents are encouraged to decorate their unit to make them feel at home. However, certain considerations must be made with regard to the common area of your unit. All roommates must agree on the decorating scheme for shared living areas. Residents may decorate bedrooms as desired, within guidelines regarding damage to the facility.

Residents may not hang anything from the ceilings of the units, nor from the smoke detectors or fire sprinklers. Smoke detectors and sprinklers cannot be covered. No painting walls or windows.

Pictures, posters and other items may be placed on the walls with small finishing nails and in such a way that damage to the walls will be avoided or minimal. No steel tip dart boards are allowed. Decorations must not be a fire danger, which is up to the staff's discretion. Window decorations are not allowed, please refer to window policy.

UTSA signs, city traffic signs, as well as state directional or informational signs, are not allowed in the units. Possession of these items is illegal without proof of purchase. These signs will be turned over to the University Police.

Please note that if a roommate moves out during the school year, the decorating scheme may have to change if the new roommate does not agree to the existing scheme.

## **DRUGS**

UTSA and HRL support and comply fully with all federal, state, municipal laws and University Regulations regarding possession and usage of illegal substances. The following applies to all residents and their guests:

- All illegal drugs, narcotics, controlled substances, and drug paraphernalia are strictly prohibited. Possessing, using, being under the influence, distributing, manufacturing, or selling illegal drugs is prohibited.
- Residents are responsible for reporting the use, cultivation, manufacture, sales, and/or possession of illegal substances on campus to a staff member or the UTSAPD.
- A resident present in a unit where any illegal drug is present is in violation of the Housing Contract and may lose University Housing privileges and face possible dismissal from the University.
- The misuse of any drugs (prescription, over the counter, or illegal) shall in no way limit the responsibility of residents or guests from the consequences of their behavior.
- Tobacco use\*, narcotics, and controlled substances and/or drug paraphernalia are prohibited in or around any University Housing facility. \*Note regarding use of Tobacco Products including but not limited to cigarettes (of any kind including herbal/spice cigarettes), cigars, pipes, water pipes (hookah), electronic cigarettes, synthetic marijuana, Delta 8, smokeless tobacco, snuff, and chewing tobacco. The University is a tobacco and smoke free campus. Smoking and the use of Tobacco Products is prohibited in and on all University-owned and leased property including buildings,

grounds, resident and University housing areas, parking lots and structures, green space, sidewalks, walk ways, as well as personal vehicles on the property. The Tobacco Free and Smoke Free Campus policy is contained in Section 9.36 of the University's Handbook of Operating Procedures.

- All violations of the Resident Handbook drug policy as described above can result in immediate removal from on-campus housing. Likewise, any situation involving suspected drug use/possession will be referred to Student Conduct and Community Standards for further adjudication. You are reminded that when a resident of on-campus housing is evicted for a community policy violation, Student Conduct and Community Standards' university sanctioning typically includes the suspension of the right and privilege to reside in any on-campus housing. Student Conduct and Community Standards defines 'on-campus' housing to include Housing and Residence Life properties (Alvarez Hall, Chaparral Village, Chisholm Hall, Guadalupe Hall and Laurel Village) and Campus Living Villages property University Oaks Apartments. It is recommended that you pursue off-campus housing arrangements when evicted from any on-campus housing area for a community policy violation.

### **ELECTRICAL OUTLETS**

You may not tamper with any electrical outlet. Outlet covers must remain in place at all times. Do not overload sockets/electrical receptacles or use extension cords to create additional outlets. This may create a fire hazard. You may use surge protected outlet strips. All strips plug directly into a socket. Extension cords are prohibited and considered a fire safety violation. If your room or unit is found to have "snake" extension cords, you will be asked to remove the extension cords and may be required to take safety training. Repeated violations involving extensions cords will be considered a community policy violation and adjudicated by Housing personnel.

### **EMERGENCY DEVICES**

Tampering with emergency devices puts everyone at risk and, therefore, is prohibited. Emergency devices include, but are not limited to, smoke detectors, door closures, sprinkler heads, fire alarm stations, and fire extinguishers. Tampering with emergency devices may result in criminal prosecution, disciplinary action and any charges that may be incurred.

### **FAILURE TO COMPLY**

You must comply with all written and verbal requests and instructions from the HRL staff or any other University Official. This includes any request to produce valid identification.

### **FLAMMABLE MATERIALS, CANDLES, AND INCENSE**

No candles are permitted. The possession of any kind of incense, charcoal, lighting fluids, kerosene, oil lamps, or other flame-emitting substances and articles are prohibited in University Housing. Deep fat frying is prohibited.

### **FOR PROFIT BUSINESSES**

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It is against the law of the State of Texas to use state facilities for commercial enterprises. Residents and guests may not use their unit to solicit or sell for profit any items; this includes using university and housing Ethernet or Wi-Fi connections to sell items via the Internet.

### **FURNITURE**

All communities include basic furniture. All common area furniture must stay in the common area to assure all residents have access to it. Modification of the furniture is strictly prohibited. Water-filled furniture is not allowed. No furniture is to be moved from the unit. A charge of \$50.00 will be assessed for removal of items from the unit. Public area furniture may not be removed or placed in an individual unit.

### **GAMBLING**

Texas law prohibits raffles, lotteries, or games of chance that do not meet strict state regulations. Gambling, which includes any exchange of items of value, favors, or money for a chance at a greater prize, is prohibited.

### **GATES**

Chaparral and Laurel Village gates are locked 10:00 pm – 7:00 am. Alvarez, Chisholm and Guadalupe Hall doors are locked 24 hours / 7 days a week. You will be expected to carry your ID card at all times to enter the gates at either village or to enter the residence halls. If your ID card is not working as your entry device, please contact your front desk office or the Resident Assistant on call after hours. If your card is lost, please visit the card office on campus for a replacement ID card.

Never obstruct the functioning of the gates or doors by propping them open, or kicking the gates or doors to open without your ID card. Many gated entrances and doors are monitored by cameras to insure compliance with all rules for entrance. These systems are designed to allow entry for authorized users.

### **GUESTS AND VISITORS**

#### **GUEST**

A guest is an individual who is not an assigned resident of the particular bedroom, suite, or apartment they visit.

#### **RESIDENT**

A resident is a UTSA student assigned to the particular bedroom, suite, or apartment in which they reside.

Residents are responsible for their guest's compliance with all University Regulations including this Handbook and your Housing Contract. Visitation is a privilege, not a right. Abuse of this privilege impedes the rights of others' privacy and safety, and may result in loss of visitation privileges. Residents and their guests are expected to conduct themselves in a considerate manner with regard to the rights and needs of roommates, suitemates, apartment mates, and other residents. Non-resident guests, both those living in other on-campus facilities or off-campus, must be escorted at all times and must abide by the policies contained in this Handbook. The resident is responsible for the conduct of their guest(s).

**Failure to follow this Guest and Visitor policy may result in the resident being charged rent equal to an additional room fee per month, loss of visitation privileges, and/or further judicial action.**

**Visitation hours are 9 am – 2 am.** There should be no more than three times the maximum occupancy in an apartment or suite at any time excluding double bedroom units.\* The maximum residential occupancy is as follows:

Alvarez Hall:

- 1 Bedroom Unit: 1 resident

Chisholm / Guadalupe Hall:

- 1 Bedroom Unit: 1 resident
- 2 Bedroom Unit: 2 residents

Laurel / Chaparral Village:

- 2 Bedroom Unit: 2 residents
- 4 Bedroom Unit: 4 residents
- 4 Bedroom Double Unit: 8 residents

\*Maximum number of visitors at one time is 12 within double bedroom units.

At no time are residents allowed to utilize unassigned rooms for guests.

Overnight guests are allowed only with the approval of all roommates, and only one overnight guest per suite/apartment will be allowed at any given time.

- All Alvarez, Chisholm and Guadalupe Hall overnight guests must be registered with the front desk of the building before visitation hours end.
- All Chaparral / Laurel Village overnight guests must be registered with the Chaparral / Laurel community desk during normal business hours Monday - Friday.
- All overnight guests will be required to show a valid government issued ID which includes date of birth.
- An overnight guest is someone who stays later than visitation hours (past 2:00 am).
- Residents are allowed an overnight guest in their suite/apartment a maximum of two (2) consecutive nights and not more than three times in a given semester. Guests may not move from one room to another in order to extend their visit.
- No access card or key will be provided for the overnight guest.
- Residents must escort their guests at all times. Guests found without an escort, even in the resident's bedroom, suite, or apartment, will be asked to leave the facility or property immediately. Failure to follow this prescribed rule will result in disciplinary action for the resident, and possibly the overnight guest, if the guest is a student.
- Registered Sex Offenders are prohibited from being within the living areas of University Housing, including the University's Apartments.

## **MINORS**

No one under 18 years of age is allowed to be an overnight guest of a resident. Any visitation in on-campus residential facilities by minors who are not enrolled UTSA students should be brief and occur only when the minor is accompanied by their parent or legal guardian.

## **HAZING/HARASSMENT**

UTSA is committed to providing an environment whereby students are free from any harassment or hazing. Harassment involves behavior towards a person that is unwanted (i.e., pranks, practical jokes, phone calls, emails, text messages, etc.) and will not be tolerated. If you feel you are being hazed or harassed, please contact a UTSA staff member immediately.

## **LIGHTING**

Candles, halogen lamps and paper lanterns are fire risks and are not permitted in the units. Please refrain from placing cloth or paper over lights, as it is a fire hazard as well. All lamps, appliances and lighting devices need to be Underwriters Laboratory approved.

## **LOCKOUT PROCEDURES**

It is imperative that you keep your ID / Key with you at all times. We strongly encourage you to lock your room whenever you are not home. If you should lock yourself out during business hours, you may come to the community desk and checkout a temporary card / key to open your door. If you are locked out after the front desk is closed, you may call the Resident Assistant on-call and they will open your door. However, after the UTSA Census date, which is the 12th day of each semester, the charge is \$25 per lockout.

## **MOTORCYCLES**

Motorcycles (and mopeds) must be registered with the Office of Parking and Transportation. All motorcycles are allowed to park in designated parking lots. Lots R1, R2, R4 and F5 are open for residents with a residential permit. Motorcycles are not allowed within the complex gates, nor are they allowed to be parked near any building.

## **MUSICAL INSTRUMENTS**

Students who wish to practice or play musical instruments are encouraged to utilize specified practice rooms on campus. While musical instruments are a wonderful way to build community, they need to be played at a time that is agreeable to others.

## **PACKAGE SERVICES AND DELIVERY**

Package or parcel carriers such as UPS, FedEx, DHL and Amazon deliver packages directly to Alvarez Hall, Chaparral Village, Chisholm Hall, Guadalupe Hall, and Laurel Village community desks. Do not ship packages via the US Postal Service. Packages are scanned at each location for identification and tracking purposes. Residents are notified their package has arrived via their UTSA designated email address. Packages can be picked up anytime the desk area is open. Please reference the following address information to ensure that you receive your packages:

Residents of Alvarez Hall:

Your Name  
Room Number  
6908 North Loop 1604 West  
San Antonio, TX 78249

Residents of Chaparral Village:

Your Name  
Room Number  
6910 North Loop 1604 West  
San Antonio, TX 78249

Residents of Chisholm Hall:

Your Name  
Room Number  
6960 TX-1604 Loop  
San Antonio, TX 78249

Residents of Guadalupe Hall:

Your Name  
Room Number  
6902 North Loop 1604 West  
San Antonio, TX 78249

Residents of Laurel Village:

Your Name  
Room Number  
6904 North Loop 1604 West  
San Antonio, TX 78249

For residents that want to receive mail and/or packages from the US Postal Service, the UPS Store located in the Student Union rents mailboxes to all students. This is a convenient option for any student that prefers to have one mailing address for both packages and mail services. A student could have one address while at UTSA and not need to worry about updating addresses each year. For more information on how to rent a mailbox, please visit this [link](#).

### **FOOD DELIVERY**

UTSA HRL is not responsible for perishable food items. Food deliveries that arrive during normal business hours (Monday-Friday 8 a.m. to 5 p.m.) will **NOT** be accepted by HRL staff. Residents should make arrangements to pick up perishable food items from the carrier upon delivery. This includes but is not limited to delivery services such as Door Dash, Grub Hub, Uber eats, etc.

### **PARENT NOTIFICATION**

Federal Regulations limit our ability to discuss matters with your parents. This includes financial, roommate conflicts, disciplinary cases, etc. The federal government does allow UTSA the right to notify parents of students found in violation of the University's drug and alcohol policies through the Family Educational Right and Privacy Act (FERPA) regulations. The FERPA form can be found at <https://onestop.utsa.edu/registration/student-records/family-educational-rights-and-privacy-act-ferpa/>

### **RESIDENT PARKING**

#### Permit Requirements

A permit is required at all times in the residential lots R1, R2, R3, R4 and R5. Citations will be issued seven days a week and 24 hours a day. Do not park in any labeled spots, including visitor spaces, or you will receive a citation. During Move In and Move Out periods, special parking arrangements are made for our residents. However, fire lanes and labeled parking areas are never to be used for loading or unloading.

#### Visitor Parking

Spouses, parents, families, and non-residential students are generally considered visitors of residents. All visitors must receive a visitor permit from the resident they are visiting to park on the UTSA campus. Parking for visitors with a permit is allowed in any unmarked spaces in the residential lots. Residents are able to purchase one-day scratch-off permits at the Campus Services Lobby in the Crespa Service Center (MS 1.01. 52). The University Housing resident is required to be present at the time of purchase. Business hours are Monday through Friday, from 8:00 a.m. to 5:00 p.m. If you have regular visitors, see the Parking Division website for information about a Fast Pass.

### **PETS**

No pets are allowed except fish. Refer to the Special Housing Needs section for information regarding Service Animals and Emotional Support (or Assistance) Animals. Fish are limited to a five-gallon or smaller volume aquarium. All other pets are subject to immediate removal from campus, and their owners (and others who



knowingly permit pets in their room) are subject to disciplinary action and a \$100.00/day fine until the pet is removed. In addition, costs for cleaning, fumigation, and any other damage charges may be levied.

### **POSTING POLICY**

HRL must approve all forms of postings. All materials must be sponsored or co-sponsored by a registered student organization or a University department.

- All materials must include the name and contact information of the sponsoring agent and all content must be printed in or translated to English.
- Approved postings will be posted by HRL Staff.
- Postings for personal or commercial gain are not permitted.

### **PUBLIC AREA**

Public areas are defined as the shared spaces outside residential units such as lounges, kitchens, laundries, Neighborhood Centers, City Centers, basketball courts and pools.

### **PUBLIC AREA CLEANING**

Furniture in public areas may not be moved to other locations. Likewise, furniture or other belongings not intended for public areas may not be stored in these locations. If damages occur to common areas and cannot (after reasonable efforts) be attributed to a specific group or individual, the cost to repair may be prorated to some or all of the residents associated with that common area. You are liable for damages or other losses you or your guest(s) cause to any University Housing facility except for ordinary wear and tear. Title to the damaged property will remain with the University. You will be charged on a prorated basis for public area damage where responsible parties cannot be identified and where reasonable evidence exists that area students are responsible for the damage. You shall pay all such amounts to the University promptly on demand. These areas have general cleaning performed daily by the Housing Facilities personnel, but initial clean up after use is the responsibility of the users. Food should not be left in refrigerators or ovens, and cooking utensils must be cleaned and removed from the public kitchen areas after use. All trash must be properly disposed of and furniture left in an orderly fashion.

### **QUIET AND COURTESY HOURS**

Every attempt is made to provide you with an environment conducive to study and your academic pursuits. In consideration of your rights and those of other students, quiet hours are generally set from 11:00 p.m. to 8:00 a.m. Sunday through Thursday, and 12:00 a.m. to 10:00 a.m. Friday and Saturday. While this doesn't mean that there will not be noise, it does mean that noise should be kept to a minimum. Courtesy hours are in effect during all other times, which gives all residents the right to study and sleep free from undue interference, unreasonable noise, or any other distractions. Beginning the last day of classes and until the end of finals, 24-hour quiet hours will be in effect to help with the successful completion of these exams.

## **RELEASE AND CONSENT OF USE OF IMAGE**

University Housing, its employees, and representatives have the right to take and use photographs, video, digital images, or otherwise recorded images of University Housing residents who are in public spaces, offices or at University Housing sponsored events. University Housing can publish such images or depictions for promotion, marketing, or educational purposes in any form, including but not limited to print, electronic, video, or Internet. University Housing has the right to edit, crop, retouch, or otherwise alter such images or depictions and students waive the privilege of inspecting such images or depictions prior to publication. All images or recordings, in whatever medium, are the property of University Housing and can be used indefinitely without compensation to the resident. Resident releases the University and those acting pursuant to its authority from liability for any violation of any personal or proprietary right you may have in connection with such use. Residents who wish to opt-out of this release or withdraw consent must submit a written request to [studenthousing@utsa.edu](mailto:studenthousing@utsa.edu).

## **RENTER'S INSURANCE**

University does not cover any personal belongings as a result of theft, fire, water, or any other incident that might cause damage to personal belongings. HRL encourages each resident to carry renter's insurance or be covered under a parent's homeowner insurance policy.

## **ROOM ENTRY**

Each resident has the right to authorize entry into their individual room space. Roommates do not have the right to enter each other's individual room spaces or furniture without authorization. Unauthorized entry is considered a policy violation.

University maintains the right for University personnel to enter your room at any time in the event of an emergency and for any reasonable purpose including, without limitation: inspection, preventive maintenance, corrective maintenance in response to a work order or investigation of violations of University Regulations. By signing the Housing Contract, you agree to be bound by the University's search and entry policies as they now exist or may hereafter be amended, as set forth in the University Regulations.

## **ROOM RESPONSIBILITY**

You are responsible for you and your guest's conduct and must adhere to the University Regulations. University personnel will enter your room at any time to investigate violations of University Regulations. By signing the Housing Contract, you agree to be bound by the University's search and entry policies as they now exist or may hereafter be amended, as set forth in the University Regulations.

## **ROUTERS**

Housing and Residence Life supplies Wi-Fi services for residents. As a result of offering this service, the use of personal routers is not necessary and thus is prohibited. Personal routers compromise the speed and connectivity of the Internet for the entire community. If you are found using a personal router for any reason, you may be called into a discipline meeting with the Complex Coordinator in your area.

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## **SATELLITE DISHES**

The installation of a satellite television dish is not allowed.

## **SEXUAL ASSAULT**

Allegations of sexual violence are considered extremely serious and will be dealt with immediately. Investigations of this type of offense will include the UTSA Title IX Coordinator, HRL, Student Conduct and Community Standards, and/or the UTSAPD. Victims of sexual violence are encouraged to contact UTSAPD at (210) 458-4242 and/or the Title IX Coordinator at (210) 458-4120. For more information please visit UTSA's Title IX Sexual Harassment/ Sexual Violence web page at <https://www.utsa.edu/eos/titleix.html>

Residents are encouraged to report any knowledge of such offenses immediately, for their safety and the safety of others by contacting UTSAPD at (210) 458-4242. Anonymous reports can be made using the UTSAPD Silent Witness web page at <http://utsa.edu/utsapd/forms/witness.cfm>, or by contacting UTSAPD and requesting to remain anonymous.

## **SMOKING**

UTSA is a tobacco and smoke free campus, and at such time, smoking and the use of Tobacco Products will be prohibited in and on all University-owned and leased property to include buildings, grounds, University Housing areas, parking lots and structures, green space, sidewalks, walk ways, as well as personal vehicles on the property. The Tobacco Free and Smoke Free Campus policy is contained in Section 9.36 of UTSA's Handbook of Operating Procedures. Tobacco Products is defined as including but not limited to cigarettes (of any kind including herbal/spice cigarettes), cigars, pipes, water pipes (hookah), bidis, kreteks, electronic cigarettes, smokeless tobacco, snuff and chewing tobacco.

Violations of this policy may result in additional cleaning charges to remove the smell associated with smoking in an apartment or stains associated with chewing tobacco.

## **SOLICITATION**

The University of Texas System Board of Regents' *Rules and Regulations* states, "No solicitation shall be conducted on any property, street, or sidewalk, or in any building, structure, or facility owned or controlled by the U.T. System or any of the institutions unless permitted by the Regents' *Rules and Regulations*."

Solicitation, including door-to-door sales of goods and services, is not permitted in or around any University Housing facility.

No concessions or businesses of any type may be operated by a student, family member, or other person from the living unit. This applies to, but not limited to babysitting, Mary Kay, Thirty-One, Pampered Chef, hair stylist, and other similar businesses run from the home.

College campuses are often lucrative markets for solicitors. They may attempt to sell services or merchandise door-to-door or within community public areas. Solicitation presents a serious security concern, as well as an opportunity for fraud. Report all violations to the HRL Office or UTSAPD.

### **STORAGE**

HRL does not provide storage for luggage or unused furniture. Each resident is responsible for the items that are originally in his/her apartment. Likewise, HRL does not have storage facilities for personal items during the summer period.

### **THEFT**

Thefts should be reported immediately to UTSAPD at (210) 458-4242, as well as to a HRL staff member. As a precaution, students should keep their doors and windows locked at all times.

### **TRASH**

To maintain the community environment, all residents are required to take any trash to the proper trash disposal areas. Recycling is strongly encouraged to reduce the volume of waste sent to landfills from our communities. Trash left outside the units, on landings, or hallways and stairwells, or disposed of in an inappropriate manner will be identified and the responsible students will be charged a disposal fee of \$25.00 per bag.

All garbage must be contained in tightly closed plastic bags and deposited in the trash dumpsters or trash rooms provided on site. Please refrain from littering. Those who are caught littering may be subject to the judicial process and/or cleaning charges. Residents should not allow trash to accumulate in the common areas. Trash should be removed once the trash container for the unit is full. It is the responsibility of the residents to remove the trash.

### **UTSA ID CARDS / ROOM KEYS**

For safety and security reasons, residents are prohibited from loaning their Student ID cards or room keys to anyone else. Your ID card / room key will allow entrance into your housing community and living unit. Please keep them safe at all times. Report all lost and stolen cards to the UTSACard Office and to HRL immediately. Report all lost and stolen keys to HRL immediately.

## **VACATE/REMOVAL PROCEDURE**

You agree that if you violate any of the terms or conditions of this Contract, have a poor payment history, or if the University determines you have violated the University Regulations and/or the terms and conditions of roommate contracts agreed upon by you and your roommate(s), or if you are disruptive to the use and enjoyment of University Housing facilities by other students, the University may refuse to offer you a University Housing contract in the future.

You agree that if the University finds you to be in violation of this Contract or of any of the University Regulations, or if you are disruptive to the use and enjoyment of University Housing facilities by other students: (1) you may be subject to disciplinary action (including but not limited to dismissal from the University); (2) you may be required to change University Housing residence halls; and/or (3) your license to use University Housing may be revoked, this Contract canceled and you may be required to withdraw from University Housing. If the University requires you to withdraw from University Housing, this Contract will be automatically canceled and you will pay all charges accrued under this Contract until your check-out pursuant to Section VII, plus the Liquidated Damages Charge.

You agree to keep your contact and student information updated by use of official University websites.

Temporary removal of a resident may be necessary if a resident is considered to be an imminent threat to themselves or others. In such cases, HRL will expedite a hearing to determine if the student should be removed permanently.

HRL will contact a student in an attempt to resolve a particular issue. If no contact or mutual agreement can be reached within 72 hours, HRL will prepare and issue notice to vacate via email. If necessary, a staff member will hand-deliver or place written notice on the resident's bedroom door. Either option will serve as notice. The student will have 48 hours from the date of delivery to vacate University Housing. If a resident's behavior disrupts the community after the notice is served, they will be asked to depart immediately. If at the end of the 48 hours the resident has not complied, he or she will be locked out of the space and charged any expenses incurred by HRL. They may also be charged for trespassing.

## **VERBAL AND/OR PHYSICAL ABUSE**

We strive to maintain a civil and collegial environment befitting a community of scholars. Residents and guests are strongly encouraged to treat all neighbors, roommates, visitors, and University Officials with courtesy and respect.

Physical violence of any type will not be tolerated. Such behavior will result in conduct hearings with Student Conduct and Community Standards and Housing and Residence Life. Possible sanctions include removal from on-campus housing and suspension from the University. Incidents involving physical violence may also be referred to the UTSA Police Department and may result in criminal charges.

## **VISITATION HOURS**

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**Failure to follow this Guest and Visitor policy may result in the resident being charged rent equal to an additional room fee per month, loss of visitation privileges, and/or further judicial action.**

**Visitation hours are 9 am – 2 am.** There should be no more than three times the maximum occupancy in an apartment or suite at any time excluding double bedroom units.\* The maximum residential occupancy is as follows:

Alvarez Hall:

- 1 Bedroom Unit: 1 resident

Chisholm / Guadalupe Hall:

- 1 Bedroom Unit: 1 resident
- 2 Bedroom Unit: 2 residents

Laurel / Chaparral Village:

- 2 Bedroom Unit: 2 residents
- 4 Bedroom Unit: 4 residents
- 4 Bedroom Double Unit: 8 residents

\*Maximum number of visitors at one time is 12 within double bedroom units.

At no time are residents allowed to utilize unassigned rooms for guests.

Overnight guests are allowed only with the approval of all roommates, and only one overnight guest per suite/apartment will be allowed at any given time.

- All Alvarez, Chisholm and Guadalupe Hall overnight guests must be registered at the community desk during normal business hours Monday - Friday.
- All Chaparral / Laurel Village overnight guests must be registered with the Chaparral / Laurel community desk during normal business hours Monday - Friday.
- All overnight guests will be required to show a valid government issued ID which includes date of birth.
- An overnight guest is someone who stays later than visitation hours (past 2:00 am).
- Residents are allowed an overnight guest in their suite/apartment a maximum of two (2) consecutive nights and not more than three times in a given semester. Guests may not move from one room to another in order to extend their visit.
- No access card or key will be provided for the overnight guest.
- Residents must escort their guests at all times. Guests found without an escort, even in the resident's bedroom, suite, or apartment, will be asked to leave the facility or property immediately. Failure to follow this prescribed rule will result in disciplinary action for the resident, and possibly the overnight guest, if the guest is a student.
- Registered Sex Offenders are prohibited from being within the living areas of University Housing, including the University's Apartments.

## Visitor Permits

Spouses, parents, families, and non-residential students are generally considered visitors of residents. All visitors must receive a scratch-off permit from the resident they are visiting in order to park on the UTSA campus. Parking for visitors with scratch-off permits is allowed in any unmarked spaces in the Residential Lots. Residents are able to purchase one-day scratch-off permits at the Campus Services Lobby in the Crespa Service Center (MS 1.01. 52) or with the garage parking cashiers. The University Housing resident is required to be present at the time of purchase. Business hours are Monday through Friday, from 8:00 a.m. to 5:00 p.m. If you have regular visitors, see the Parking Division website for information about a Fast Pass. The visitor spaces in front of the HRL office are for visitors conducting business with the HRL staff only.

## **WATER FURNITURE/WATER TOYS**

Water furniture and water guns, balloons, wading pools, and slip and slides are not permitted.

## **WiFi/ETHERNET**

MyResNet provides wireless internet service in all resident rooms and internal common areas. Instructions for setting up your internet service and IPTV are available at your communities' front desk. You can also contact MyResNet for assistance at 877-632-3356 or to report any service problems you may experience. Refer to the Routers section for information regarding the restriction of personal routers. Ethernet ports are available in most rooms.

## **WEAPONS**

Except as expressly permitted by law, firearms and other weapons are not permitted in UTSA Housing. Weapons used for decoration are not permitted. Prohibited items include, but are not limited to, simulated weapons, disabled weapons, swords, brass knuckles, butterfly knives, paintball guns, toy guns, pellet guns, or any other material that can be used to threaten or endanger others.

In accordance with SB 11, residents possessing a valid license to carry may possess a concealed firearm in approved areas. Firearms must remain concealed and secure at all times in accordance with CHL – 16 or in a secure and locked location within the resident's bedroom.

You are responsible for reviewing and complying with applicable University Regulations regarding such use and possession. Failure to comply may subject you to disciplinary action, including withdrawal from University Housing.

## **WINDOWS AND SCREENS**

The heating and air conditioning is designed to operate at efficient levels with all windows closed. Residents with operable windows may open the windows from time to time when the AC/heater is not running. All screens are to remain on except in the event of an emergency. Residents are not permitted to use windows for purposes of entering or exiting a unit. **Nothing may be attached to the windows or placed on window sills, including but not limited to signs and banners.** Displays in windows are prohibited without regard to content.

## **WITHDRAWALS**

If you voluntarily or involuntarily withdraw from the University during the contract period, you must cancel your Housing Contract within 24 hours of withdrawal by providing HRL notice in person or in writing to the address found in Section XV.a of the Housing Contract. When your withdrawal is confirmed by the Registrar, you must pay to the University the Liquidated Damages Charge in addition to all charges accrued under the Housing Contract until you check-out pursuant to Section VII of the Housing Contract.

## **STUDENT CONDUCT PROCESSES**

### Overview of Student Conduct and Community Standards Process

The UTSA Student Conduct Code (SCC) is published in the UTSA *Student Policies*. It is available online at <http://catalog.utsa.edu/policies/administrativepoliciesandprocedures/studentcodeofconduct/>. You are responsible for knowing and following the information set in this *Resident Handbook* and the SCC.

HRL works closely with Student Conduct and Community Standards (SCCS) to address possible violations of community standards in a fair manner. The process is primarily educational, not solely punitive.



It is important to note that knowingly assisting another individual in violating a policy or providing false information are also violations of HRL and UTSA policies.

As a resident student in HRL, you are responsible for your conduct and activities, including those of your guests, in all on-campus housing facilities. If you violate state law, the SCC, or the community policies of any housing facility, you will be held responsible for the violation in the facility of your residence as if the violation took place in your complex. Violations and sanctions are shared with other on-campus housing officials, SCCS, and the UTSAPD as appropriate. Disciplinary sanctions, up to and including loss of housing privileges, may be imposed through the conduct process.

SCCS investigates alleged violations of the SCC and sends written notification of alleged charges to your address of record. The notification is a directive to attend a preliminary meeting. The meeting provides the opportunity to further discuss the allegations. Please refer to the SCC in the *Student Policies* for details on the discipline process.

Failure to meet with SCCS staff, or complete the sanctions as imposed, may result in a hold placed on your University records until you have complied. This means you may be unable to register, drop/add classes, receive transcripts, or obtain your diploma.

#### **OVERVIEW OF HOUSING AND RESIDENCE LIFE DISCIPLINARY PROCESS**

- When an alleged Housing Contract or Policy violation and/or violation of the Student Code of Conduct occurs, a report is submitted to HRL by a staff member, the UTSAPD, or another student.
- An email is sent to the resident, or a hand delivered letter, requesting a meeting to discuss the incident.
- A University Housing disciplinary meeting is scheduled for the student with the Complex Coordinator or Assistant Director for Residence Life and Student Conduct. Each case will be evaluated on the merits of the information provided in the report.
- The Complex Coordinator or Assistant Director for Residence Life and Student Conduct will decide if the resident is responsible or not responsible for the alleged violation based upon the information available.
- The outcome of the meeting and any resulting sanctions will be shared individually, in compliance with applicable laws. The outcome and sanctions of other individuals involved in the case will not be shared with others involved, unless necessary and appropriate, and such disclosure does not violate applicable laws.

#### **REPORTING INCIDENTS**

You should report any violation of policy or community standards to your RA, your CC, UTSAPD or to your community service desk. HRL staff will determine the appropriate steps regarding the alleged violation. Incidents involving, but not limited to, possession of weapons, illegal drugs, or assault, will be referred to the UTSAPD and/or SCCS for appropriate action.

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## **SANCTIONS**

Sanctions may include suspension of rights and privileges for a specific period of time including: access to electronic network facilities; participation in athletic, extracurricular, or other student activities; reassignment within University Housing communities; community service; monetary responsibilities; or other appropriate educational sanctions. In all cases, students who are accused of violations are afforded administrative due process.

On occasion, actions which threaten the safety of yourself or another student may require a temporary move from your current assignment to another room, another University Housing facility, or to an off-campus location. If you are required to move off campus due to your alleged actions, all costs incurred will be your responsibility. This would be a temporary move until the alleged violation is resolved.

If you fail to meet the summons of a University Official in regard to a violation of your Housing Contract and/or University Regulations, you may be denied access to your unit until such time you resolve your discipline matter with the designated administrator. (A decision may be made on your case in your absence if we are unable to locate you.)

## **WHAT IS A HOUSING DISCIPLINARY CHARGE?**

A University Housing Disciplinary Charge is an allegation based upon a report or complaint received by HRL, which indicates a student has allegedly violated their Housing Contract and/or University Regulations.

## **WHERE WILL THE MEETING BE HELD?**

The student will be directed to attend a meeting and will be notified at least 24 hours in advance of the meeting unless the violation is considered a threat to others. The meeting place will be outlined in the written notification. Most hearings will take place in the office of the CC.

## **WHAT RIGHTS DO I HAVE IN THE MEETING WITH HOUSING?**

The student has the right to:

- Request a private meeting with HRL staff;
- Present his/her side of the story;
- Present a closing statement; and
- Have a silent witness if a waiver is signed.

## Can I Appeal the Decision of a Housing Meeting?

To appeal a University Housing meeting decision, residents need to follow directions indicated in their email, sanction, or decision letter. The appeal request must be based on one of the following conditions:

- The sanctions are too harsh for the violation;
- Due process was not followed and/or was violated; or
- New evidence was found and the resident would like to have a new conduct meeting.

## **SAFETY**

For the convenience of our residents, many benefits such as closed circuit monitoring, card access, and front desk operations are provided. We also believe in the effectiveness of neighbors looking out for each other's interest. We encourage you to get to know your neighbors and promptly report any incident of theft, vandalism, or any unsafe condition to the UTSAPD and/or HRL. Whenever possible, furnish a detailed description of the offender, time and day, make and color of a car, etc.

UTSA has its own police force. The officers of UTSAPD are fully certified Texas Peace Officers that provide police services for UTSA as well as University Housing. They can be contacted at:

Non- Emergencies: (210) 458-4242

Emergencies: (210) 458-4911

## **EMERGENCY PHONES (BLUE LIGHT PHONES)**

Throughout campus there are "blue light" phones. These phones have a red emergency button that puts the caller in immediate contact with the UTSAPD. When activated, this button provides the police with the caller's location which allows officers to be dispatched immediately to the location in the event the caller is unable to speak. Phones should work even if the light is out.

## **FIRE ALARM**

In the event of a general fire alarm, all occupants are to calmly exit the building immediately and gather at the meeting point for your building, or 50 to 150 feet away. If able, occupants should gather cell phones, wallets, and keys on their way out. Once at their meeting point, occupants should provide HRL staff members with their contact information. This will help the department keep an accurate track of residents.

## **FIRE EQUIPMENT**

*Smoke Detectors* are not to be rendered inoperable through vandalism, being disconnected from their primary power source, or from any form of tampering. Fire alarms set off due to the negligence of a resident or their guests could result in a fine ranging from \$50.00 to \$500.00, as well as the possible loss of University Housing. Examples of setting the fire alarm off due to negligence include, but are not limited to: cooking in the bedroom; playing with matches, lighters, or other fire making devices including candles; smoking in the

room; or tampering with the fire equipment in the building. If fire alarms are tampered with, residents could be subject to immediate eviction. A resident may be subject to damages, civil penalties, and attorney's fees under applicable Texas law for not complying with the foregoing notice.

*Sprinkler systems* have been installed as a safety measure in all apartments. Do not hang anything from the sprinkler heads. Hanging items from the sprinkler head could activate the sprinkler and flood the apartment and neighboring apartments. If it is determined a resident is responsible for the activation of a sprinkler, they will face immediate disciplinary action through HRL, and will be required to pay for all monetary damages caused to University property, as well as any damages caused in other apartments that might be affected.

*Activation of the alarm system* when no fire emergency exists is a felony. Anyone caught generating a False Alarm is subject to immediate eviction from University Housing, prosecution through the court system, and/or disciplinary action through SCCS.

#### **FIRE EVACUATION –**

The presence of smoke and/or heat will automatically activate the alarm system. In case of a fire alarm:

- Get out as quickly as possible. Call UTSAPD at (210) 458-4911 to report the fire and tell them where you live.
- Close your bedroom door on the way out to prevent the fire from spreading.
- Check to see that your roommates are aware of the fire alert.
- Proceed quickly and quietly as you exit the building.
- Follow all instructions from the staff and fire department personnel. In the event of a fire alarm, residents must evacuate the buildings immediately. Never assume it is a false alarm. Once outside, report the fire immediately.
- Chaparral Village buildings 1-5 and 12 should meet in parking lot R 2 in front of the City Center. Chaparral Village buildings 6-11 meet in parking lot R 3. Laurel Village buildings 1-4 should meet in parking lot R 2. Laurel Village buildings 5-8 should meet in parking lot R 1. Residents of Alvarez Hall North Tower should meet in parking lot R 2. Residents of Alvarez Hall South Tower should meet in parking lot R 1. Guadalupe Hall should meet in R 2 or R 4 depending on exit points. Chisholm Hall residents should meet in R 2.
- All residents should wait for instructions from an HRL staff member, UTSAPD, or fire personnel.
- STAY OUT of all buildings until an official "all clear" has been issued.

If you are unable to evacuate your room or unit, please take the precautions you feel necessary and appropriate to secure your safety. Possible precautions include:

- Turn on lights, raise blinds, and open drapes to improve visibility for rescue workers.
- Close all windows so additional oxygen will not spread the fire.

- Put on a non-flammable coat for protection against heat, flames, and inclement weather.
- Put on hard-soled shoes to protect from hot or slippery floors and broken glass.
- Dampen a towel to put over your face in case of heavy smoke.
- If trapped in your room, check the door prior to exiting. Feel for heat. If the door is cool, leave the room. If the door is hot, do not open the door. Hang a towel from your window to notify safety personnel that you are in your room.

Fire escape access should never be blocked. Evacuation drills are conducted periodically and should be treated as an emergency.

### **AVOID FIRE HAZARDS**

- UTSA is a tobacco and smoke-free campus. Smoking of any kind is prohibited on campus.
- Avoid electrical overloads.
- Electrical appliances must be approved by HRL.
- No open flames. Candles are expressly prohibited.
- Trash must not be allowed to accumulate in the unit.
- DO NOT detach and/or cover smoke alarms or sprinkler heads.

### **HAZARDOUS MATERIALS**

This policy is especially important in residential communities where many students are sharing a close living space. Students should exercise good judgment by not putting themselves or others at risk. Examples of how this policy applies in the residential communities include:

- Candles, incense, and hookahs are not permitted in units.
- Substances such as propane, camping stove fuel, hydrocarbon cleaning solvents, and paint thinner are not permitted in units.
- Deep fat frying is prohibited.

#### Protecting Personal Property

It is important for all residents to protect their personal belongings while staying on campus. Below are suggestions on how to protect your belongings.

- Engrave all personal items of value in your apartment. It is a good idea to engrave these items with your driver's license number. This deters theft because it makes it more difficult for thieves to dispose of your property. UTSAPD offers this service for free. Contact them at (210) 458-4242
- Mark items you regularly take to class, e.g., books, backpacks, calculators, and laptops. Unattended books and supplies are easy targets in crowded, busy areas especially, at the beginning of semesters when students need books for classes and around finals when the bookstore is buying back books.

- Don't advertise your valuables either in your home or your car. Do not leave unattended valuables in plain sight. Thieves will usually only take visible items that can be stolen quickly.
- Arrange your room so high-risk items such as cameras, stereos, televisions, etc., are not visible from the street or front door. Make sure they are not visible from ground level windows as much as possible.
- Do NOT bring high-dollar items to campus if possible. You stand a greater chance of impressing a thief than you do your friends with expensive items, such as jewelry. Never keep large sums of cash in your room.
- Your room is equipped with two lockable chests. Invest in a good lock and secure valuables when you are not at home.
- Buy renter's insurance to protect against loss or damage of personal property. If your family has homeowner's insurance, check to see if you are covered while away from home. UTSA has no liability for stolen or damaged items.
- Keep bank account numbers, credit card numbers, and ID card numbers in a safe place. If your purse or wallet is stolen, you will then have a list of numbers to use when notifying authorities. After notifying the police, immediately notify all your credit card companies and banks.
- Always lock your bicycle or moped when unattended. Experts recommend securing bicycles and mopeds with an oversized shackle-style bicycle lock, or a lock and chain/cable combination with at least a 5/8" diameter chain or steel cable. Secure these with a U Lock or padlock, preferably one with a hardened case and shank diameter of at least 3/8".

### **SAFETY ESCORTS**

UTSAPD provides safety escorts to locations on campus during hours of darkness. Call (210) 458-4242 to request a safety escort.

### **SELF-PROTECTION**

- BE AWARE! Residents should be familiar with who lives in their building and who doesn't. Report any suspicious person or activity immediately to HRL at (210) 458-6200, or the UTSAPD at (210) 458-4242.
- Always lock your door and windows! Lock them especially at night before you go to sleep or when you are alone in your apartment. Make sure you have your ID with you when you lock your door.
- Promptly report any unlocked doors and windows, or any door and window that is not locking securely.
- DO NOT OPEN your door to STRANGERS! Never unlock your door for a person you cannot identify, or for persons who refuse to sufficiently identify themselves. If such a situation occurs, do not hesitate to contact HRL or the UTSAPD.
- Report all suspicious telephone calls to a staff member. Never give your credit card number, social security number, or student ID number over the phone.

- Whenever possible, travel with a group, especially at night or early morning. Always alert your roommate, a friend, or a staff member as to your destination and when you expect to return.
- Download the LiveSafe app for iOS or Android and the UTSA Mobile app for access to UTSA PD.
- Travel in well-lighted areas at night and early in the morning. Avoid shortcuts through dark, wooded, or deserted areas. Whenever possible, walk facing traffic so you can better judge potential traffic hazards and decrease the possibility of being followed by someone in a vehicle. Step away from alleys and recessed doorways.
- Park in the best lighted area you can find. If you park early and leave late, take the time in the afternoon to move your car to a well-lighted area. Report areas that are not well-lighted. Notify a staff member if you notice an exterior light that is not working.
- Keep car keys in your hand when walking to your car. These can be used as a weapon. This also cuts down the time it takes to get into your car. Check beneath your vehicle as well as in the back seat to ensure no one is hiding there.
- Never leave keys in your car, even if you plan on being gone from your car only a few moments. It takes less than a minute to steal a typical locked vehicle. Not only is it against the law, but it also takes only a few seconds to steal a car if the keys are already in the ignition.
- Keep car doors locked when riding in any vehicle.
- BE ALERT AND AWARE of unusual or suspicious activities in your area. If a suspicious pattern of activity emerges, take the initiative and call UTSA PD immediately.
- If you are being followed, never drive home. Drive to a police station, fire station, or busy service station and honk. Never get out of your car unless you are positive you can make it inside safely.
- Don't be afraid to trust your instincts.
- BLUE EMERGENCY PHONE CALL BOXES give you direct access to the UTSA PD. Use these as a fast means of reporting crimes or to summon assistance in an emergency. Even if you are unable to communicate, lift the Blue Phone and UTSA PD will know your location immediately. The Live Safe app offers a fast means of reporting crimes or summoning assistance as well.
- Use common sense to avoid self-defense! Avoid locations and behaviors that put you at risk.

## **SERVICES AND AMENITIES**

### **BARRIER-FREE LIVING**

HRL provides accessible, barrier-free living for residents with mobility impairments. Students with disabilities or other unique needs may request to make reasonable changes. These requests may be submitted throughout the year as needed. Such requests must be in writing and submitted to HRL. All approved requests will be processed in a reasonable timeframe.

### **BASKETBALL COURT**

The basketball courts at Laurel and Chaparral Villages may be used by all University Housing residents from 10:00 a.m. to 10:00 p.m. All players must be wearing rubber soled athletic shoes for safety reasons. No

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horseplay, slam dunking, overly loud noise, or obscene behavior of any kind is allowed in the basketball area. Use of the court is on a first-come, first-serve basis and games should be limited to 30 minutes after which the court must be relinquished to the next group. Please keep warm-ups before a game to 5 minutes. Waiting groups must remain in person at the court in order to insure the group's turn. Please report any damage to the courts to the front desk.

### **CAMPUS DINING SERVICES AND MEAL PLAN CONDITIONS**

A meal plan is required for all students that have not completed more than 48 credit hours as recognized by the University Registrar by the beginning of the Housing Contract Period. Residents will need to select a meal plan and execute a Meal Plan Contract with Campus Services before the first day of the Housing Contract period. Campus Services will assign the default meal plan for students that fail to select a meal plan prior to the first day of the contract period. Failure to execute such a Meal Plan Contract, or to pay for a meal plan, may subject you to disciplinary action and eviction from University Housing.

Meal service will end on a date designated by UTSA in the Meal Plan Contract. A Meal Plan Contract will be for the entire academic year (Fall and Spring semesters). Students may make changes to their meal plan as long as the change is submitted prior to 5:00 p.m. on the census day for that semester. The census day is designated as the 12th class day for a particular semester.

Unused dining hall meals are not refundable, nor do they roll over to another semester. Unused dining dollars are not refundable, but do roll from the fall to the spring semester. Unused dining dollars at the end of the spring semester do not roll over to a future semester. Meal service will begin the weekend before classes start of each semester. No meal service will be provided during any University holiday, which includes Winter Break and other student holidays the University may designate. Dinner is the last meal served on the final day of exams each semester.

Meal service may also be limited or cancelled during inclement weather if UTSA must close. Additional information regarding dining services may be found on the ARAMARK website at [www.utsa.campusdish.com](http://www.utsa.campusdish.com). This website also has contact information should you have concerns or questions regarding campus dining services or your meal plan.

### **Meal Plan Cancellation in the Event of Withdrawal from University Housing**

If you withdraw from University Housing (voluntarily or involuntarily), and have a meal plan and wish to cancel it, you are responsible for submitting a Meal Plan Cancellation form to Campus Services. Forms are available online ([utsa.edu/auxiliary](http://utsa.edu/auxiliary)) or in person at Campus Services, located at the Crespa Service Center (MS 1.01.52). Meal Plan Cancellation forms are only accepted in person and, once verified, are effective the next business day.



Provided payment has been made, and as applicable, a pro-rated refund will be reimbursed to your ASAP account, minus a \$50 cancellation fee. Charges will continue to accrue until the Meal Plan Cancellation Form is received and verified at BAS.

### **FRONT DESK HOURS**

HRL staff members are available during normal business hours. Hours of operation for Fall and Spring semesters:

***Monday through Friday 8:00 a.m. to 5:00 p.m.***

Staff members will be present to check-out equipment, report maintenance issues, and render assistance for lockouts and other emergencies. During holidays, summer sessions, and /or semester breaks the front desk operations may close or be consolidated. Limited desk hours will be available and will be posted on the front doors of each facility.

### **KITCHEN FACILITIES**

For those who wish to cook, kitchen areas are available. Kitchens are for residents' use only. The kitchen area should NEVER be left unattended while cooking. All residents using the kitchens are responsible for cleaning the area and turning off the stove/oven after each use. Residents must utilize their own cooking pots and pans. Cooking pots and pans are not available for residents to check out. Food should not be stored or left in public area refrigerators, and personal cooking utensils must be removed after use. Deep fat frying is prohibited.

### **LAUNDRY FACILITIES**

LAUNDRY SERVICES ARE LOCATED IN EACH FACILITY, AND MAY BE USED BY RESIDENTS OF CHAPARRAL VILLAGE, LAUREL VILLAGE, ALVAREZ HALL, CHISHOLM HALL AND GUADALUPE HALL. YOU WILL NEED YOUR ID CARD TO ACCESS THE LAUNDRY FACILITIES. PLEASE REPORT ALL LAUNDRY SERVICE EMERGENCIES TO YOUR COMPLEX'S FRONT DESK STAFF DURING BUSINESS HOURS OR CALDWELL & GREGORY DIRECTLY AT 877.926.3433 SERVICE@CALDWELLANDGREGORY.COM

### **ON-SITE STAFF**

Resident Assistants and Complex Coordinators live on-site in all University Housing communities. Together, these staff members provide after-hours emergency coverage.

***To contact an RA on-call staff member, please call:***

(210) 889-0481 for Chaparral Village Buildings 1, 2, 3, 4, 5, and 12

(210) 336-2578 for Chaparral Village Buildings 6, 7, 8, 9, 10, and 11

(210) 336-2541 for Laurel Village Building 1, 2, 3, and 4

(210) 889-0026 for Laurel Village Building 5, 6, 7, and 8

(210) 935-4752 for Alvarez Hall North Tower

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(210) 935-4750 for Alvarez Hall South Tower  
(210) 935-4746 for Chisholm Hall  
(210) 935-4743 for Guadalupe Hall

### **OVER OCCUPANCY**

In emergency situations (e.g., fires, flooding, etc.), and in circumstances of over-assignments, HRL reserves the right to add an additional assignment for a limited period of time. Typically, HRL will add a person to overflow rooms but are not limited to only these rooms. In those cases, rent will be prorated for the period of time the extra person is assigned to the unit.

### **SWIMMING POOL**

The pool at Chaparral Village may be used by all residents, including Laurel Village, Chisholm Hall, Guadalupe Hall and Alvarez Hall, during the designated times as posted. All swimmers must be wearing swimwear. No diving, horseplay, or overly loud noise of any kind is allowed in the pool area. There are no lifeguards on duty. Residents swim at their own risk.

Emergency phones are located around the pool area in case of an emergency. Additional rules may be posted in this area. Non-alcoholic drinks in plastic containers are allowed at the pool area. Glass containers are not permitted. No unsupervised children are permitted in the pool at any time.

### **VENDING MACHINES**

Vending machines are available in each property at these locations:

Laurel Village - Neighborhood Centers and City Center

Chaparral Village - Neighborhood Centers and City Center

Alvarez Hall - 1<sup>st</sup> and 2<sup>nd</sup> floor commons

Guadalupe Hall - 1<sup>st</sup> floor Guadalupe Hall.

Chisholm Hall - Activity Center

*Machines include snack and soda machines. For refunds, please contact the UTSA Card Office at 458-4639.*

### **INVOLVEMENT**

Involvement in campus life has been shown to be a strong indicator of student success. At UTSA, our faculty and staff start encouraging students to get involved in campus life during the orientation program. Students who join an academic or social club, participate in volunteer service or play an intramural sport, meet other like-minded students and become comfortable with the UTSA campus environment more quickly. Strong engagement in campus life activities can also teach important life skills. Topics such as leadership, teamwork,

supervision, time management, civility, and understanding and appreciating diversity can all be learned through campus activities.

### **Building Community**

While living on campus residents are provided with opportunities to get involved with their hall in order to practice personal skills and build relationships with others in their community. Various hall involvement opportunities will be coordinated by hall staff that is assigned to each building, and will work to meet the needs of your unique community. On-campus living provides students with unique opportunities to foster student success with community based academic, personal and professional growth programs. HRL strives to provide students with meaningful opportunities to engage with their college experience. These experiences focus on four major areas:

- Self: Opportunities to explore who you are and establish healthy habits for success in college and beyond.
- Relationships: Opportunities to create and maintain positive relationships that contribute to personal and academic success.
- Academics: Opportunities to apply and develop skills to achieve academic goals.
- Inclusion: Opportunities to understand and respect the contributions and differences of others within your communities.

These opportunities are free of charge and are meant to maximize the student experience and provide students with a sense of belonging to the UTSA campus.

### **Special Interest Housing**

In addition, to participating in general learning experiences that come with living on campus, some students may have opted to live in Special Interest Housing. Students that choose to live in a Special Interest Housing will get a specialized living environment that emphasizes academic, personal and professional experiences based on a student's identified major, interests, or identity. Programs will provide students with opportunities to

- Connect with other students, faculty and staff that share their interests.
- Receive specialized support to keep students on track with their goals.
- Learn professional and academic skills.

Based on your community, students may be asked to enroll in a specific course, attend specific events, or meet other established criteria. Students will receive more information from their program manager in regards to what is expected.

### **Directory of Student Organizations**

Students may also be interested in getting involved with groups outside of their residential community. Students are encouraged to explore Rowdy Link by visiting <https://utsa.campuslabs.com/engage> for a list of student organization and campus events.

## COMMUNITY EMERGENCY RESPONSE GUIDE

### Gunfire/Shooters/Hostage

#### **Avoid –**

- Pay attention to your surroundings.
- Have an exit plan.
- Move away from the source of the threat as quickly as possible.
- The more distance and barriers between you and the threat, the better.

#### **Deny –**

- Keep distance between you and the source.
- Create barriers to prevent or slow down a threat from getting to you.
- Turn the lights off.
- Remain out of sight and quiet by hiding behind large objects and silence your phone.

#### **Defend –**

- If you cannot Avoid or Deny be prepared to defend yourself.
- Be aggressive and committed to your actions.
- Do not fight fairly. THIS IS ABOUT SURVIVAL.
- Call 911 when you are in a safe area.
- When Law Enforcement arrives, SHOW YOUR HANDS AND FOLLOW COMMANDS.

### Menacing Behavior

- Stay calm and unhurried in your response to the person. Alert others to the situation.
- Be empathetic and show your concern by active listening.
- Try to sit down with the person, as sitting is a less aggressive posture than standing or moving around.
- Be helpful. Schedule an appointment for a later time, take notes.
- Provide positive feedback such as, “We can get this straightened out,” or “I’m glad you’re telling me how you feel about this.”
- Stay out of arm’s reach.
- Limit eye contact. Keep within social norms.
- Do not argue, yell, or joke. Try to be genuine.
- Do not touch the person. Respect the person and their space.

- Do not move quickly, or speak too fast or too loud.

*If the individual's level of agitation increases, attempt the following:*

- Leave the scene.
- Notify the UTSAPD at 4911 or 911 (on a UTSA phone).
- Alert co-workers using an agreed-upon code word to indicate trouble.
- Do not allow menacing behavior to go unreported.

## EVACUATION OF MOBILITY IMPAIRED

### Assisting Blind/Visually Impaired

- Clearly announce the type of emergency.
- Offer your arm for guidance.
- Tell the person where you are going, and alert him/her to obstacles along the way.

### Assisting the Deaf/Hearing Impaired

- Turn lights on and off to gain the person's attention.
- Indicate directions with gestures or written notes.

### Non-Ambulatory Individuals

Non-ambulatory individuals are those people with disabilities that require the use of wheelchairs. You should assist these individuals by:

- Calling UTSAPD at 4911 or 911 (on a UTSA phone) if someone is immobile and needs additional assistance evacuating.
- Do not use elevators to move non-ambulatory individuals.
- Seek volunteers to assist students/personnel with physical disabilities to the nearest enclosed stairway or designated areas for rescue assistance.
- One individual should remain with the person(s) if it can be done without unreasonable personal risk. If the hazard becomes life-threatening (e.g., fire gets close or you begin choking due to smoke inhalation) move the individual into a room and close the door, then vacate the building.
- Advise emergency personnel of the location of the individual so they can be evacuated.
- If a stairwell with an Evac Chair is available, use it to transport someone who cannot walk down the stairs.

## FIRE OR EXPLOSION

### Fire

- Pull the nearest fire alarm and leave via the pre-planned evacuation route if safe to do so.
- Dial 4911 or 911 (using a UTSA phone) and give your name and location of the fire. If necessary, dial 911 from another building.

When a fire alarm sounds, occupants should:

- Proceed immediately to an exit according to the posted evacuation plan and move a safe distance away from the building. If the primary exit is blocked, choose the best alternate route. If time permits, close doors and windows behind you.
- Do not use an elevator.

If there is smoke in the area:

- Remain close to the floor.
- Before passing through any door, feel the metal doorknob. If it is hot, do not open the door. Before opening a door, brace yourself against it slightly. If heat or heavy smoke is present, close the door and stay in the room.
- If you cannot leave the room:
  - Open the windows.
  - Seal the cracks around doors with clothing or other material, soaked with water if possible.
  - Hang an object (bed sheet, jacket, shirt, etc.) out the window to gain attention.
  - Shout for help.
  - If possible, call 4911 or 911 (using a UTSA phone) and report your location and that you are trapped.
  - If all exits are found to be blocked, go to a room as far from the fire as possible, close the door, and then follow the above procedures.

As with any emergency, the best advice is to be prepared by familiarizing yourself with evacuation route plans.

#### Explosion

- Immediately evacuate the building, using your pre-planned route if possible.
- Call the UTSAPD at 4911 or 911 (using a UTSA phone). Inform them of the situation and provide as much information as possible. If it is safe to do so, stay on the phone with the police dispatcher.

## **HAZARDOUS MATERIALS**

### General Instructions

- Placards are posted outside all rooms containing hazardous materials or equipment.
- Notify the UTSAPD at 4911 or 911 (using a UTSA phone). Do not touch, taste, or smell the material.

- Isolate the area by cordoning it off or closing doors.
- Notify people in the neighboring offices and classrooms.
- Hazardous material spills can result in fire, explosion, release of toxic fumes, and contamination of water. In the event of a possibly hazardous material spill, leave the area via the pre-planned evacuation route.

### **CHEMICAL SPILLS**

Detailed safety procedures are in place in all campus laboratories where dangerous materials are used and stored. If you encounter a chemical spill and no trained individuals are in the area:

- Turn off space heaters and extinguish open flames in the area if it is safe to do so.
- If there are vapors or noxious fumes, evacuate the affected area or building and do not re-enter the area until authorized emergency personnel give the “all clear signal.”

#### Radioactive Materials

- Radioactive materials are utilized in some campus laboratories. Those that might be encountered are considered low-level sources of radiation and pose minimal threat when properly stored and handled.
- If you believe you or others have come into contact with radioactivity on your skin, clothing, or shoes, remain in the area, but at a safe distance until checked and cleared of radioactive contamination by an Institutional Safety Officer.

### **MEDICAL EMERGENCIES/AMBULANCES**

- Immediately notify the UTSAPD at 4911 or 911 (on a UTSA phone).
- Do not move a seriously injured person unless he or she is in a life-threatening situation.
- Render first-aid or CPR only if you have been trained.
- Do not leave the injured person except to summon help.
- When reporting the medical emergency, provide the following information:
  - Type of emergency
  - Location of the victim
  - Condition of the victim
  - Any dangerous conditions
- Comfort the victim until emergency medical services arrive.
- Have someone stand outside the building to flag down the ambulance when it reaches the vicinity.
- If you are exposed to another person’s body fluids, wash the exposed area and contact a healthcare professional.

### **SEVERE WEATHER**

## Flood

- It takes only two feet of rushing water to carry away most vehicles, including pickups and SUVs.
- If flooding occurs, get to higher ground. Get out of areas subject to flooding.
- Avoid areas already flooded, especially if the water is flowing fast. Do not attempt to cross flowing streams. TURN AROUND DON'T DROWN®
- Roads may be washed out under flood waters. Never drive through flooded roadways.
- Be especially cautious at night when it is harder to identify flood dangers.

## WEATHER CLOSING INFORMATION

- Information regarding weather closings at UTSA is available from a variety of resources:
- Local residents, dial 210-458-SNOW (7669)
- The UTSA website at [www.utsa.edu](http://www.utsa.edu) - refer to the notice prominently posted on the home page.
- Local Media - News of University closings are broadcasted via radio and television stations throughout the region.

## TORNADO/SEVERE THUNDERSTORMS

### *Watch*

A tornado or severe thunderstorm watch means severe weather is possibly approaching. Continue normal activities but monitor the situation.

### *Warning*

If the approaching severe weather is deemed to pose an immediate threat to the area, the watch may be elevated to a severe thunderstorm or tornado warning and you should take the following steps:

- Notify the building occupants of the severe weather warning.
- If it is a thunderstorm warning, you should stay indoors and away from windows until the storm passes. Report injuries to 4911 or 911 (using a UTSA phone). When calling, provide the following information:
  - Building name, number, and/or location
  - Type of emergency
  - Condition of the victim
  - Any dangerous conditions
- If it is a tornado warning, you should seek shelter in a safe haven immediately.
- If you are in a vehicle, get out and seek shelter in a sturdy building. If a building is not available, a depression such as a ditch or ravine offers some protection.
- Basements and interior hallways and small interior rooms on the lower floors offer the best shelter.
- After the danger has passed, immediately report any injuries to 4911 or 911 (using a UTSA phone).



- Immediately leave a badly damaged building and do not attempt to return to the building until directed to do so.
- Do not attempt to turn utilities or equipment on or off.

#### Shelter-in-Place

- Seek shelter immediately in any campus building away from windows. If you are in a building, remain there; if not, go inside immediately. Close all doors and windows and turn off the heating and air conditioning systems, if possible.
- If you are in a vehicle at the time of the notification to shelter-in-place, you should close doors and windows, turn off your heating or air conditioning, and either drive out of the area at risk or to a building and enter for shelter-in-place.
- Persons should remain calm, conserve their energy, and wait for notification of “all clear,” or further instructions regarding evacuation.

### **SUSPICIOUS MAIL OR PACKAGES**

*The following characteristics may identify a suspicious parcel:*

- Unexpected or from someone unfamiliar to you
- Addressed to someone no longer with your organization or otherwise outdated (e.g., improper title)
- No return address or one that can't be verified as legitimate
- Has any powdery substance on the outside
- Lopsided or of unusual weight given its size
- Marked with restrictive endorsements, such as Personal or Confidential
- Protruding wires, strange odors, or stains
- Has an unusual amount of tape
- Has excessive postage applied to the parcel
- A city or state in the postmark that doesn't match the return address

*If you receive a suspicious parcel in the mail:*

- Do not open the parcel
- Isolate the piece of mail
- Call the UTSAPD at 4911 or 911 (using a UTSA phone) for additional instructions
- Do not pass the letter/parcel to others
- Deny access to the letter to everyone except emergency responders
- Move to an area that minimizes exposure to others and to the parcel
- If possible, wash your hands and face with soap and water

*If you open a parcel that appears to be contaminated:*

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- Do not move the parcel
- Call the UTSAPD at 4911 or 911 (using a UTSA phone)
- Turn off any fans, window air conditioners, and/or small area heaters
- Isolate the area and evacuate adjoining areas
- Everyone who is evacuated should report to the building's pre-planned assembly area
- Do not pass the letter/parcel to others
- Deny access to the letter to everyone except emergency responders
- The individual who opened the parcel should remain isolated in an area adjacent to the original location and wait for additional instructions from responding emergency personnel
- If possible, the individuals who had contact with the parcel should wash their face and hands with soap and water

## **THREATS (BOMB, PHYSICAL, TERRORIST)**

### Bomb Threat

All students and staff members will evacuate the building(s) using the pre-planned evacuation route. No individuals will be allowed to remain in the building at their own risk other than those designated as search party personnel.

*If you receive a bomb threat, follow the following procedures:*

- Bomb threats may be received by telephone, email, or letter. If you receive a bomb threat, remain calm and obtain as much information as possible: exact location of the bomb, when it is going to explode, what kind of bomb is it, why was it placed here, and who the caller is.
- Immediately call the UTSAPD at 4911 or 911 (using a UTSA phone). Provide them any information you have received, specifically the location and the time the bomb is supposed to explode.
- If the threat was made in writing, do not handle the letter or note any more than necessary.
- Do not touch or move any unfamiliar objects and wait for the police to arrive on the scene.
- The senior UTSAPD official on site will determine if an evacuation is warranted. If the building is evacuated, account for all building occupants at the designated meeting area.
- The President or his/her designee will make all decisions regarding cancellation of classes.

### Physical Threat

- Immediately evacuate the area, using your pre-planned evacuation route.
- Call the UTSAPD at 4911 or 911 (using a UTSA phone). Inform them of the situation with as much information as is available. If it is safe to do so, stay on the phone with the police dispatcher.

## TERRORISM/TERRORISM THREATS

Terrorism threats should be reported immediately to UTSAPD at 4911 or 911 (using a UTSA phone). Threats will be investigated as a crime. If a threat appears to involve imminent danger, the facilities will be evacuated. UTSAPD will make this determination.

## UTILITY FAILURE OR WATER CONTAMINATION

### Utility Failure

In case of utility failure (electricity, water, gas) call the UTSAPD at 4911 or 911 (using a UTSA phone). If trapped in an elevator, call UTSAPD with the following information: building name, floor number, room number (if applicable), nature of problem, person to contact, and/or telephone extension. Remain in place until notified. Individuals in corridors and exit stairways should evacuate while emergency lights are on. Emergency lighting is temporary and is not provided to continue building operations.

### Electrical Outage

- Evacuate the building if the fire alarm sounds or upon notification by authorized emergency personnel.
- In laboratory building, fume hoods do not operate during a power outage. Do not use laboratories until the ventilation is properly restored.

### Gas Leak/Unusual Odors

- Cease all operations immediately.
- Do not use cell phones or other electronic equipment.
- Do not switch lights on or off.
- Evacuate as soon as possible.

### Flooding/Plumbing Failure

- Cease using all electrical equipment.
- Avoid contact with the water.
- Evacuate the building if necessary.

### Water Contamination

If there is an emergency affecting the water supply:

- Follow all instructions from local authorities about purifying your water (commonly called “boil orders”) or use other water sources until authorities notify your community it is safe to drink from the regular water supply again.

- Use the safest water you have first before turning to other water sources.

### **AFTER THE EMERGENCY**

Whether an emergency is weather related, workplace violence, or a fire, appropriate actions must be taken to ensure procedures are followed to protect the facility.

If an individual is injured or becomes ill due to the work place environment, follow these procedures:

- Ensure the individual has received appropriate medical care.
- Notify the individual's immediate supervisor of the injury/illness and the surrounding events.
- Ensure an Accident Report involving students is submitted to Student Health Services at 458-4142. Reports involving faculty/staff should be submitted to Environmental Health, Safety & Risk Management at 458-5304.

#### Damage to your Building

If your building has received damage during an emergency, you should notify your RA or the RA on-call or available HRL personnel to report the damage and the need to repair the facility on an emergency basis. You may be reassigned to another room until repairs are completed.

#### How to Report a Crime

UTSA maintains a 24 hours a day, seven (7) days per week operation. Sworn police officers and state certified dispatchers are on duty to respond to any crime, suspected crime, or incident requiring police attention. Emergency phones are available throughout campus. The UTSAPD actively participates in new student orientation programs to promote crime awareness and reporting.

If you are a victim of a crime, suspect a crime has been committed, or witnessed a crime, report this to the UTSAPD at the Bosque Street Building, phone (210) 458-4242, or 458-4911 from a cell phone or other non-UTSA phone, or through the Silent Witness program at <http://utsa.edu/utsapd/forms/witness.cfm>.

Emergency Links and Resources:

UTSA Emergency Hotline: (210) 458-SNOW (7669)

National Weather Service – San Antonio: [www.weather.gov/austin](http://www.weather.gov/austin)