RESIDENT HANDBOOK

2026-2027

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UTSA
Housing and Residence Life

Updated July 5, 2026: The Office of Housing and Residence Life at its option, may change, delete, suspend or discontinue parts of these community policies, or the community policies in its entirety, at any time without prior notice

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.

About Us

Mission

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

Core Values

- Sustainability
- Accountability
- Student- Centered Philosophy
- Learning
- Collaboration
- Empowerment

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 or by e-mail at studenthousing@utsa.edu.

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 the extent of the conflict.

Housing and Residence Life complies with all federal, state and local laws as well as policies designated by the UT System when assigning student access to multi-occupancy spaces and amenities.

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Access and Security

Access Cards, Keys and Building Access Procedures

The *UTSACard* is used as a key to gates, buildings, common spaces and individual bedspaces. Residents are required to carry their *UTSACa*rd at all times when on campus.

If a resident loses their *UTSACard* they are responsible for purchasing a new card from campus services the next business day. A temporary card/key will be issued for a limited amount of time.

It is the responsibility of each resident to secure his or her unit. A resident may be issued a hard key temporarily while the door lock is being repaired. Residents are expected to return the hard key within 24 hours of swipe access being restored. Residents that lock their hard key in their room after hours will need to contact the Resident Assistant on call and will be charged $75. For safety and security reasons, residents are prohibited from loaning their *UTSACard* or room keys to anyone else. Your *UTSACard* / room key will allow entrance into your housing community and living units. 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.

If you lose your *UTSACard,* 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 *UTSACard* 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 *UTSACard* after business hours, you should contact the Resident Assistant on call to receive a temp key card for the night.

Using Your *UTSACard*

To access an authorized space, residents will swipe their *UTSACard*. To access room front doors, residents will swipe their card, and type in their individual pin number and hit "#." All doors will lock back when the door is secured. If a resident is unable to access an authorized space, they should visit their hall's front desk or contact the RA on-call

For Bedroom doors, where applicable, residents will just need to swipe their card, no pin number is required.

For access to gates, laundry rooms and bathrooms, there will be a card swipe located near each doors, residents will just swipe their cards. If you believe you should have access to a space that you are no able to access, please visit your community desk during regular business hours.

Alvarez, Blanco, Chisholm And Guadalupe Halls Access

Alvarez, Blanco, 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 *UTSAcard.* 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.

Alvarez Hall Bathroom Doors

Individual bedrooms are considered private in Alvarez Hall. The bathroom area between bedrooms is considered a shared space, and therefore does not have an individual lock. 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.

For safety reasons, the use of temporary or removable door locks or guards are prohibited.

Laurel Village And Chaparral Village

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 *UTSACard*. Propping open or damaging perimeter gates is prohibited and will be addressed via the housing conduct process. Many of the gates are monitored by security cameras, and damage to the gates by any unauthorized behavior will be considered a policy violation and will be addressed via the housing conduct process.

Lockout Procedures/ Temporary Cards And Access

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 check out 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.

If a resident loses their *UTSACard* a temporary card will be issued until the resident can obtain a new card the next business day or the lock has been rekeyed by Housing Facilities. Once a replacement *UTSACard* 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 the stated timeframe.

In the event of a lock malfunction or an inoperable *UTSACard,* residents may be issued a "hard key" to access their units. In this instance residents are required to submit a work order to get their lock updated. A $75 fee will be assessed for any "hard keys" not returned within 24 hours of the work order on the door being completed, or in the event of a "hard key" being locked in a unity after hours.

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.

Community and Involvement

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.

Addressing Concerns with a Roommate

If you are experiencing issues with your roommate, we recommend the following steps:

- **Direct Communication:** The first and most effective step is often a direct, calm conversation with your roommate. Choose a neutral time and place to discuss your concerns. Use "I" statements to express your feelings and needs (e.g., "I feel frustrated when..." instead of "You always...").
- **Utilize Roommate Agreements:** Review and refer to your established Roommate Agreement. This document can serve as a guide for discussing expectations and resolving disagreements.
- **Seek RA Mediation:** If direct communication isn't successful or if you feel uncomfortable having the conversation alone, your Resident Advisor (RA) is trained in conflict resolution and can facilitate a mediation session. They can help you and your roommate communicate effectively and find mutually agreeable solutions.
- **Contact Professional Staff:** If concerns persist after RA mediation, or if the situation involves a serious policy violation, your RA may refer you to a complex coordinator for further assistance.

Addressing Concerns with a Neighbor

For concerns with neighbors (e.g., noise, common area cleanliness):

- **Polite Direct Approach (if comfortable):** If it's a minor issue and you feel comfortable, a polite, direct conversation can often resolve the matter quickly (e.g., "Excuse me, I can hear your music clearly; would you mind turning it down a bit?").

- **Inform Your RA:** If you are uncomfortable approaching your neighbor directly, or if the issue is recurring or more serious, notify your Resident Assistant (RA). Your RA can intervene, mediate, or address the concern with the individuals involved while maintaining your anonymity if preferred.
- **Report to Housing Staff:** For persistent or serious issues, or if an RA is not immediately available, you can report concerns to the front desk or contact professional Housing and Residence Life staff directly.

Addressing Other Community Concerns

For broader community concerns:

- **Report to Housing and Residence Life:** Visit your community desk between 8AM and 5PM to report concerns. For emergencies that come up when the community desk is closed, you can contact the RA On-Call or your RA. Your RA is your primary point of contact for most concerns within your living area. They can address issues, direct you to appropriate resources, or escalate concerns to professional staff.
- **Utilize Online Reporting Systems (if applicable):** Some concerns, particularly those related to facilities maintenance, can be reported through the Housing portal or UTSA facilities website.
- **Contact Front Desk/Housing Office:** For urgent matters or general inquiries, the front desk of your residence hall or the main Housing and Residence Life office can provide assistance and direct you to the correct resource.
- **UTSA Police (for emergencies or serious incidents):** In situations involving safety concerns, illegal activities, or emergencies, contact UTSA Police Department immediately by calling 911 or their non-emergency line.

Remember, your active participation in addressing concerns contributes to a safer, more respectful, and enjoyable living environment for everyone in the UTSA on-campus community.

Community Standards

Housing and Residence Life seeks to foster the development of the holistic student by creating opportunities for academic, personal and career growth. For a community to function well, the people living in the community must have a sense of ownership. As a member of the UTSA on-campus community, you are expected to:

- **Respect Others:** Treat all residents, staff, and guests with courtesy and respect, regardless of background, identity, or beliefs. This includes respecting personal space, property, and diverse lifestyles.
- **Maintain a Positive Environment:** Contribute to a living environment that is conducive to academic success and personal well-being. This includes being mindful of noise levels, maintaining cleanliness in common areas, and adhering to all university policies.
- **Take Responsibility:** Be accountable for your actions and their impact on the community. This includes reporting concerns, participating in conflict resolution when necessary, and upholding the policies outlined in this handbook and the UTSA Student Code of Conduct.

- **Promote Safety & Security:** Familiarize yourself with and follow all safety protocols, including guest policies, building access procedures, and emergency guidelines. Report any suspicious activity or safety hazards immediately to Housing and Residence Life staff or UTSA Police.

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 or by telephone at (210) 458-6200. Failing to check your email is not an excuse for missing deadlines.

Group Messaging Policy

To foster a positive and respectful living environment, Resident Assistants (RAs) often create GroupMe chats or other group messaging channels for their communities. Joining a group chat is highly encouraged but is not required. To ensure these spaces remain helpful and inclusive, please adhere to the following guidelines:

Appropriate Use

- **Professional and Respectful Communication:** All messages should be appropriate and professional. Harassment, bullying, hate speech, discriminatory remarks, or any other offensive content will not be tolerated. This includes messages, images, videos, and links.
- **No Spam or Excessive Posting:** Please refrain from sending unsolicited messages, advertisements, or excessive posts that are off-topic or disruptive to the group.
- **Privacy:** Be mindful of the privacy of others. Do not share personal information about other residents without their explicit consent.
- **Constructive Dialogue:** These groups are for community building and information sharing. If you have a personal concern or conflict with another resident, please address it privately or speak with your RA.

Messaging Expectations

- **Limited Urgent Communication:** Group messaging apps are not for immediate assistance or emergencies. RAs may not always be available to respond instantly to messages.
- **Immediate Assistance:** For non-emergency issues requiring immediate attention (e.g., lockouts, maintenance concerns, roommate conflicts), please **visit your residence hall's front desk** or **call the RA on-call phone** for your building. This contact information is posted in your hall and can be provided by your RA.
- **Emergencies:** In any emergency or dangerous situation (e.g., fire, medical emergency, threat to safety), immediately **contact University Police.**

Involvement

Active participation enriches your on-campus experience and strengthens our community. We need you to stand up and take care of your environment. 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.

As a meaningful part of our community, we encourage you to:

- **Attend Community Meetings:** Participate in floor or building meetings to stay informed about community updates, share your ideas, and contribute to decision-making.
- **Participate in Programs & Events:** Housing and Residence Life staff host a variety of social, educational, and developmental programs throughout the year. Attend these events to meet new people, learn new things, and have fun. 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.
- **Connect with Your Resident Advisor (RA):** Your RA is a valuable resource and peer leader. They are there to support you, answer questions, and help build a community on your floor.
- **Volunteer:** Look for opportunities to volunteer within your residence hall or on campus. Giving back is a great way to meet people and make a positive impact.

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.

Roommates

HRL assigns rooms and roommates without regard to race, sexual orientation, religion, or national origin. All units and spaced deemed to be multi-occupancy are single gender assigned based on the students sex/gender as registered with the university. Students with disabilities or other unique needs may request reasonable accommodation. Such requests must be written and submitted to HRL or the UTSA ADA Office. Refer to *http://utsa.edu/ada/ContactUs.html* for information and instructions.

An 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. If 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.

Roommate Guidelines

Living with a roommate is an integral part of the on-campus experience, offering opportunities for friendship, personal growth, and shared memories. To ensure a positive and respectful living situation, all residents are expected to adhere to the following guidelines:
Open and Honest Communication:

Proactive Dialogue: Discuss expectations and preferences early in the semester, ideally when completing your Roommate Agreement. This includes sleep schedules, study habits, guest policies, cleanliness standards, and sharing personal belongings.

Respectful Feedback: Address concerns directly and calmly using "I" statements, focusing on the behavior rather than personal attacks. For example, say "I feel distracted when the TV is loud while I'm studying" instead of "You're always so loud."

Active Listening: Listen to your roommate's perspective and needs, even if you don't fully agree. Try to understand their point of view.

Respect for Personal Space and Belongings:

Privacy: Respect your roommate's personal space and privacy. Knock before entering if their door is closed and avoid entering their personal space without permission.

Permission to Borrow: Always ask for explicit permission before using or borrowing any of your roommate's belongings, no matter how small. Return items promptly and in the same condition.

No Unauthorized Use: Do not use, move, or interfere with your roommate's personal property without their consent.

Cleanliness and Shared Spaces:

Personal Area Responsibility: You are responsible for maintaining the cleanliness and tidiness of your own designated personal space within the room.

Shared Space Upkeep: Collaborate with your roommate to keep common areas of the room (e.g., floor space, desk areas if shared, entryways) clean and free of clutter. Establish a shared understanding of what constitutes "clean" and how often certain tasks should be done.

Trash Disposal: Regularly empty trash cans and dispose of waste properly to prevent odors and pests.

Food and Dishes: Clean up after yourself immediately when eating in the room. Do not leave dirty dishes or food waste exposed.

Guest Policies Adherence:

Communicate in Advance: Always discuss with your roommate before inviting guests over, especially if they will be staying for an extended period or overnight. Agree on mutually acceptable times and durations for guests.

Respect Roommate's Comfort: Your roommate's comfort and right to quiet enjoyment of their space take precedence. If your guest's presence negatively impacts your roommate, they should leave.

UTSA Guest Policy: All guests must comply with the UTSA Housing and Residence Life guest policies as outlined in this handbook. You are responsible for the behavior of your guests at all times.

Noise Awareness:

Consideration: Be mindful of noise levels, especially during designated quiet hours or when your roommate is sleeping or studying. Use headphones for music, videos, and gaming.

Mutual Agreement: Discuss and agree on acceptable noise levels and times for activities that may generate noise (e.g., video calls, entertainment).

Conflict Resolution:

Proactive Resolution: Address minor issues as they arise rather than letting them fester.

Compromise: Be willing to compromise and find solutions that work for both of you. Not every situation will be ideal for one person, so flexibility is key.

Utilize Resources: If direct communication and compromise are not effective, utilize your RA as a mediator or seek guidance from professional Housing staff.

By upholding these expectations, you contribute significantly to a harmonious and supportive living environment, fostering positive roommate relationships and a successful on-campus experience.

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.

Themed Residential Communities

In addition, to participating in general learning experiences that come with living on campus, some students may be assigned to a Themed Residential Community. Students that choose to live in a Themed Residential Community 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.

Conduct

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.

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.

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/studentcodeofcoFnduct/. 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.

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.)

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/

Continued Misbehavior

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.

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.

Housing Accommodations

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 for information.

Standards for Emotional Support Animal (ESA)

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:

- Access to an adequate supply of fresh air;
- Species-specific food;
- Fresh water;
- Exercise;
- Shelter; and
- 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.

Residents approved for an ESA are expected to follow all guidelines as detailed in their ESA Addendum

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.

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.

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.

Contracts and Assignments

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.

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.

Breaks

Residence halls do not close for mid-semester (Thanksgiving Holidays or Spring Break) or for winter break (the time between fall and spring terms). Housing and Residence Life staff may conduct inspections of each unit during this time to ensure specific security measures are in place to prepare for the likelihood of reduced occupancy.

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. Information regarding check-in is e-mailed to students within the month of August with detailed instructions on how to prepare for move-in, or can visit housing.utsa.edu

to receive the most updated information. Adhering to the check in schedule will not result in an additional room charge.

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.

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.

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.

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 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.

Checking Out

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.

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. Failure to complete this form before moving out will result in additional charges to the student's account.

The Check-Out form captures your move-out date, 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.

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.

Conditions of the Housing Contract and Eligibility

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

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.

Returning Student Sign-up/ Housing Renewal Period

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. Percentage of occupancy for returning students may be limited and will be assigned based on a first-come, first serve-basis, based on the date that a resident completes the full housing contract

Resident Room Changes

If a resident is interested in a room change, they must submit a Room Change Request located in the housing portal Room changes are available as of Census Date each semester and will close about half way through the semester. Room change and are subject to room availability.

Submissions will be processed in the order they are received. In the event of roommate issues a mediation may be required before a room change is approved.

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 MUST RECEIVE WRITTEN NOTIFCATION OF A ROOM CHANGE BEFORE OCCUPYING A NEW SPACE.

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.

Refer to move out instructions for expectations of how the resident should leave their vacated space

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.

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.

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.

To complete a room swap, Residents will:

- Go to Room Swap tab on housing portal
- Select your current academic year booking
- 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)
- 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.
- 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.

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.

If you have requested a swap, the other student must respond to the swap either Accept or Decline the request.

Based on the other student's response, one of two things will occur:

- 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.
- 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.

Unit Condition Form

At the point of check-in you will be e-mailed a unit condition form. Unit 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.

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.

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.

Maintenance and Facilities

Air Conditioning, Heating and Ventilation

For optimal air flow, thermostats should be set to Auto at around 70-72 degrees. Windows and exterior doors should remain closed while the heat or air conditioner is on to reduce the chance for excess moisture to enter the space. Students are also encouraged to run the fan in their bathroom for 20 minutes following a shower to allow for the moisture to dissipate.

Four-bedroom units in Chaparral Village and Laurel Village do have two thermostats in the room. Residents should ensure both thermostats are set on the same setting and relatively close temperatures to ensure optimal functioning of the systems.

Bed Bunking, Lofts, and Bed Height Adjustment

University Housing and Residence Life does not permit bed bunking, lofts or bed risers, however, some residence hall rooms are equipped with a junior loft, which allows storage of a dresser and other items underneath the raised bed. RESIDENTS SHOULD NOT TRY TO ADJUST BED HEIGHTS ON THEIR OWN. To have the height of your bed adjusted, submit a work order.

Cleaning- Individual Rooms and Units

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.

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.

Cleaning- Community Bathrooms and Public Areas

Bathrooms in Guadalupe and Blanco 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 assess for the additional cleaning and disinfection required to restore bathroom conditions.

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 areas are 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. 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.

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. Residents are liable

for damages or other losses they or their guest(s) cause to any University Housing facility except for ordinary wear and tear. 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.

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 extension cords will be considered a community policy violation and adjudicated by Housing personnel.

Emergency Maintenance

Emergency maintenance is anything that poses an immediate threat to the health or safety of residents and should be reported to some in-person immediately utilizing the following schedule.

- 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 or sparking outlets
- Fire or the smell of burning (whether smoke detector is activated or not).
- No power in your unit.
- Door lock not functioning properly unable to secure your door or access your unit
- Broken window on the first floor
- Complete loss of water to a unit
- Complete loss of heat in freezing temperatures or complete loss of air conditioning in extremely hot temperatures
- Elevator entrapment (where applicable)

Maintenance Request (Non-Emergency)

Students should report all maintenance or housekeeping problems when they first occur. A Maintenance Request may be submitted online through Housing Portal. 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. *In the case of an emergency, please review emergency maintenance protocol.*

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.

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).

Safety and Emergency Protocol

General 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 Contact Policy

For the safety and well-being of all residents, it's crucial to know how and when to contact the appropriate personnel in an emergency.

During an emergency, always call; do not text.

When to Contact the Front Desk:

- **Monday through Friday, 8:00 AM to 5:00 PM:** Please contact the **Front Desk** for any non-life-threatening emergencies or housing-related concerns.

When to Contact the RA On-Call:

- **Monday through Friday, 5:00 PM to 8:00 AM:** Please contact the **RA On-Call** for any non-life-threatening emergencies or housing-related concerns that occur outside of Front Desk hours.
- **Weekends and Holidays (24 hours a day):** Please contact the **RA On-Call** for all non-life-threatening emergencies or housing-related concerns.

When to Contact University Police Department:

- **For all immediate threats, crimes in progress, medical emergencies, or any situation requiring immediate police, fire, or medical response, please call the University Police Department directly.** They are available 24 hours a day, 7 days a week.
- Contact numbers for the Front Desk, RA On-Call, and University Police Department will be provided upon move-in and are prominently displayed in common areas and on your resident portal.

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 SafeZone app for iOS or Android for instant access to UTSA PD via call or text.
- The SafeZone app offers a fast, direct means of reporting crimes or summoning assistance in an emergency, and should be your primary tool for reaching UTSAPD. BLUE EMERGENCY PHONE

CALL BOXES also give you direct access to UTSAPD and remain available across campus as a backup option. If you are unable to communicate, lift the Blue Phone and UTSAPD will know your location immediately.

- 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 UTSAPD 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.
- Use common sense to avoid self-defense! Avoid locations and behaviors that put you at risk

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.

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.

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.

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.

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.

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 150 feet away.

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.
- Report to your assigned check-in location
    - 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.
    - Blanco hall will go to the Barshop Lot or R3
    - 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.

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

- 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.

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.

Missing Students or Welfare Checks

If any person has reason to believe that a student is missing, he or she should immediately notify the UTSA Police Department (UTSAPD) at (210- 458-4911). Missing students who reside in on campus housing (Alvarez Hall, Chaparral Village, Chisholm Hall, Guadalupe Hall, Laurel Village) may also be reported to the Executive Director and/or Assistant Directors for UTSA Housing and Residence Life (210-458-6200) and they will immediately notify the UTSA Police Department. Depending on jurisdictional issues, UTSAPD will generate a missing person report, initiate an investigation and/or assist outside law enforcement agencies in the furtherance of a missing person investigation by sharing relevant investigative information.

Prior to moving into on campus housing, all students have the option of designating someone as their "Missing Person" contact. This designation is confidential and can be the same as or different than the person designated as the student's "emergency" contact. UTSAPD shall notify the Missing Person contact within 24 hours of its determination that a student is missing. If the missing student is under the age of 18 and is not an emancipated individual, UTSAPD will also notify the student's parent or legal guardian. The confidential contact information is restricted and will only be used by authorized campus officials and/or law enforcement in the furtherance of a missing person investigation as well as appropriate campus officials and/or law enforcement as necessary in compliance with all applicable privacy laws. Students who wish to identify and select a confidential contact can do so through their respective on-campus housing management.

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:

- 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

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.

Weather Closing Information

- Information regarding weather closings at UTSA is available from a variety of resources:
- The UTSA website at news.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.