

RESIDENT COMMUNITY POLICIES 2025 – 2026



CONTACT US
housing.utsa.edu
studenthousin@utsa.edu

UTSA
Housing and
Residence Life

Updated July 17, 2025: 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

Housing and Residence Life Community Policies

2025-2026

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

UTSA Student Policies, Student Code of Conduct, the Resident Handbook, Housing and Residence Life Community Policies and the “Housing Contract.”

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

Table of Contents

<i>Housing and Residence Life Community Policies 2025-2026</i>	<i>2</i>
Alcohol	5
Appliances	6
Approved Appliances and Other Items:	6
Non- Approved Appliances and Other Items:.....	7
Balconies and Stairwells	7
Bicycles, Hoverboards and Skateboards	8
Cohabitation	8
Common Areas.....	8
Community Billing	8
Confiscation	9
Damage/Vandalism Charges	9
Decorations.....	9
Drugs	10
Family Access to Your Space.....	11
Food Delivery	11
For Profit Businesses	11
Furniture.....	11
Gambling	11
Guests and Visitors.....	12

Hazing/Harassment	13
Lockout Procedures/ Temporary Cards and Access.....	13
Motorcycles	14
Musical Instruments	14
Pets	14
Aquariums.....	14
Quiet and Courtesy Hours.....	14
Routers	15
Sexual Assault	15
Smoking/ Tobacco	15
Solicitation	15
Storage	16
Surveillance Cameras and Video Doorbells.....	16
Swimming Pool	16
Theft	16
Trash.....	17
Verbal and/or Physical Abuse	17
Water Furniture/Water Toys	17
Weapons.....	17
Windows and Screens	18
<i>Services and Amenities</i>	<i>18</i>
Barrier-Free Living	18
Basketball Court.....	18
Campus Dining Services and Meal Plan Conditions	18
Front Desk Hours.....	19
Kitchen Facilities	19
Laundry Facilities.....	19
On-Site Staff.....	20
Package Services and Delivery	20
Renter's Insurance.....	21

Resident Parking21
 Visitor Parking21

Swimming Pools21

Vending Machines22

WiFi22

Alcohol

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

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

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

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

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

Consuming alcohol is not permitted in any public areas including neighborhood centers, community kitchens, laundry rooms, hallways or bathrooms.

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

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

Empty alcohol containers will be viewed as evidence of consumption if possession leads one to believe the alcohol was consumed on campus and may subject individuals to the University disciplinary process.

This includes decorative containers or collections. UTSA Police may dispose of all alcohol that is disallowed under this policy.

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

Appliances

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

Major appliances such as washers, dryers, freezers, refrigerators, dishwashers and air conditioners that are not already provided by university housing are prohibited in individual rooms or units. All approved appliances must be UL certified and listed below to be used in the halls and/or villages. Items without the UL certification are not permitted and will be the responsibility of the student to remove them from their space.

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

Alvarez, Chisholm, Blanco and Guadalupe Halls have full kitchens which can be used for cooking. Each resident using the kitchen is responsible for cleaning this area after use. Common area refrigerators are cleaned weekly, and items left in the refrigerator will be disposed of by HRL staff.

Approved Appliances and Other Items:

The following list contains items which are pre-approved for use in on-campus housing:

- Air fryers
- Clothing steamer and/or iron with automatic shut off
- Coffee pot with automatic shut off
- Electric Griddle
- Electric Kettle with automatic shut off
- Electric Pressure Cookers or Instant Pots
- George Forman or electric grills (countertop only)
- Hair straighteners or curling iron with automatic shut off
- Mini Fridge (3ft)
- Mini Microwave (700 watts max)
- Panini Press
- Portable Convection cook tops

- Power strip/surge protector
- Quesadilla Maker
- Rice Cooker
- Slow cookers/ Crock Pots (with automatic shut off or “warming” option)
- Toaster Oven
- Waffle iron
- Window treatments

Non- Approved Appliances and Other Items:

- Air Conditioning Units
- Alcohol or Alcohol Paraphernalia
- Bed Risers or loft kits
- Candles and candle warmers/ wax burners
- Charcoal/ gas/ open-flame grills
- Charcoal/ lighter fluid/ lighters/ propane
- Deep Fryers (gas or electric)
- Electric Frying Pans
- Extension cords
- Halogen Lamps
- Hot plates
- Illegal Drugs or Drug paraphernalia
- Incense/ potpourri burners
- Lava Lamps
- Ring/ Security Cameras
- Television mounting equipment
- Toasters
- Tobacco, Cigarettes, Vapes, Hookas, or E-cigarettes

Balconies and Stairwells

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

Bicycles, Hoverboards and Skateboards

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

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

Cohabitation

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

Common Areas

The common area of a unit is defined as the living room, kitchenette, and bathrooms of a given unit. Furniture in the common areas may not be removed or taken outside. This furniture is available to all residents of that unit. Any decorations or set up of common areas should be agreed upon by all residents of the unit. Cleaning and maintenance of common areas is the responsibility of all residents.

Public areas include laundry rooms, lounges, study rooms, Neighborhood Centers, and swimming pool areas. Residents should not store personal items in public areas. Any personal items left in public areas will be subject to the university's abandoned property policy. Residents should not live or sleep in public areas. Public areas are cleaned on a regular rotation; however it is the resident's responsibility to clean up after use of public areas as much as reasonably possible. Public areas cannot be reserved for personal use, all residents will have access to public areas at all times unless closed off by Housing and Residence Life.

Community Billing

Damage and vandalism that occurs in any on campus housing locations including units, common spaces and public areas that cannot be attributed to a specific person(s), will result in the charges being evenly divided and billed to the community at the Complex Coordinators discretion in conjunction with facility services. Damage, vandalism, and excessive cleaning charges will appear on the resident's account.

Confiscation

HRL may confiscate and remove any items found that are in violation of HRL or UTSA policy or deemed unsafe by designated University Officials. Certain items are prohibited in the residential areas of the university because of health, fire, or safety reasons; city, state, or federal law; or University policy. When these identified items are discovered, they are subject to confiscation. HRL Staff have the authority to confiscate items. When an item has been confiscated, a notice will be left in the room in question and the residents of that room should expect to receive further notification from their Complex Coordinator.

Damage/Vandalism Charges

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

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

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

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

Decorations

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

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

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

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

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

Drugs

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

- All illegal drugs, narcotics, controlled substances, and drug paraphernalia are strictly prohibited. Possessing, using, being under the influence, distributing, manufacturing, or selling illegal drugs is prohibited.
- Residents are responsible for reporting the use, cultivation, manufacture, sales, and/or possession of illegal substances on campus to a staff member or the UTSAPD.
- A resident present in a unit where any illegal drug is present is in violation of the Housing Contract and may lose University Housing privileges and face possible dismissal from the University.
- The misuse of any drugs (prescription, over the counter, or illegal) shall in no way limit the responsibility of residents or guests from the consequences of their behavior.
- Tobacco use*, narcotics, and controlled substances and/or drug paraphernalia are prohibited in or around any University Housing facility. *Note regarding use of Tobacco Products including but not limited to cigarettes (of any kind including herbal/spice cigarettes), cigars, pipes, water pipes (hookah), electronic cigarettes, synthetic marijuana, Delta 8, smokeless tobacco, snuff, and chewing tobacco. The University is a tobacco and smoke free campus. Smoking and the use of Tobacco Products is prohibited in and on all University-owned and leased property including buildings, grounds, resident and University housing areas, parking lots and structures, green space, sidewalks, walkways, as well as personal vehicles on the property. The Tobacco Free and Smoke Free Campus policy is contained in Section 9.36 of the University's Handbook of Operating Procedures.
- All violations of the Resident Handbook drug policy as described above can result in immediate removal from on-campus housing. Likewise, any situation involving suspected drug use/possession will be referred to Student Conduct and Community Standards for further adjudication. You are reminded that when a resident of on-campus housing is evicted for a community policy violation, Student Conduct and Community Standards' university sanctioning typically includes the suspension of the right and privilege to reside in any on-campus housing. Student Conduct and Community Standards defines 'on-campus' housing to include Housing and Residence Life properties (Alvarez Hall, Chaparral Village, Chisholm Hall, Blanco Hall, Guadalupe Hall and Laurel Village) and Campus Living Villages Property University Oaks Apartments. It is

recommended that you pursue off-campus housing arrangements when evicted from any on-campus housing area for a community policy violation.

Family Access to Your Space

At times, a serious incident may occur when a resident will not be physically able to remove items from their room and may need family members or friends to do so for them. Some examples of this would be if the student is in the hospital or jail or at home for a personal emergency. If this situation occurs, the family member will need to provide written permission from the student to enter their space. The permission form must be turned in at the front desk or e-mailed to studenthousing@utsa.edu and include the following information:

- Date
- Name of Student
- UTSA ID (ABC123)
- Name of the person permission is being granted to
- Date items are to be removed
- Which items are to be removed

Food Delivery

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

For Profit Businesses

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

Furniture

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

Gambling

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

Guests and Visitors

GUEST

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

RESIDENT

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

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

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

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

Alvarez Hall:

- 1 Bedroom Unit: 1 resident

Chisholm / Guadalupe Hall:

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

Laurel / Chaparral Village:

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

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

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

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

All Alvarez, Chisholm and Guadalupe Hall overnight guests must be registered with the front desk of the building before visitation hours end.

All overnight guests must be registered with the community desk during normal business hours Monday - Friday.

All overnight guests will be required to show a valid government issued ID which includes date of birth.

An overnight guest is someone who stays later than visitation hours (past 2:00 am).

Residents are allowed an overnight guest in their suite/apartment a maximum of two (2) consecutive nights and not more than three times in a given semester. Guests may not move from one room to another in order to extend their visit.

No access card or key will be provided for the overnight guest.

Residents must escort their guests at all times. Guests found without an escort, even in the resident's bedroom, suite, or apartment, will be asked to leave the facility or property immediately. Failure to follow this prescribed rule will result in disciplinary action for the resident, and possibly the overnight guest, if the guest is a student.

Registered Sex Offenders are prohibited from being within the living areas of University Housing, including the University's Apartments.

Minors

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

Hazing/Harassment

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

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 unit after hours.

Motorcycles

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

Musical Instruments

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

Pets

No pets are allowed except fish. Refer to the Special Housing Needs section for information regarding Service Animals and Emotional Support (or Assistance) Animals. Fish are limited to a five-gallon or smaller volume aquarium. All other pets are subject to immediate removal from campus, and their owners (and others who knowingly permit pets in their room) are subject to disciplinary action and a \$100.00/day fine until the pet is removed. In addition, costs for cleaning, fumigation, and any other damage charges may be levied.

Aquariums

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

Quiet and Courtesy Hours

Every attempt is made to provide you with an environment conducive to study and your academic pursuits. In consideration of your rights and those of other students, quiet hours are generally set from 11:00 p.m. to 8:00 a.m. Sunday through Thursday, and 12:00 a.m. to 10:00 a.m. Friday and Saturday. While this doesn't mean that there will not be noise, it does mean that noise should be kept to a

minimum. Courtesy hours are in effect during all other times, which gives all residents the right to study and sleep free from undue interference, unreasonable noise, or any other distractions. Beginning the last day of classes and until the end of finals, 24-hour quiet hours will be in effect to help with the successful completion of these exams.

Routers

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

Sexual Assault

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

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

Smoking/ Tobacco

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

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

Solicitation

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

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

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

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

Storage

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

Surveillance Cameras and Video Doorbells

Personal surveillance cameras and surveillance monitoring or recording devices are prohibited within housing facilities. This includes video doorbells, personal security cameras or any other monitoring or recording devices. The university is equipped with approved surveillance cameras that are monitored by authorized personnel only.

Swimming Pool

Swimming pools are available in Chisholm Hall and Chaparral Village and may be used by any resident with an active housing contract with HRL. . All swimmers must be wearing swimwear. No diving, horseplay, or overly loud noise of any kind is allowed in the pool area. There are no lifeguards on duty. Residents swim at their own risk.

The pool at Chaparral Village is open from 10AM-10PM. The pool in Chisholm Hall is open from 8AM-5PM. Pools may be closed during breaks or when there is not enough facilities members to maintain the cleanliness of the pool areas.

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

Theft

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

Trash

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

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

Verbal and/or Physical Abuse

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

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

Water Furniture/Water Toys

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

Weapons

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

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

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

Windows and Screens

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

Services and Amenities

Barrier-Free Living

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

Basketball Court

The basketball courts at Laurel and Chaparral Villages may be used by all University Housing residents from 10:00 a.m. to 10:00 p.m. All players must be wearing rubber soled athletic shoes for safety reasons. No horseplay, slam dunking, overly loud noise, or obscene behavior of any kind is allowed in the basketball area. Use of the court is on a first-come, first-serve basis and games should be limited to 30 minutes after which the court must be relinquished to the next group. Please keep warm-ups before a game to 5 minutes. Waiting groups must remain in person at the court in order to insure the group's turn. Please report any damage to the courts to the front desk.

Campus Dining Services and Meal Plan Conditions

A meal plan is required for all students that have an active housing contract. Residents will need to select a meal plan and execute a Meal Plan Contract with Campus Services before the first day of the Housing Contract period. Campus Services will assign the default meal plan for students that fail to select a meal plan prior to the first day of the contract period. Failure to execute such a Meal Plan Contract, or to pay for a meal plan, may subject you to disciplinary action and eviction from University Housing.

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

Unused dining hall meals are not refundable, nor do they roll over to another semester. Unused dining dollars are not refundable, but do roll from the fall to the spring semester. Unused dining dollars at the end of the spring semester do not roll over to a future semester. Meal service will begin the weekend

before classes start of each semester. No meal service will be provided during any University holiday, which includes Winter Break and other student holidays the University may designate. Dinner is the last meal served on the final day of exams each semester.

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

Meal Plan Cancellation in the Event of Withdrawal from University Housing

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

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

Front Desk Hours

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

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

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

Kitchen Facilities

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

Laundry Facilities

Laundry services are located in each facility, and may be used by residents of Chaparral Village, Laurel Village, Alvarez Hall, Chisholm Hall and Guadalupe Hall. You will need your ID card to access the laundry

facilities. Please report all laundry service emergencies to your complex's front desk staff during business hours or Caldwell & Gregory Directly at [877.926.3433](tel:877.926.3433) service@caldwellandgregory.com

On-Site Staff

Resident Assistants and Complex Coordinators live on-site in all University Housing communities. Together, these staff members provide after-hours emergency coverage, and may be contacted in the event of an emergency, resident lock out, emergency maintenance concern, or other concerns that pose a significant threat to the individual or the community

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

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

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

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

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

(210) 935-4752 for Alvarez Hall North Tower

(210) 935-4750 for Alvarez Hall South Tower

(210) 935-4746 for Chisholm Hall

(210) 935-4743 for Guadalupe Hall

Package Services and Delivery

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

Residents of Alvarez Hall:
Your Name
Room Number
6908 North Loop 1604 West
San Antonio, TX 78249

Residents of Chaparral Village:
Your Name
Room Number
6910 North Loop 1604 West
San Antonio, TX 78249

Residents of Chisholm Hall:
Your Name
Room Number
6960 TX-1604 Loop
San Antonio, TX 78249

Residents of Guadalupe Hall:
Your Name
Room Number
6902 North Loop 1604 West
San Antonio, TX 78249

Residents of Laurel Village:
Your Name
Room Number
6904 North Loop 1604 West
San Antonio, TX 78249

For residents that want to receive mail and/or packages from the US Postal Service, the UPS Store located in the Student Union rents mailboxes to all students. This is a convenient option for any student that prefers to have one mailing address for both packages and mail services. A student could have one address while at UTSA and not need to worry about updating addresses each year.

Renter's Insurance

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

Resident Parking

Permit Requirements

A permit is always required in the residential lots R1, R2, R3, R4 and R5. Students with a Housing Resident parking pass can park in unmarked resident spaces, unmarked commuter student spaces and park up in employee B spaces from 4:30PM-7:00PM on weekdays and all-day weekends. During Move in and Move Out periods, special parking arrangements are made for our residents. However, fire lanes and labeled parking areas are never to be used for loading or unloading.

Visitor Parking

Parents, families, and non-residential students are generally considered visitors of residents. All visitors must park in a variety of short-term parking options, including hourly paid parking or receive a visitor permit from the resident they are visiting to park on the UTSA campus. Parking for visitors with a permit is allowed in any unmarked spaces in the residential lots. Residents can purchase one-day scratch-off permits at the Campus Services Lobby in the BRG or XAG garage cashier stations on the main campus, or at Campus Services (FS 2.418) on the downtown campus. The University Housing resident is required to be present at the time of purchase. Business hours are Monday through Friday, from 8:00 a.m. to 5:00 p.m. If you have regular visitors, see the Parking Division website for information about a Fast Pass.

Swimming Pools

Swimming Pools are available in Chisholm Hall and Chaparral Village and may be used by all residents, with active housing contracts. All swimmers must be wearing swimwear. No diving, horseplay, or overly loud noise of any kind is allowed in the pool area. There are no lifeguards on duty. Residents swim at their own risk.

The pool at Chaparral Village is open from 10AM-10PM. The pool in Chisholm Hall is open from 8AM-5PM. Pools may be closed during breaks or when there is not enough facilities members to maintain the cleanliness of the pool areas.

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

Vending Machines

Vending machines are available in each property at these locations:

Laurel Village - Neighborhood Centers and City Center

Chaparral Village - Neighborhood Centers and City Center

Alvarez Hall - 1st and 2nd floor commons

Guadalupe Hall - 1st floor Guadalupe Hall.

Chisholm Hall - Activity Center

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

WiFi

Boldyn Networks provides wireless internet service in all resident rooms and internal common areas. Instructions for setting up your internet service are available at your communities' front desk. You can also contact Boldyn Networks or assistance at support.hed@boldyn.com or to report any service problems you may experience. Refer to the Routers section for information regarding the restriction of personal routers. Ethernet ports are available in most rooms.