



WELCOME!

Welcome to Waterview Park, a University House Community on the campus of The University of Texas at Dallas. We are pleased that you have chosen to make your home with us and hope that your on-campus living experience is an enriching part of your education.

Our goal is to provide a housing environment conducive to academic, social, cultural, and personal growth. We provide you with a variety of programs and activities that will supplement and/or complement your in-classroom educational experience. You will be informed as to the responsibilities of living as an adult in order to create a positive living environment.

Your housing environment will be enhanced by your energy and enthusiasm. It is your community of which you are an integral part. We cannot create your community; only you and your neighbors can do that. It takes courage, consideration, responsibility, and amiability to keep a community functioning at its optimal level. An understanding of, and respect for the rights and interests of others, are the key to making the housing experience meaningful for all. This Handbook is designed to acquaint you with the opportunities, benefits and necessary policies and regulations regarding housing. Let it be your guide to your living experience!

Everyone in a community has the responsibility to maintain the safety and well-being of the community, to maintain the condition of the facility, and to have initiative and take action if there is a violation of community standards. We must ALL take an active role in ensuring the safety and protection of our students, faculty, administrative staff, guests and employees.

Please read through this entire Handbook and keep it handy for future reference; it is part of your housing contract and you will be responsible for understanding and adhering to its contents. While every effort has been made to be accurate and complete, all information in this handbook is subject to reasonable changes.

If you have any questions that were not covered in this Handbook, please be sure to contact the Waterview Park Business Office – our staff will be happy to assist you.

Welcome to Waterview Park! It is our hope that the upcoming school year is a rewarding experience for you.

WATERVIEW PARK

2800 Waterview Parkway
Richardson, Texas 75080

Tel: (972)454-5000 • Fax: (972)238-3612 • www.universityhouse.com

Mon – Fri: 10 am – 7 pm • Sat: 10 am – 5 pm • Sun: 1 pm – 5 pm

It is our desire to provide the highest quality living environment possible for our guests. Should you have any comments or suggestions that cannot be answered by your community staff, please feel free to contact us at the following address:

University Partners
Attn: Market Director
3890 W. Northwest Hwy., Suite 700
Dallas, Texas (USA) 75220

or online, at:

www.universityhouse.com/contactUH.aspx

University House communities are committed to compliance with all Federal, State and Local fair housing laws. Your community policies are designed to provide for consistent and fair treatment of all residents in the spirit of these laws. The staff at your community has a legal obligation to treat each individual in a consistent manner. Please do not put them in the difficult position of denying a request for an exception to a written policy.

Thank you in advance for your cooperation and we hope you enjoy your apartment home and community.

- - - - -

Waterview Park's office is open from 10:00 am to 7:00 pm Monday through Friday, 10:00 am to 5:00 pm on Saturday, and from 1:00 pm to 5:00 pm on Sunday. Our telephone number is (972)454-5000. Our fax number is (972)238-3612. After the close of business, messages for office personnel and **non-emergency** maintenance requests may be left on the answering machine. For *after-hours maintenance emergencies*, please call this same number and select option 5. Please feel free to call us if you have any questions.

Important Utility Service Numbers:

Electric:	TXU	(888)313-6862
	Reliant	(800)736-3749
Telephone:	AT&T	(800)464-7928
Cable TV:	Time Warner Cable	(972)445-5555
Internet Service:	AT&T	(800)464-7928
	Time Warner Cable	(972)445-5555

If you reside in the Freshman housing areas, all other services are covered with your rental payment. This includes electric, gas, water, sewer and trash. Housing areas not designated for Freshman do not have electric service included in the rent and you will need to put service in your name.

Other important phone numbers:

In the event of a life-threatening emergency, please call 9-1-1

UTD Police Department	(972)883-2331
UTD Student Health Center	(972)883-2747
Suicide & Crisis Center	(214)828-1000
Poison Control	(800)222-1222

After-Hours Maintenance Emergencies

Waterview Park	(972)454-5000
----------------	---------------

WATERVIEW PARK RESIDENT HANDBOOK

INTRODUCTION & PROPERTY INFORMATION	1
Safety Awareness	5
Severe Weather Preparations	8
Disaster Supply Kit	9
Energy Conservation Tips	10
Maintenance Tips	12
Environmental Awareness	14
Pet Rules	16
Alcohol	18
Bicycles & Bicycle Registration	18
Business / Private Enterprises	18
Cleanliness, Health & Hygiene	18
Community Centers / Study Lounges	18
Complicity / Passive Involvement / Concealment of Violations	19
Custodial Services	19
Decorating / Painting / Wall Hangings	19
Drugs & Illegal Substances	19
Eligibility	20
Emergency Call Stations (Code Blue)	20
Entry	20
Escort Services	21
Exterior Building Areas	21
Fire Prevention - Hazards / Flammables	21
Fire / Security Equipment / Evacuations	22
Flags, Signs & Banners	23
Firearms, Weapons & Hazardous Materials	23
Freeze Warnings & Preparations	24
Grills & Outdoor Cooking Appliances	24
Grounds	24
Guests / Visitors	24
Health Center (UTD)	25
Health, Safety & Preventative Maintenance Inspections	25
Holiday Checklist	26
Internet Services - "Air UTD"	26
Keys & Lock Outs	26
Laundry Facilities	27
Lost & Found	27
Mail & Package Delivery	27
Maintenance	27
Maintenance Emergencies	28
Mavericks	28
Motorcycles & Scooters (fuel operated)	29
Move-Out Cleaning Guidelines	29
Move-Out Charges	31
Noise	32

Occupancy Limits	32
Odor	32
Office Hours & Closings	32
Parking, Vehicle Storage & Repairs	32
Patios & Balconies	34
Payments	34
Pest Control	35
Pool Rules	36
Renter's Insurance	36
Replacement Policy (Intra-Community & Lease Transfer)	37
Resident & Guest / Visitor Behavior	38
Residential Life	38
Satellite Dishes / Antennas	38
Security Devices	39
Skateboards & In-line Skates	39
Smoke Detectors	39
Smoking	39
Soliciting	39
Special Agreements	40
Sports Facilities	40
Study Environment	40
Threatening Behavior / Violence & Abuse	40
Transfer to Another University House Community (outside of UTD)	41
Trash Areas	41
University Student Conduct Code	41
UTD Helpful Numbers	41
Utilities	42
Vacant Bedrooms	42
Vending Machines	42
Video & Game Library	42
Waterview Park Housing Conduct Code	43
Window Treatments	43

SAFETY AWARENESS

Campus safety and security is a shared responsibility. You can protect yourself, your community and your property by taking steps to decrease your exposure to risk. Being aware of your surroundings and the people around you at all times, using assertive body language to communicate that you are in control, traveling at night with friends or using the University's walking escort services (Student Patrol), keeping doors and windows locked, and trusting your instincts and feelings will help you to feel safe and may deter an attacker. Remember, a crime cannot occur if the opportunity for crime is not present!

The Waterview Park housing community is patrolled by the UTD Police Department however, no police department can function effectively without the concerted assistance of the community it serves. If you have an emergency, call 911. Attempting to locate a vehicle on patrol or calling the Waterview Park office will only delay response time.

Security Phone Numbers & Websites

Emergencies:	9-1-1
UTD Campus Police:	(972)883-2331
UTD Student Patrol:	(972)883-2331

For more information go to the UTD Police website:
www.utdallas.edu/police/version5/services.

The following suggestions will help you take an active role in securing your home, property, and most importantly, yourself.

In your Campus Residence:

- Dial 9-1-1 for emergencies. If an emergency arises, call the appropriate governmental authorities first, then call the management office.
- Please insure that all of your apartment doors and windows are locked at all times. If any of your locks are inoperable, please contact the Waterview Park office immediately.
- Keep doors locked, even if you are away for only a few minutes. An unlocked door at night, and particularly during the day, can be an invitation to trouble. Remember that most losses occur during the day.
- Use the keyless deadbolt in your unit when you are at home.
- If you return to your residence and you think it has been entered illegally, do not enter. Call the UTD Police for assistance by using a cell or neighbors phone, or by using one of the 24-hour emergency call stations located throughout Waterview Park.
- Residence doors have peep holes that should be used before permitting entry to anyone. If the peephole is broken or missing, call the Waterview Park business office and make a request for service.
- Do not invite strangers into your apartment.
- When returning to your apartment late in the evening, if possible, always use the main property entrance or commonly used walkways.
- Keep a complete list of the serial and identification numbers of all your appliances, computers, television, VCR, stereo, etc. This will greatly aid in recovering stolen goods.
- Keep valuables out of sight by drawing curtains or blinds and storing such items away from windows.
- Don't advertise. Never leave a note on your door stating you are not home.
- Do not display apartment keys in public or carelessly leave them in the mail area, at the pool, or places where they can be easily stolen.
- Do not affix identifying tags with your address on your key chain.
- Establish a buddy system with a neighbor. Each should be wary of anything out of the ordinary, in and around the others' premises. Let your neighbor know when you will be

arriving home late. Take in each other's flyers or deliveries in the event of vacations or absences for more than a day.

- If you notice suspicious persons loitering around the property, report them immediately to the proper authorities and the Waterview office, DO NOT confront them yourself.
- Never answer personal questions on the telephone to calls that you did not place. Never divulge that you live alone or admit that you are alone.
- In a residential community, screaming may sound like horseplay. In an emergency, be specific by shouting "Help!" "Police!" or "Fire!" In all activities, use common sense and be conscious of your surroundings. Know your neighbors, don't ignore hazardous situations, and don't create them for others.

Outside your Apartment:

- Stay in well-lit areas. Walk mid-point between curbs and buildings, away from alleys, entries, and bushes.
- Stay near people. Avoid short-cuts through parks, vacant lots, and other deserted places.
- Walk with someone whenever possible. Participate in buddy systems or contact the Campus Escort Service/Student Patrol.
- Do not stop to give directions or other information to strangers.
- Never hitchhike.
- Use the escort service (Student Patrol) if you must travel after dark. It's worth the wait.
- If you are followed, be aware of your surroundings and of the people around you. Keep looking behind you and you may discourage the follower.
- If someone is following you on foot, cross the street, change directions, or vary your pace.
- If someone follows you by car, turn around and walk in the opposite direction. If that person persists, record the license number and call the police immediately.
- If you must carry a purse or handbag, keep it close to your body. This will minimize the chances of theft. If your purse is snatched, don't fight. Turn it over rather than risk personal injury. Report the incident as soon as possible.
- Carry only necessary credit cards and money.
- Please report any malfunctioning or burned out lights to the management office.

Using your Vehicle:

- Check the backseat before getting in to your car.
- Lock your car doors while driving. Lock your car doors and roll up your windows when leaving your car parked.
- Accessories such as stereos, cellular phones, laptops, gaming systems, and MP3 players are prime targets for thieves. Do not leave items in full view – including CD's, wrapped packages, briefcases or purses.
- Do not leave your keys in your car.
- Carry your key ring in your hand while walking to your car – this will facilitate you entering the vehicle.
- If you park on the street, park near a street light.
- Do not stop at remote, non-crowded locations or ATM's when you suspect danger – always proceed to the most populated, well-lit area.

In the Classroom, Laboratory, or Office:

- Avoid working or studying alone in a building at night. Have a buddy available for emergencies.
- Avoid using stairs in remote sections of a building.
- Keep your purse in a locked cabinet or drawer. Never leave it in, underneath or on top of a desk.
- Keep personal belongings in view.
- Never prop doors open, especially fire doors, even for a short period of time.
- Call UTD Police to report anyone who behaves suspiciously. Remember his/her appearance and relay it to the dispatcher.

We do not guarantee or assure your personal security and our actions are voluntary in an effort to reduce the risk of crime at the community. It is agreed upon and understood by all involved parties that the provision of safety devices and patrol services does not constitute a guarantee of their effectiveness nor impose an obligation to us to continue providing these services.

You are responsible for obtaining Renter's Insurance (see page 36) for your personal belongings and to protect yourself against any damages to, or loss of property in the Community as a result of your failure to abide by the policies and procedures contained in the Lease and this Handbook, or by circumstances beyond human control. You understand that the insurance in place for the community does not provide coverage for your personal belongings or damages. If you or your guests suffer a loss due to fire, flood, vandalism, theft, or other manner of action, or if there is damage to any part of the community, that loss will not be covered by the community's insurance.

Please feel free to use the community's telephone and directory to obtain information on available coverage in this area. In general, renter's insurance is not expensive, and can provide substantial protection and peace of mind.

SEVERE WEATHER PREPARATIONS

- Obey all evacuation orders issued by local, state or federal agencies. Do not wait for instructions from the community.
- Monitor the radio or television for the latest information – check the weather forecast before leaving for extended periods outdoors and postpone plans if severe weather is imminent.
- Prior to the storm, notify family, friends and neighbors as to your whereabouts and your plans. Establish a post-storm communication plan – place and time to meet, etc.
- Remove all items from your porch or balcony and close all windows and doors (draw the shades or blinds on windows).
- During severe weather, go to an inner hallway or a small inner room such as a bathroom or closet. Stay away from windows, doors, and outside walls. If necessary, get under a piece of sturdy furniture and use sofa cushions to protect head and neck.
- Don't use plug-in electrical equipment like hair dryers, or toasters during the storm. Don't use land-line telephones during the storm as lightning may strike outdoor lines. If you have a cellular phone, ensure that it is fully charged the night before.
- Stock up on bottled water.
- Stock up on batteries and ensure that you have at minimum one (1) working flashlight (we recommend one per occupant). Most importantly, remember not to use open flame devices such as candles, indoor grills, etc – these are restricted per your lease agreement and per the State Fire Marshall as they pose significant danger.
- If the storm is severe, collect any forms of identification, credit cards, emergency contact numbers, etc, and keep them with you.
- Collect any and all necessary medications and/or prescriptions to bring with you.
- With careful planning, food products can last for several hours in both the freezer compartment and in the refrigerator. The key to ensuring that food does not spoil, especially in the freezer, is to minimize the amount of times the doors are opened. You can plan for this by taking out non-perishable drinks that can be stored at room temperature (soda, water, canned or packaged juices). Extra Zip-loc bags full of ice cubes are another step to help ensure that items in the freezer stay at the right temperature.
- If you rely on an electrical alarm clock to get up in the morning, ensure that you set a “battery” powered alarm to wake you.

For more information on how to prepare for these types of events and for basic first aid, we recommend logging on to FEMA's website:

http://www.ready.gov/make_a_plan.html

For campus information (services, closings, etc) please call the UTD Police Department at (972)883-2331, or visit the UTD website at www.utdallas.edu

DISASTER SUPPLY KIT

The Federal Emergency Management Association (FEMA) recommends each family/home keep the following items readily available for transport in case of severe weather, fire, or other emergency:

Flashlight/Batteries

Battery operated Radio with extra batteries

Water – at least 1 gallon daily per person for 3 to 7 days

Food – enough for 3 to 7 days

Non-electric can opener

Non-perishable and canned foods

Food for infants or elderly

Snack foods

Cooking tools, fuel

Paper plates, roll of paper towels, plastic utensils

Blankets, Pillows

Clothing – seasonal, raingear, sturdy shoes

First Aid kit, Medicines

Toiletries

Cash

Keys

Tools

Important Documents (keep in a waterproof container)

Special needs for Infants or Elderly

Pet Care Items (food, water, carrier/cage, medicines)

Disaster Services

UTD Police	(972)883-2331
American Red Cross	(214)678-4800
FEMA	(800)621-3362
Salvation Army	(972)423-8254

ENERGY CONSERVATION TIPS

Refrigerators

- Open refrigerator door only long enough to get the food items you need.
- Organize your food on the shelves for easy access.
- Before storing leftovers allow them to cool, that way your refrigerator or freezer won't have to work to cool them off.
- Refrigerators and freezers operate more efficiently when they are full, but over-loading will prevent cold air from circulating properly.

Dishwasher

- Only wash full loads and use the energy-saver setting.
- Allow dishes to air dry.
- If you wash dishes by hand, fill the sink with water instead of letting the water run, and rinse with cold water.

Stove

- Defrost food first in the microwave and cover pots to shorten cooking time.
- Keep your oven and range free of grease and baked-on residue.

Laundry

- Wash full loads and use cold water instead of hot water.
- Dry full loads and clean lint filter after each load.
- Most materials only need a 10-15 minute wash cycle to get them clean, over washing and over drying will wear out your clothes faster.

Water

- Turn the water off while you're not using it - such as when lathering your hands with soap, brushing your teeth and scrubbing dishes.
- Decrease your showering time to about 5 minutes.

Lights & Other Appliances

- Replace your incandescent light bulbs with compact fluorescent lights (CFL's), they use 75% less energy and last up to 10 times longer.
- Turn off lights when you leave a room.
- Unplugging or turning off appliances when you're not using them can save a significant amount of energy.

Heating & Air Conditioning

- Thermostat should never be turned up high to heat a home in a hurry (it won't heat your home any faster).
- Don't let heat or cold air escape - keep windows and doors closed while in use.
- Use fans and open windows to create a cross-draft instead of using your central air-conditioning.
- Keep your vents free from obstructions.

MAINTENANCE TIPS

Should you require maintenance assistance or have any questions regarding the operation of your appliances, please contact the Waterview office at (972)454-5000, or email service@waterviewparkapts.com.

Garbage Disposal: Keep the cover in the stopper position when not in use (this will prevent foreign material from accidentally dropping into the disposal unit). Be sure to have COLD water turned on. It is important to maintain a sufficient flow of water to flush shredded waste through the drains, even after the disposal unit has been turned off. DO NOT put bones, bottle caps, glass, foil, rags, cigarettes, string, paper, anything fibrous (i.e., celery, artichokes, corn husks) or grease down garbage disposal. This will build-up and cause clogging.

Troubleshooting

1. Press the reset button under the garbage disposal unit (located under the sink) and turn the switch on.
2. If the disposal still does not operate, please call the Waterview office and we will send someone out to repair the unit.

Dishwashers: Rinsing your dishes before loading helps prevent the drain from clogging. If you have dishwasher safe plastic and wooden items, load them in the top rack only. Please do not place fragile glassware in the dishwasher, the jet action may cause breakage.

*See the Waterview office for detailed operating instructions and assistance.

Clothes Washing & Drying Machine: When using the washer, leave the lid open after washing to allow moisture to evaporate. The wash basket is practically carefree – if you want to clean the basket, use a clean soft cloth dampened with liquid detergent, then rinse (do not use harsh or gritty cleaners). To rinse, choose the largest load size, turn the cycle knob to any rinse setting and start the washer.

Do not overload the washer. Overloading the washer or allowing the washer to become unbalanced can cause damage to the washer and you may be responsible for any such damage. A typical load size would be no more than three pairs of jeans, two sweatshirts and two t-shirts. More clothes will prevent the washer from functioning properly.

The lint filter in the dryer should be cleaned before each use. This helps the dryer operate efficiently. Moisten your fingers and reach into the filter opening. Run your fingers across the filter. Lint must be removed from in and around the dryer (check behind the machine) to reduce the risk of fire.

You should immediately wipe off any spills or washing compounds on the washer and dryer. Wipe with damp cloth. Do not hit the surfaces with sharp objects. Dryer control panel and finishes may be damaged by some laundry pretreatment soil and stain remover products if such products are sprayed on or have direct contact with the dryer.

Toilets: Clogged toilets can be prevented by ensuring that only toilet tissue, used in moderation, is flushed down the toilet. Keeping a plunger on hand will allow you to quickly solve clogs yourself. Maintenance assistance is available for serious back-ups.

Light Bulbs: Your apartment is supplied with light bulbs at time of move-in. After move-in, it is your responsibility to replace burned out light bulbs in any *personal* lamps or fixtures. Please report unlit bulbs over walkways, halls, or common areas to the Waterview office.

Smoke Detectors: Your apartment home has smoke detectors located throughout the apartment. These appliances are hard-wired to the electrical system and have battery back-up. As the proper functioning of these appliances is critical to your safety, we recommend that you inspect and test them

on a monthly basis. It is violation of your Lease to remove or tamper with these detectors. Immediately notify the Waterview office in writing, of any malfunctioning detectors.

Central Air & Heat: Your apartment home is equipped with individual unit central air and heat. An ideal temperature setting is between 71° – 74°, with the minimum to maximum range being from 68° – 78° (please be aware that setting your thermostat to temperature extremes may cause damage to your HVAC unit). Please allow a minimum of ten minutes for the temperature to adjust (choosing an extreme setting will not bypass this 10+ minute adjustment). If at any time you find that your thermostat is malfunctioning or for more detailed operating instructions, please call the Waterview Office.

HVAC Filters: At move-in, your AC filter will be new. Monthly, Waterview's preventative maintenance team will evaluate your filter for replacement. Additional replacements may be requested at any time during your tenancy.

Waste Removal & Recycling: Garbage collection at Waterview Park is managed by the City of Richardson. Garbage collection areas are located throughout the property.

- In the interest of health and safety, please make sure to bag your trash before placing it in the container. Keeping the container areas clean will help prevent ant, bug, fly and rodent infestations as well as reduce the likelihood of unpleasant odors. Do not put hot ashes or coals, paint, chemicals, motor oil or other household hazardous waste in the containers.
- We recommend disposing of your household trash on a regular basis, and at minimum, three (3) times per week. Maintaining such a schedule will help eliminate the possibility of pest infestations in the apartment homes.
- Please call the Waterview Park office with any additional questions (e.g.: bulk trash, hazardous waste disposal, etc).

ENVIRONMENTAL AWARENESS

It is our goal to maintain a quality living environment for our residents. To help achieve this goal, it is important to work together to minimize any mold growth in your apartment. Molds are microscopic organisms that reproduce by spores and have existed practically from the beginning of time. All of us have lived with mold spores all our lives. Without molds we would all be struggling with large amounts of dead organic matter. Mold spores spread through the air and are commonly transported by shoes, clothing and other materials. When excess moisture is present inside an apartment, mold can grow. There is conflicting scientific evidence as to what constitutes a sufficient accumulation of mold which could lead to adverse health effects. Nonetheless, appropriate precautions need to be taken.

PREVENTING MOLD BEGINS WITH YOU. In order to minimize the potential for mold growth in your apartment, please observe the following guidelines:

- **Keep your apartment clean** – particularly the kitchen, the bathroom(s), carpets and floors. Regular vacuuming, mopping and using a household cleaner to clean hard surfaces is important to remove the household dirt and debris that harbor mold or food for mold.
- **Remove visible moisture accumulation on floors, windows, walls, ceilings and other surfaces as soon as reasonably possible.** Be attentive to leaks in washing machine hoses and discharge lines – especially if the leak was large enough for a lot of water to penetrate nearby walls. Also, it is recommended that you leave the bathroom door open to allow moisture to escape, and be sure the floor mats and towels are hung up so they may dry out. Always use the bathroom ventilation system unit to assist with moist air removal.
- **Promptly notify us in writing about any air conditioning or heating system problems you discover.** Humidity that is trapped in your apartment may encourage mold growth. You may want to periodically open your windows on days when the outdoor weather is dry (i.e., humidity is below 50 percent) to help humid areas of your apartment dry out. Be sure you close them before leaving and a night for precautionary measures.
- **Promptly notify us in writing about any signs of water leaks or water penetration.** One of our representatives or service personnel will come to your apartment home, evaluate the situation and take appropriate action as necessary.

Common indications of mold growth include musty odors, peeling wall coverings or paint, pink or purple areas on wallpaper, and blistering on plaster walls. Common symptoms of mold exposure include headaches, chest tightness and wheezing, gastrointestinal problems, fever, infection, and muscle aches.

IN ORDER TO AVOID MOLD GROWTH, it is important to prevent excessive moisture buildup in your apartment. Failure to promptly pay attention to leaks and moisture that might accumulate on apartment surfaces or that might get inside walls or ceilings can encourage mold growth. Prolonged moisture can result from a wide variety of sources, such as:

- rainwater leaking from roofs, around windows, and doors;
- overflows from showers, bathtubs, toilets, lavatories, sinks, washing machines, dehumidifiers, refrigerator or a/c drip pans or clogged condensation lines;
- leaks from plumbing lines or fixtures and leaks into walls from bad or missing grouting/caulking around showers, tubs or sinks;
- washing machine hose leaks, plant watering overflows, pet urine, cooking spills, beverage spills and steam from excessive open-pot cooking;
- leaks from clothes dryer discharge vents (which can put lots of moisture into the air); and
- insufficient drying of carpets, carpet pads, shower walls and bathroom floors.

IF SMALL AREAS OF MOLD HAVE ALREADY OCCURRED ON NON-POROUS SURFACES (such as ceramic tile, formica, vinyl flooring, metal, wood or plastic), the federal Environmental Protection

Agency (EPA) recommends that you first clean the areas with soap (or detergent) and water, let the surface dry, and then within 24 hours apply a pre-mixed, spray-on-type household biocide, such as Lysol Disinfectant, Tilex Mildew Remover or Clorox Cleanup. (Note: Only a few of the common household cleaners will actually kill mold.) Be sure to follow the instructions on the container. Never mix ammonia with bleach.

Always treat an area 5 or 6 times larger than any visible mold because mold may be adjacent in small quantities that are not yet visible to the naked eye. A vacuum cleaner with a high-efficiency particulate air (HEPA) filter can be used to help remove non-visible mold products from *porous* items such as fibers in sofas, chairs, drapes and carpets – provided the fibers are completely dry. Washing and dry cleaning will remove mold from clothes.

DO NOT CLEAN OR APPLY BIOCIDES TO: (1) visible mold on *porous surfaces* such as sheetrock walls or ceilings, or (2) *large areas* of visible mold on *non-porous* surfaces. Instead, notify us in writing, and we will investigate and take appropriate action for you.

COMPLIANCE. Complying with the above will help prevent mold growth in your apartment, and both you and we will be able to respond correctly if problems develop that could lead to mold growth. **IF YOU FAIL TO COMPLY WITH THE ABOVE GUIDELINES**, you may be held responsible for property damage to the apartment and any health problems that can result. **Specifically**, you realize that by living in the apartment you are the in the best position to detect the presence of any leaks, mold or mildew growth, or the accumulation of any water in your apartment and that we are relying upon you promptly notify us of any of these problems so we may take action. In addition, you agree to take the above measures and any other common sense measure to prevent the accumulation of water until we are able to assess and correct the problem areas.

PET RULES

Approved pets include dogs, cats, and fish. **Cats and dogs are strictly prohibited in the Freshman designated housing areas.**

Non-freshman areas, Phases I – VII, may maintain a maximum of two pets (cats or dogs) per apartment. Dogs and cats may not exceed 35 lbs. at maturity and must be at least 1 year old. Fish tanks (limited to 20 gallons) are permitted throughout. Any violations will result in fines and possible disciplinary action.

- - Support animals for the disabled are welcome - -

All residents wishing to maintain a pet(s) in their unit must stop by the Waterview Park business office and complete an Animal Addendum. You must obtain written consent from your roommates prior to acquiring a pet. If you renew your lease, you must obtain written consent from all roommates in the unit assigned to you for the next lease term. If your roommates do not approve, you must move to a single room, rent an entire unit, if available, or remove the pet from your apartment. An animal deposit of \$100 per pet will be collected along with a \$100 non-refundable service fee (de-fleaing and deodorizing).

Residents are responsible for the actions of their pet(s) at all times.

- Resident agrees to comply with:
 - Health and Safety Code, and
 - All other applicable local governmental laws and regulations.
- Resident shall be strictly liable for the entire amount of any injury to the person or property of others caused by such pet(s). Resident shall indemnify Owner/Management for all costs of litigation and attorney's fees resulting from same.
- Your pet(s) must be kept in the apartment at all times except when being transported. Under no circumstances are cats allowed in common indoor or outdoor areas. These areas include, but are not limited to, interior hallways, stairways, laundry facilities, clubhouses and pool areas. *Support animals excluded.
- You must keep the animal on a leash and under your supervision when outside the dwelling. Animals may not be tied to any fixed object anywhere outside the dwelling unit.
- Resident agrees that a pet will not disturb the rights, comforts and conveniences of neighbors or other residents. This applies whether the pet is inside, or outside of residents' dwelling.
- You must promptly and properly dispose of all waste. Violators will be fined and may lose the privilege of pet-ownership.
- Residents' pet(s) must be fed and watered inside the dwelling unit. Pet food or water may not be left outside the dwelling unit at any time.
- You must provide a litter box for your cat's use. Cat litter must be bagged prior to disposal. Toilets must not be used for disposal, even if litter is labeled "flushable".
- Resident shall prevent any fleas or other infestation of the rental unit or other property of Owner.
- In the event your dog/cat is found outdoors, every reasonable attempt will be made to locate the owner prior to impound by local Animal Control services. We recommend that all pets wear identifying tags.

- When requesting maintenance work in your apartment, please inform the person taking your service request that you have a pet. Though our personnel will take every precaution to insure that your pet does not get out of your apartment, we cannot make any guarantees to this. If possible, confine your pet(s) to a separate room.
- Resident shall be strictly liable for the entire amount of any injury to the person or property of others caused by such pet(s). Resident shall indemnify Owner/Management for all costs of litigation and attorney's fees resulting from same.

Owner/Management have the right to make reasonable changes and additions to the Pet Rules/Animal Addendum, if in writing, and distributed to all residents who are permitted to have pets.

ALCOHOL

Any possession or consumption of alcoholic beverages at Waterview Park must be in compliance with local, state and federal laws and in compliance with rules and regulations of The University of Texas at Dallas. Apartments in which individuals who are under 21 years of age reside are considered dry apartments. Alcohol is prohibited in the freshman designated housing areas.

BICYCLES & BICYCLE REGISTRATION

Please use designated bike racks or carefully store bikes in your apartment (bike hooks are not allowed). You must ride responsibly through the community and obey all posted traffic signs. The operator of a bicycle must not interfere with the right-of-way of pedestrians. Due to life safety concerns, bikes found in hallways, breezeways, stairways, blocking public access or exits will be removed and impounded (a fee may be imposed for removal and storage). To protect your bike from theft, get a good lock with a cable and properly secure it to the bike rack. Bicycles may not be secured to any tree, shrub/plant, stairway or walkway handrail, light or sign post, etc. Bicycles must be removed on your scheduled move-out day.

To help deter bicycle theft, the UTD Police are encouraging the campus community to register their bicycles. Bicycle registration aids law enforcement in identifying and returning lost or stolen bicycles. The UTD Police encourage you to either engrave your phone number or other identifying mark on your bicycle(s), or to use ultraviolet ink. The Police Department has engravers and ultraviolet ink markers that you may use free of charge. Please be reminded that marking your bicycle is not a theft deterrent, but it can aid in returning your bicycle if it is lost or stolen. To download a UTD Bicycle Registration Form, please go to <http://www.utdallas.edu/police/version5/news.html>. The information you provide is confidential and will not be shared with unauthorized individuals.

BUSINESSES / PRIVATE ENTERPRISES

Conducting any kind of business in your apartment or in the apartment community is prohibited – except that any lawful business conducted “at home” by computer, mail, or telephone is permissible if customers, clients, patients, or other business associates do not come to your apartment for business purposes.

CLEANLINESS, HEALTH & HYGIENE

Residents need to make reasonable efforts to maintain proper personal cleanliness and hygiene. Rooms and apartments must be kept clean and sanitary at all times, including proper disposal of empty food and beverage containers. Students are prohibited from activities that violate any health code. Residents may not violate these regulations or interfere with the safe and clean environment of others. For referrals to apartment home cleaning companies, please contact the Waterview Park business office.

COMMUNITY CENTERS / STUDY LOUNGES

These areas are considered “public” and are intended to be used by and for resident purposes only. Should you wish to schedule an organized event involving more than five people for purposes other than academic, please call the Office of Residential Life at (972)883-6391 to check for availability. It is expected that you and your visitors will respectfully comply with the directions of housing and university officials who are acting in the official performance of their duties and responsibilities. This includes, but is not limited to, identifying yourself and/or producing a valid identification, changing your

behavior when asked, or attending mediation when requested. Alcoholic beverages and smoking are not permitted in the facilities.

COMPLICITY / PASSIVE INVOLVEMENT / CONCEALMENT OF VIOLATIONS

Everyone in a community has the responsibility to maintain the safety and well-being of the community, to maintain the condition of the facility, and to have initiative and take action if there is a violation of community standards. A resident's presence during any violation of Waterview Park Community Standards or Policies ultimately condones, supports and/or encourages violation(s). Residents are responsible for choices they make. In the presence of a policy violation, you may attempt to stop the violation, contact management staff and/or immediately remove yourself from the situation and the vicinity of the violation. If you chose to remain at the scene of a policy violation, you will be included in the documentation and may also be held accountable for applicable policy violation(s). Concealment of information is also considered a policy violation. If concealment should occur, you may be considered an accomplice to the violation and be subject to any actions outlined above.

Our vision is that individuals accept ownership of and take responsibility for resolving conflicts and problems in their community. In the event a conflict arises that you have not been able to resolve, please don't hesitate to contact a Residential Life Coordinator or your housing manager.

CUSTODIAL SERVICES

Our porters and landscapers work diligently and with pride to maintain your housing community. They are responsible for the overall cleanliness of the common areas of more than 58 residential buildings. Their efforts alone are not enough to guarantee a clean, safe and comfortable environment. Your efforts, as a community member, are critical to this effort. Please contact the Waterview Park business office at (972)454-5000 should any situation arise that requires our attention. We would also like to hear about any concerns you may have regarding the level of service.

DECORATING / PAINTING / WALL HANGINGS

No structural changes or additions may be made to the exterior of the building, including the front entrance, patios and balconies (excludes satellite dish receivers). No alterations may be made to your front door or entrance to your apartment. Front door mats are encouraged, but we reserve the right to remove mats that are not designed for outdoor use, such as carpet remnants. Colored light bulbs are prohibited in all exterior fixtures.

On the interior of your apartment, you have the freedom to decorate by hanging pictures or other decorative objects. Stickers, including glow-in-the-dark stars, double-sided adhesive foam or tape are not allowed on walls, ceilings, windows, cabinets, exterior or interior doors. You must obtain written permission from the manager to perform any repairs, painting, wallpapering, carpeting, electrical changes, or to make any other changes to the interior or exterior. It will be your responsibility to return the apartment back to the original move-in condition or you will be charged.

DRUGS & ILLEGAL SUBSTANCES

The use, possession, manufacture, sale, or distribution of drugs or narcotics at any location, whether on, or near the community is illegal. It is your responsibility to notify the proper authorities if you suspect a roommate or a guest is engaged in illegal activities.

Violation of the above shall be a material violation of the lease and may be cause for disciplinary action, and termination of tenancy. A termination does not release you from your financial obligations under the lease agreement.

ELIGIBILITY

Residency at Waterview Park is restricted to UTD students, faculty, staff, management representatives and their respective spouses and children. UTD students must maintain active student status, except during the summer months, to be eligible to reside in the apartment community. A minimum of three (3) class hours of UTD coursework for both the fall and spring semester is necessary to meet this requirement. A Certificate of Eligibility is required of all students. Students are required to inform housing management immediately upon a change in status that makes them ineligible.

EMERGENCY CALL STATIONS (Code Blue)

There are 24 emergency call stations strategically positioned throughout the housing community. Location maps can be found on-line at <http://utdallas.edu/student/slife/housing>, or www.universityhouse.com, and we recommend that you familiarize yourself with the location of the nearest call stations.

The Code Blue emergency phones should be used for crimes in progress, fire or medical emergencies and for reporting suspicious activity. As it's impossible to list all other possible scenarios, it is best to remember this simple rule . . . press the button any time you and/or someone else's life is in danger – either from a pending threat, or in response to an assault or accident which has already occurred. Remember, pressing the button is also an efficient way to summon for medical assistance!

In emergency situations, quick and effective communication becomes a life and death matter. Recognizing this, by pressing the red emergency button, you will be connected directly to the UTD Police Department's dispatch. On their end, they will immediately be alerted as to which station was triggered and within seconds, will respond accordingly while being able to verbally communicate with you. Pressing an emergency button will also activate the strobe feature located at the top of the pillar which will expedite assistance and hopefully attract the attention of passers-by.

The management staff as well as the UTD Police Department will be regularly testing and inspecting the stations, however, should you notice a malfunction or that a station has been vandalized, please report it immediately to the Waterview Park Business Office at (972)454-5000, or to the campus Police at (972)883-2331.

Ensuring the safety and protection of our students, faculty, administrative staff, guests and employees is a complex issue with no easy solution. The highly visible Code Blue emergency call boxes will help, but more importantly, we must ALL take an active role in crime prevention.

ENTRY

Waterview Park respects the right to privacy of individuals. Without prior written consent, management will not give any person access into a resident's apartment/room. However, authorized management and university personnel may enter apartments/rooms as follows:

- a) in case of emergency
- b) when Resident has abandoned or surrendered the Premises
- c) to make necessary or agreed repairs, alterations or improvements

- d) to supply necessary or agreed services
- e) to test smoke detectors and complete health & safety inspections
- f) to exhibit the Premises to prospective or actual purchasers, mortgagees, tenants, workers or contractors
- g) with your prior permission, or
- h) as otherwise allowed by law

Except in cases of emergency, Owner will provide Resident with reasonable written notice of Owner's intent to enter and entry will be during normal business hours. All attempts will be made to give 48-hours advance written notice of entry. Resident agrees that forty-eight (48) hours written notice shall be reasonable and sufficient notice. Resident may be present; however, entry is not conditioned upon Resident's presence. In case of an emergency, Owner or its representatives may enter the Premises at any time without prior notice.

When any management or university personnel are acting within the scope of their assigned duties and obligations (such as in emergency or disciplinary situations), residents must comply with requests to enter apartments/rooms. Refusal to open a door and allow access to such personnel acting in accordance with his/her job will be referred to the University for possible disciplinary action.

Residents' rooms may be searched only by legal agencies with a legal search warrant or probable cause, with permission of the resident, or in an emergency (crime in progress, health and welfare check, etc).

ESCORT SERVICES

UTD has a campus escort service called Safe-Walk Campus Escorts, which is managed by the UTD Police Department. A walking escort service is available 24 hours a day, 365 days a year. To request an escort, call extension 2331 from a campus phone, or dial (972)883-2331. Be prepared to give your name and the nearest exit door to your location. A Police Officer, Police Guard, Student Patrol or an Explorer will meet you at that building door and walk with you to any area on campus.

EXTERIOR BUILDING AREAS

For health and safety reasons, hallways, stairways, breezeways, landings, and walkways are to be kept clear of furniture, equipment, trash, and any other obstacles that might obstruct passage. Hallways, breezeways, walkways and lounges are not to be used as grounds for 'hall sports', sporting events, wrestling, horseplay, riding bikes and skateboards, due to property damage or the possibility of personal injury. This includes bouncing or throwing balls, Frisbees, etc. Water fights of any kind (squirt guns, water balloons, etc) in the buildings are prohibited. Climbing on ledges, roofs, overhangs, balconies, outside of stairwells and exterior walls is prohibited.

FIRE PREVENTION – HAZARDS / FLAMMABLES

Please call 9-1-1 if there is a fire or smoke.

Fire can cause significant damage and threaten human life. You must realize the important role you play in safety. Listed below are suggestions to help prevent fires in the apartment homes:

- Turn off and unplug all non-essential appliances immediately after use, including such items as curling irons, hot pots, irons, and popcorn poppers.
- Remain in your room when any electrical appliance is in use.

- The use of objects with open flames (includes but is not limited to, candles, potpourri, sternos, and incense), combustible decorations and chemicals are prohibited in housing at all times.
- Open element appliances (hot plates, indoor grills, immersion heating coils, and heaters) are also prohibited.
- Multiple outlet connections are prohibited unless they contain a circuit breaker and carry an "Underwriter's Laboratory" (UL) approval.
- Check for frayed cords and do not locate electrical cords under rugs or other items that permit heat build-up in the cord.
- Do not block any exits.
- The use of halogen lamps is **prohibited**.
- When using microwave ovens, be sure to check cooking instructions for microwave cooking, not conventional cooking.
- You may not store gasoline in your apartment or on the patio or balcony.
- Report any fire safety hazards immediately to the Waterview Park business office.

It is recommended that all power strips used for protection of computers and other electrical equipment have a 1449 UL listed surge suppression rating with sufficient joule capacity.

FIRE / SECURITY EQUIPMENT / EVACUATIONS

Waterview Park and the University are committed to maintaining high standards for health, safety and security in the housing areas. Individuals who jeopardize the health, safety, and security of others by not following health and safety procedures will be subject to fines and possible disciplinary proceedings, leading up to termination of housing privileges. All residents and their guests must recognize the importance of the following health and safety regulations.

If you discover a fire, make sure that all other persons are out of the room/apartment. Leave the area and close the door behind you. Pull the nearest fire alarm station and then call 9-1-1 as soon as you are safely clear of the immediate threat.

All residential buildings in the housing community are provided with a fire alarm system designed to alert the building occupants of emergency conditions which include manual fire alarm pull stations located at all major exits. Selected buildings have automatic detection systems (i.e. smoke detectors) which are intended to protect special hazards or equipment. Upon sensing smoke or heat conditions or the activation of a manual pull station by building occupants, the alarm systems will sound bells, horns or horn/strobe devices. Upon hearing or seeing any of these devices, all building occupants should evacuate the building from the nearest exit and report to their designated assembly area. At the assembly area, details of the incident and the "all-clear" notice will be provided to evacuees by the housing personnel or emergency responders. In many buildings the alarm may only sound for 5-10 minutes and then stop. This does not mean you should remain in the building, nor does it mean the problem is resolved.

Phase V, VI, VII, VIIIA, VIII & IX are equipped with automatic fire sprinkler systems in addition to fire alarms. A fire sprinkler system is designed to automatically apply water to a fire within an apartment or building. The sprinkler heads respond to heat in immediate proximity of the ceiling above a fire. Only the sprinkler heads over the fire will open and spray water to extinguish or reduce the spread of the fire. Do not hang anything on or near a sprinkler head. Avoid behavior which may cause an accidental trigger of the sprinkler head (i.e. horseplay, throwing a football indoors, etc). You may be

held responsible for any and all damages to the premises should you accidentally trigger a sprinkler head to open.

Monthly, Waterview Park personnel will conduct regular inspections of all fire and safety equipment.

Tampering with smoke detectors, fire sprinklers, fire alarm pull stations, fire extinguishers, fire hoses, door alarms, door/hardware/closing mechanisms and "EXIT" signs and lights is prohibited. Such action is a misdemeanor offense and violators are not only subject to fines and disciplinary procedures but legal prosecution and eviction. To ensure a safe environment for all, Waterview Park has implemented a staggered fine for first, second and third violations. It is important to note that although an escalated fine is in place, any and all violations may lead to any of the above mentioned actions.

- First sanction: \$100 fine
- Second sanction: \$150 fine + referral for UTD disciplinary action
- Third sanction: \$300 fine + UTD referral w/possibility of early lease termination

When exiting a building during a life-threatening emergency, proceed as quickly as possible to your dedicated assembly area. Please become familiar with the dedicated evacuation area for your building.

- Phase I: Lawn area on the east side, between phases I and III (congregate on the northern part, closest to Drive A)
- Phase II: Lawn area on the east side, between the sports fields and the parking area
- Phase III: Lawn area on the east side, closest to the Activity Center (congregate on the northern part, closest to Drive A)
- Phase IV & V: Central parking area between the phases (congregate closest to the dividing channel to allow access to emergency vehicles)
- Phase VI & VII: Campus parking lot on east side of Drive H, across from Phase VI
- Phase VIIIA: Central parking area, closest to Waterview Park business office
- Phase VIII & IX: Sand volleyball court area if situation permits
Alternative location: western parking area, between Phases VIII & VIIIA

FLAGS, SIGNS & BANNERS

Flags, signs and banners may not be hung from patios, balconies, windows or from any other area visible from the exterior, without approval from management. Holiday decorations are welcome and must be removed within five (5) days of the occasion. Management retains the right to monitor content and placement.

FIREARMS, WEAPONS & HAZARDOUS MATERIALS

Written policy prohibits firearms on property, or in any building belonging to, or controlled by, the UT System or the University. You may not have a firearm in your possession, even if it is registered. Weapons of any kind are not permitted, including, but not limited to, hunting equipment, slingshots,

gas-powered guns, air rifles, imitation firearms, and paintball guns. Kitchen knives used strictly for food preparation are permissible.

Any form of explosive devices – including firecrackers, fireworks, ammunition, pyrotechnics, and similar products are also not permitted in the housing areas. It is a misdemeanor to possess, store, sell, or use fire works in or around the housing areas or campus. Harboring hazardous materials with intent or purpose to create explosive devices shall be referred directly to the police and the Dean of Students.

Violators may be referred to the UTD Police and Dean of Students for disciplinary action and/or possible prosecution.

FREEZE WARNINGS & PREPARATIONS

If freezing weather is expected, you should open the cabinet doors under the kitchen and bathroom sinks so that the exposed plumbing doesn't freeze. If you are going to be away from your apartment home for an extended period of time during the winter months, leave your thermostat on "auto" and set at 55 degrees (minimum). These precautions are essential in order to avoid substantial damage to your apartment home and personal belongings from broken pipes. If you fail to take these precautions, you may be liable for damages to your and any other affected areas.

GRILLS & OUTDOOR COOKING APPLIANCES

The Richardson fire code prohibits use of any outdoor cooking grill within 10 feet (3 meters) from any structure or overhang. You should use grills in accordance with local ordinances and are welcome to use the outdoor grills (charcoal required) located throughout the community.

GROUNDS

We would appreciate your cooperation in keeping the lawn areas free of litter, cigarette butts, pet waste, bicycles, and other equipment.

GUESTS / VISITORS

A guest may not stay in your bedroom for more than one day or weekend in any calendar month. Prior approval must be obtained from your roommates and the management office for guests wishing to extend their stay. Guests must abide by the policies contained in this Handbook. **You are responsible for the actions of your guests and informing them of the rules of the community, including parking.**

If you wish for us to release a key to your apartment to anyone not listed on the Lease, you must complete a Key Authorization Release form. It is your responsibility to provide any necessary access codes to the individual(s) receiving a key. You understand that it is your responsibility to notify us in writing, should any person listed on a Key Authorization Release no longer have permission to access the apartment. You will inform person(s) listed on the key release that we will require valid photo identification prior to releasing any key or allowing access. We are not liable for unreturned keys or any damages to you, your roommates or your guests for injury, damage, or loss to person or property caused by criminal conduct of other persons including theft, burglary, assault, vandalism and other crimes.

HEALTH CENTER (UTD)

All currently enrolled students have access to the Student Health Center located on the 1st floor of the Student Union building (SU 1.606). The Student Health Center provides care and treatment for acute illnesses and minor injuries - chronic health problems are out of the scope of practice of the Student Health Center and must be managed by a provider off campus. The function of the Student Health Center is to promote, protect, maintain and restore the health status of students. Their goal is to provide quality medical care at minimal cost. They also strive to provide health education and preventative medicine. Students may be referred for more serious problems that exceed the Center's capabilities.

For questions or comments, please visit their website at:

www.utdallas.edu/healthcenter

or call:

(972)883-2747

Monday – Thursday: 9:00 am to 6:00 pm

Friday: 9:00 am to 5:00 pm

Tuition-paying students are seen at the Student Health Center at no charge for the office visit. Nominal fees are assessed for lab work, medications and certain procedures. Payment for services is due at the time medical treatment is provided. Students are responsible for any financial obligations resulting from a referral to a private physician's office, lab, hospital, or other off campus provider, etc.

Students requiring medical assistance when the clinic is closed may elect to go to a private physician's office, emergency clinic, or hospital emergency room. Students are responsible for all expenses incurred outside the Health Center.

The Student Health Center also offers educational and preventative programs and support services. Brochures and other printed materials are also available at the center.

HEALTH, SAFETY & PREVENTATIVE MAINTENANCE INSPECTIONS

Waterview Park representatives will perform inspections to ensure health and safety standards are being met and to identify potential hazards. Residents will receive advance notification and will be expected to cooperate. Inspections will focus on the following, but not limited to this list:

Safety Equipment

- Smoke detectors
- Sprinkler heads
- Other security features (self-closing door hinges, window & door locks, etc)

Fire Hazards

- Frayed and/or overloaded electrical wiring
- Stacks of newspapers or magazines
- Covered heaters
- Build-up of grease in ovens, broilers, or on stovetops
- Storage of gasoline or other flammable materials, or gas powered vehicle in unit

Health Hazards

- Garbage or food improperly disposed of
- Grimy bathtub or shower surfaces
- Aluminum cans, glass, bottles, and paper bags improperly disposed of
- Obstructions blocking interior safety equipment or ease of ingress/egress

- Unreported water intrusion/leaks

Corrective warning notices will be posted on resident doors within a reasonable time following the inspection. Any violations that mandate an automatic fine will also be communicated via such means and will be considered due and payable upon receipt.

HOLIDAY CHECKLIST

If you are planning to leave town for a holiday or extended period of time, the following tips and reminders will help ensure a safe and problem-free return:

- During the Christmas/New Year's break, make arrangements for January rent to be paid on-time. If you pay by check and are planning on mailing it, make sure you allow ample time for it to reach us by the 2nd (end of grace period) of the month.
- Set your HVAC to "auto" and at 55 degrees. Be sure to leave the cabinet doors under your kitchen and bathroom sinks open in case of freeze warnings.
- Leave a visible light on. You may want to consider purchasing an automatic timer for your lamp.
- Stop all deliveries of newspapers to your door.
- Do not leave notes on your door or a message on your answering machine indicating you are out of town.
- Make sure all windows and doors are locked.
- Take all valuables (jewelry, camera, laptop, etc) with you.
- We recommend leaving emergency contact numbers with the office. These were part of the lease signing process and it is important that you always inform us any time there is a change.

INTERNET SERVICES – "Air UTD"

The Waterview Park apartments are equipped with a wireless computer network which provides access to the campus network and to the internet. To take advantage of this option, residents must make sure that their personal computers are equipped with a wireless modem. For connection assistance or for help with computing issues, please call the UTD Computing Help Desk at (972)883-2911, or email assist@utdallas.edu. For more information please access the UTD website at www.utdallas.edu/ir.

Residents have the option of setting up cable or DSL service with an outside provider.

KEYS & LOCK OUTS

Your keys are your responsibility! Do not loan them to anyone. Do not place any identifying markers on your key ring and never leave them unattended. If you're locked out during business hours, simply stop by the Waterview Park business office for assistance. You will be issued a loan key after positive identification. After-hours, you'll need to call the Maintenance emergency number by dialing (972)454-5000 and following the prompts. A maintenance associate will respond to your call within an hour, unless more pressing emergency repairs were called in ahead of yours. There is a \$25 charge for after-hours lock-out service.

Replacement apartment/mail/access key:	\$5.00
Lock change request:	\$75.00

*No charges will be assessed if your keys are reported lost or stolen and a police report has been filed.

LAUNDRY FACILITIES

All of the apartments at Waterview, except for those in Phase I, provide in-unit clothes care equipment (washer and dryer). Phase I residents have access to two, 24-hour clothes care facilities with multiple washers and dryers. The equipment requires a smart “Web Card” which may be obtained and loaded with credits at the Waterview Park business office.

Washing is \$.75 per load and drying is \$.75 per load. Residents must provide their own laundry detergents and we recommend that residents not leave their laundry unattended. Please be considerate of other residents and avoid using most or all of the machines at one time. If you accidentally open someone’s dryer, please be sure to press the start button (hold for a few seconds). Please refrain from removing someone’s laundry from a machine unless it has been left unclaimed for over an hour.

After posting an “out-of-order” sign, please report repair needs (include location and machine number) immediately to the Waterview Park business office at (972)454-5000.

We are not responsible for any items left by you in the Laundry Facility, including clothes, detergents, baskets, etc.

LOST & FOUND

If you lose or find something in the housing area, please call the UTD Police Department at (972)883-2331. A follow-up call to the Waterview Park business office is also recommended.

MAIL & PACKAGE DELIVERY

The U.S. Post Office is responsible for mail delivery to the housing community. As a convenience to the residents, any parcels or packages that do not fit the available mail boxes and parcel lockers will be accepted at the Waterview Park business office. We will not accept delivery of any item that must be placed inside your apartment, i.e. furniture or C.O.D. deliveries. Residents will receive the first notice from the carrier (FedEx, UPS, DHL, etc), followed by regular notification from the site staff. A valid picture ID must be presented to claim your package – no exceptions! Waterview Park is not responsible for perishable items and returns all items after reasonable attempts have been made for collection.

Outgoing mail may be placed in the dedicated box at each mail center or left at the Waterview Park business office for pick-up.

MAINTENANCE

Requests for service may be placed by phone, in person, or via email at service@waterviewparkapts.com. Requests for any security-related matters must be submitted in writing and signed, except in case of life/building safety emergencies.

You must promptly notify us of water leaks, mold, electrical problems, malfunctioning lights, broken or missing locks or latches, and other conditions that pose a hazard to property, health, or safety. Failure to do so may cause you to be liable for any damage caused by the delayed or non-reporting of such problem in your apartment/room.

We want you to enjoy your stay and we have a duty to safeguard the buildings, so please, never hesitate to request service for any problems – as insignificant as they may appear!

MAINTENANCE EMERGENCIES

Call the Waterview Park business office at (972)454-5000 and follow the prompts to report your emergency situation. After being connected to a live operator who will gather your information, a maintenance associate will be paged. The on-call technician will respond as quickly as possible to assist. When calling to report a maintenance emergency, please be as detailed as possible and leave your contact information (cell phone, home phone or if you'll be waiting in a neighbors apartment, etc). The correct contact information is critical to ensure a quick and effective response.

Emergency Calls vs. Priority Calls:

In an attempt to effectively manage after-hour's calls, Waterview Park categorizes calls into two categories: Emergencies and Priorities.

- An Emergency is defined as any breakdown or malfunction in which life, health, or property is threatened if immediate corrective action is not taken. Though it is impossible to list or predict all possible scenarios, the list below includes acceptable on-call emergencies.
- Priorities are calls that do not conform to criteria for after-hour's emergencies – in short, they are routine service calls which can wait until morning, at which time the work order will be given priority status.

After-Hours Emergencies:

The following situations are considered to be Emergencies:

- No heat or air-conditioning when outside temperatures are less than 50 degrees or higher than 80 degrees
- Electrical or gas failure of any nature
- Overflowing toilet
- Stopped up toilet if only one is available in apartment
- Water problems such as leaks, severe back-up's, or broken pipes
- Malfunction of an essential appliance (non-working refrigerator)
- No water
- No hot water when affecting more than one unit, or when exterior temperatures are below 50 degrees
- Any unsecured entry
- Malfunctioning controlled access gates
- Any threatening situation such as: fire, flood, severe weather, police action, protecting a crime scene (broken windows, locks, doors, etc)
- Bio hazards
- Lock-outs

MAVERICKS

Mavericks are student-employees who live and work in each University House community. They differ from Peer Adviser's (PA's) in that they are not University employees and they do not discipline or counsel. Mavericks are part of the management team. They are the go-to people; there each day to make life better for you.

Who is a Maverick?

- Mavericks are the go-to people at the UH communities
- Mavericks are peer leaders who plan and implement fun events and activities each month
- Mavericks know the residents and get them involved
- Mavericks get residents connected
- Mavericks work in the business office and are the link between the professional staff and residents

Their main responsibility is to make the community a fun place to live! To contact your Waterview Park Maverick team, please call the business office at (972) 454-5000 or email at mavericks@waterviewparkapts.com. They are always looking for suggestions and volunteers!

MOTORCYCLES & SCOOTERS (fuel operated)

All fuel-operated vehicles may only be parked in designated areas and must be properly registered (see page 32). Due to safety concerns, it is prohibited to store such vehicles inside the apartment, on patios/balconies, stairwells, landings, breezeways and walkways. Any of these vehicles found in or around the apartment units, beyond the designated areas, may be cited, towed and impounded at the owner's expense.

MOVE-OUT CLEANING GUIDELINES

When preparing to move, the following must be completed:

- Remove all of your belongings from the apartment, patio/balcony and storage room
- Remove all trash and dispose of properly
- Clean all exterior and interior surfaces of the kitchen appliances: including the refrigerator, stove, dishwasher, hood and microwave
- Sweep and mop all un-carpeted floors
- Vacuum all carpets
- Clean all bathrooms
- Clean and remove any shelf paper from the cabinets, drawers and shelves
- Clean all mirrors, ceiling fans and light fixtures
- Clean all window and mini-blinds
- Call to disconnect/forward phone and cable service
- Return all apartment keys, mail keys and access gate keys

-- DETAILS --

This guideline is intended to aid you in preparing for your final inspection. Some items listed below may not apply. Completion of the following items will greatly reduce the likelihood of move out charges being assessed. Should you have any additional concerns, please contact the office prior to the inspection.

KITCHEN

Thoroughly clean all appliances and cabinets. Wipe clean all countertops and sinks. Please pay special attention to the following items:

- Stove - remove debris from burners, broiler pan and underside of cook top
- Range Hood - remove grease from fan, filter and light cover
- Refrigerator - wipe clean door seals and kick plate; set temperature levels to lowest setting
- Dishwasher - wipe clean door seals, racks and outtake filter
- Microwave – wipe clean door seals, vent and interior

BATHROOMS

Thoroughly clean floors, sinks, shower/tubs and toilet fixtures. Please pay special attention to the following items:

- Medicine Cabinets - thoroughly clean the interior and the mirror
- Light Fixtures/Exhaust Fans - remove dust and wipe clean
- Faucets - remove rust and other mineral deposits

WALLS/DOORS

Remove scuffmarks, crayon, food and other debris from walls (please do not attempt to fill/patch nail holes). Door moldings and knobs should be free of dust and clean.

WINDOWS

Thoroughly wipe windows and window coverings (this includes blinds, windows and screens), removing all dust, marks and streaks. In addition, please remove dirt and debris from window tracks and locks.

CEILING FIXTURES

Dust and clean light fixtures, ceiling fans and HVAC vents (be very careful not to activate sprinkler system).

FLOORING

Please sweep and mop all vinyl and tile flooring. DO NOT USE WAX on any flooring. Clean and remove dust from baseboards throughout the apartment. Vacuum carpets thoroughly. It is not necessary to have the carpets shampooed. However, if you feel that your carpet is heavily stained and has wax/gum imbedded in the fibers, then you may want to schedule a professional carpet cleaner. Only those units that have "regular" wear-and-tear will not be assessed a carpet-cleaning fee. Special instructions may be given at the time of pre-inspection regarding additional carpet care.

PATIOS & STORAGE CLOSETS

Sweep and clean the floors. Remove cobwebs from ceilings, beams and around light fixtures. Remove all personal belongings and dispose of any hazardous waste in accordance with federal and state regulations (dial 3-1-1 for information).

RECOMMENDED PRODUCTS

- Disinfecting cleansers such as 409, Fantastik or Windex Glass & Surface work great on most surfaces (furniture, ceiling fans, baseboards, etc.)
- S.O.S. Pads will help you easily clean your oven and drip pans
- Disinfecting and Non-sudsing cleansers with the ability to cut grease, such as Top Job or Mr. Clean are perfect for the kitchen and bathroom (countertops, floors, exhaust fan, vanity, etc.)
- Ajax or Comet to scrub the sinks and bathtubs
- Windex Glass & Surface for all mirrors and doors
- For the shower tiles, you'll need soap scum and grout cleaners such as Tilex or Scrub Free
- Disinfecting toilet bowl cleaner such as Lysol Cling Free

We appreciate your cooperation and hope you have a smooth transition to your new home. If you are graduating . . . best of luck in all your future endeavors!

MOVE-OUT CHARGES (revised 11/15/2005)

KEYS

- Apartment Keys \$ 25.00 per key
- Access Keys \$ 10.00 per key
- Mailbox Keys \$ 10.00 per key

APARTMENT CLEANING

- One Bedroom \$ 55.00 \$ 36.00 partial
- Two Bedroom \$ 75.00 \$ 48.00 partial
- Four Bedroom \$ 95.00 \$ 62.00 partial

CARPET CLEANING

- One Bedroom \$ 35.00
- Two Bedroom \$ 48.00
- Four Bedroom \$ 65.00

* Stain/burn/gum/wax removal fees will be assessed by independent contracted carpet cleaning company.

CARPET REPLACEMENT

- Cost pro-rated. Life expectancy of new carpet is five (5) years.

PAINTING

- One Bedroom \$ 120.00
- Two Bedroom \$ 150.00
- Four Bedroom \$ 200.00
- Touch-up (partial wall or hole larger than ¼") \$ 25.00 per area

MISCELLANEOUS

- Trash Removal \$ 25.00 per trip to the dumpster
- Interior Door Replacement \$ 45.00
- Front Door Replacement \$ 350.00
- Window Screen \$ 40.00 large \$ 25.00 small
- Blinds \$ 25.00 - 55.00
- Window Pane \$ 50.00
- Patio Sliding Screen Door \$ 65.00
- Towel Bar \$ 5.00
- Smoke Detectors \$ 15.00 per unit
- Ceiling Fan \$ 55.00 per unit
- Washing Machine \$ 295.00
- Clothes Dryer \$ 275.00
- Microwave \$ 185.00
- Refrigerator \$ 350.00 full size \$ 200.00 studio

This list is not comprehensive and does not include all charges that may be assessed at time of move-out. Professional contract service required for repairs other than for carpet cleaning, housekeeping and painting, will be billed at cost + 10%. All common area charges will be split equally among the leaseholders.

NOISE

Excessive noise and loud music in apartments, hallways, common areas, including parking lots, **WILL NOT** be permitted at any time. This includes stereos, televisions, musical instruments, slamming doors and windows, running up and down stairs, sounding vehicle horns and yelling. You are responsible for your guest's behavior.

OCCUPANCY LIMITS

- 1 Bedroom Unit: 2 residents
- 2 Bedroom Unit: 4 residents
- 4 Bedroom Unit: 4 residents

ODOR

You will not permit any offensive odors to originate from your apartment or bedroom at any time.

OFFICE HOURS & CLOSINGS

The Waterview Park business office is open during the following hours:

- Mon – Fri: 10:00 am - 7:00 pm
- Sat: 10:00 am - 5:00 pm
- Sun: 1:00 pm - 5:00 pm

Office hours are posted at the business office. The office may occasionally be closed due to holidays, inclement weather or other circumstances. If the office is closed, a sign will be placed on the front door of the office and at all mail centers. The sign will include information as to when the office will be closed, when it will re-open, and the number to call for maintenance emergencies. For scheduled closings, we will provide a minimum of 72-hours notice prior to the date of closing.

PARKING, VEHICLE STORAGE & REPAIRS

When entering or leaving the community, you are requested to operate your vehicle at a speed not to exceed fifteen miles per hour. Observe all traffic and parking signs as the streets throughout the community are accessible to the public and emergency vehicles. All surface (street) parking is unassigned, unless otherwise specified in your lease.

Traffic and parking enforcement throughout the Waterview Park community is managed by the UTD Police Department. In compliance with the Texas Education Code 51.207 (b), The University of Texas at Dallas has procedures for enforcing State of Texas vehicle inspection laws for vehicles parking or driving on the campus of the institution. Enforcement is continuous, 24 hours a day – 7 days a week.

Waterview Park parking permits are required for all residents and are only valid for the fiscal year. Residents must provide a copy of their lease, Comet Card and insurance to obtain the permit. The permit is a flat \$30.00 for each vehicle and may be purchased at the Bursar's Office. This permit allows parking in the housing areas only - campus parking in non-residential areas is a separate permit. Housing stickers must be properly affixed on the outside lower-left corner of the rear window, behind the driver. All persons requesting Disabled Parking must register with the parking Office and purchase the equivalent green permit*.

Parking registration is a personal obligation. Parking permits are the property of UTD and issued to a specific individual – possession of the permit may not be transferred. By obtaining a parking permit, the holder agrees to abide by the rules and regulations of UTD. Housing permits are non-refundable.

*Those who have blue hanging placards are required to bring a copy of TxDOT Form D12-214 that was filed with the County tax Assessor-Collector. If the applicant has a disabled license plate, license tag receipts may be used. Applicants with temporary 6-month disability through State (red placards) are also required to bring a copy of the document filed with the County Tax Assessor – Collector. Temporary, short-term disabled parking is handled on a case-by-case basis.

Campus parking in non-residential areas is a separate permit purchase. Parking on campus (non-residential lots) without a regular campus permit is a \$30.00 offense. Parking in Waterview without a valid Waterview permit is a \$40.00 offense.

Waterview Park visitors must obtain a pass from the Information Center on University Parkway or the Police Department. Visitors include faculty, staff, and students who do not reside in the apartments.

UTD Bursar / Parking Services

P.O. Box 830688
Mail Station: MC-15
Richardson, TX 75083-0688
(lower level of the McDermott Library)
(972)883-2344
(972)883-4334 FAX

Mon – Thu: 9:30 am – 6:30 pm
Fri: 9:30 am – 5:00 pm

UTD Police Department

2601 N. Floyd Road
Mail Station: PG-11
Richardson, TX 75080
(972)883-2331
(972)883-2567 FAX

Open 24/7/365

Waterview Park, working together with the UTD Police, may regulate the time, manner, and place of parking all cars, trucks, motorcycles, bicycles and other motorized vehicles. Unauthorized or illegally parked vehicles may be towed according to state law at the owner or operator's expense, at any time, if it:

- Has accumulated three unpaid UTD violations, and the warning notice is ignored; or
- Has a flat tire or is otherwise inoperable; or
- Is on jacks, blocks or has wheel(s) missing; or
- Takes up more than one parking space; or
- Belongs to a resident or occupant who has surrendered or abandoned the apartment; or
- In a handicap space without the legally required handicap insignia; or
- Is in a space marked for office visitors, or staff; or
- Blocks another vehicle from exiting; or
- Is in a fire lane or designated "no parking" area; or
- Is on the grass, sidewalk or patio; or
- Blocks garbage trucks from access to a dumpster; or
- Has an alarm system that malfunctions and/or sounds continuously for one hour, or intermittently for a period of three hours; or
- Has no current license or registration (inspection sticker required of registered Texas vehicles), and we give you at least 10 days notice that the vehicle will be towed if not removed.

Boats, recreational vehicles, trailers, campers, commercial vehicles and trucks used for purposes other than for personal use may not remain on property except for purposes of loading and unloading. We reserve the right to permit these vehicles in designated areas.

You may not wash your vehicle or perform any mechanical repairs/maintenance while on the premises.

Waterview Park, its affiliates and employees, The University of Texas at Dallas and any authorized personnel, are not liable or assume any responsibility for any loss or damage resulting from a vehicle being impounded or booted.

PATIOS & BALCONIES

You agree to keep neat and clean all patios and balconies of the apartment, and you will not use these areas for the storage of automobile tires, firewood or other unsightly heavy items, or to dry clothes. Only outdoor furniture may be placed on any patio or balcony. Pursuant to City of Richardson Fire Code's, the use and storage of any outdoor cooking grill is prohibited on the patios/balconies. No unsecured plants are permitted on the ledges or when protruding from the railing. You should never have more than six persons on a balcony at any given time. No bicycles, motorbikes or mopeds are allowed.

PAYMENTS

Rent is due on or before the first calendar day of each month and is considered late on the 2nd. A grace period allows residents in good standing to pay rent by the second of the month without incurring late fees. Any residents who do not pay on-time as outlined above, will incur an initial late charge of \$25.00 plus a late charge of \$10.00 per day after that date, until rent is paid in full. Daily late charges will not exceed fifteen (15) days for any single month's rent. If you fail to meet your rental payment obligations under the Lease Contract, you'll be considered delinquent and all remedies under state law will be authorized. Delinquent accounts may also be referred to the University for additional penalties, up to, and including, disciplinary proceedings and enrollment/graduation holds.

The following forms of payment are accepted:

- Personal check
- Money order
- Cashier's check
- Traveler's checks
- Visa*
- Master Card*
- Discover*
- JCB Card*
- Auto debit (ACH)

*Credit card payments include a service charge.

Credit Card Options

Credit card payments may be made on a one-time basis or continued monthly. One-time payments are processed immediately (based on approval from management). Reoccurring monthly payments are automatically processed the first business day of each month. Credit card transactions include a processing fee. Call the Waterview Park business office for details.

Auto Debit Options (ACH)

Auto debit payments may be set-up to be deducted from your personal checking or savings account. These payments are continued monthly, and are automatically processed on the first business day of each month. No additional fees are charged for setting up an auto debit reoccurring payment. Call the Waterview Park business office for details.

Any checks that are returned for non-sufficient funds (NSF) or for any rejected automatic electronic draft's will not only incur the initial and daily late charges from due date until we receive payment, but

will also incur a charge of \$25.00. Management reserves the right to restrict payment methods pursuant to one's payment history (multiple NSF's, etc), without unnecessarily causing undue hardship and difficulty. After two (2) returned checks, we will no longer accept personal checks for your monthly rental payments or any other charges.

Payments may be made in-person during business hours, or after-hours by dropping off payment in the night drop located on the north side of the Waterview Park business office. To ensure timely and accurate processing of your payment, please insure any form of payment includes your name and apartment number (on actual payment method, not envelope). Cash payments can only be approved in advance by the Waterview Park Area Manager. Never deposit cash in the night drop.

All monies received from you will first be applied to any outstanding debts such as delinquent rent, late fees, NSF fees, utilities, charges for damages and repairs, etc. Any remaining monies will then be applied to the current month's rent. If any amounts are deducted to cover a balance, your current month's rent will not be considered paid in full and late fees will be assessed.

- Checks should be made payable to: Waterview Park Apartments

We understand that there may be times you will have difficulty making your housing payments. Residents with problems should immediately contact the Waterview Park Property Manager at (972)454-5000 so that an alternative payment schedule may be arranged. This should be done before your problem causes you to be late with any payment. An alternative payment arrangement is not guaranteed and does not negate the late fee charge.

PEST CONTROL

Waterview Park contracts with a nation-wide commercial vendor for pest control service. All housing facilities will receive extermination services once per quarter, with additional services scheduled as needed. Interior extermination service is offered at no-cost to the residents and can be scheduled on Monday, Tuesday, Wednesday or Friday.

In order to reduce and eliminate any pest concerns from the apartments, we must have full cooperation and ask that you prepare in advance for treatment. Any apartments that are not prepared for treatment, or refuse entry on a pre-announced service date, will be assessed a \$25.00 fine. Repeated refusal to cooperate may lead to graduated fines and referral to UTD for possible disciplinary action.

Preparations for effective pest control treatment:

- Remove all items from under kitchen and bathroom sinks – place in a temporary location off the floor and covered.
- Pick up toys or other objects that may interfere with application – place on bed or other raised surface and cover.
- It is recommended that all persons and pets vacate the premises during treatment and not re-enter the home until treated floors, carpets and rugs are thoroughly dry. Under normal conditions, this may take 1 - 3 hours (4 hours are recommended).
- Turn off aquarium air pumps and cover tanks and pumps with plastic wrap. Pumps can be restarted about 3 hours after treatment.

Following service, it is not necessary to wipe any of the cabinets/drawers/counters as the water-based products dry without leaving a residue. It is also common to see an increased amount of insect activity as the specially formulated applications disrupt nesting habits and hiding sites.

The only way we'll eliminate pests is if we all make cleanliness our number one priority! It's simple. . . maintain a clean and orderly home, dispose of your trash on a regular basis, prepare for treatment when alerted, and never wait to call in a problem.

POOL RULES

The rules and regulations listed below are for the protection and benefit of all, and to assure safe and sanitary operation of the pool and sunbathing facilities. Your cooperation in abiding by these rules will ensure a pleasant, relaxing recreational experience for all concerned. Failure to comply with the rules shall be considered sufficient cause for any action deemed necessary by us, including barring of violators from the use of the pool area. In addition to the rules listed below, please refer to the pool rules posted in the pool area of your community. Persons ages 15 years and under may use the pool only if accompanied by a parent or legal guardian.

- **SWIM AT YOUR OWN RISK.** All persons use the pool and/or pool area at their own risk. We do not assume responsibility for any accident or injury in connection with such use.
- **NO LIFEGUARD ON DUTY!**
- **NO DIVING ALLOWED!**
- **NO GLASS OF ANY KIND** is allowed in the pool area. If you are found with glass of any type, you may be fined and will be asked to leave the pool area immediately.
- Normal operating hours are posted in the pool area. The pool may be used only during normal operating hours.
- You and your guests must shower before entering the pool.
- Dressing must be done in your apartment.
- Greaseless suntan lotion must be used instead of oil-based products.
- As a general rule, each apartment will be allowed two guests at any one time if, in our opinion, there is sufficient room in the pool at the time of the request. You must accompany guests at all times. We reserve the right to limit or discontinue issuing of guest passes at our sole discretion. If you have additional guests, please contact us to obtain permission.
- The pool may be closed at any time due to broken glass, a mechanical breakdown, weather conditions, or any operational difficulty. Prior notification of pool closings may not always be possible.
- We will not be responsible for loss or damages of any personal property.
- No wheeled vehicles are permitted in the pool area at any time, except those used to assist with mobility for people with disabilities and/or physical handicaps.
- No running, pushing, wrestling, ball playing or causing undue disturbances in or around pool area.
- Pets will not be allowed in the pool area.
- Admission to anyone with a potential health concern (visible skin abrasions, inflamed eye, bandages, lack of proper swim wear, etc) may be denied.
- No intoxicated person shall be allowed at the pool. See posted rules for community specific policies on drinking alcoholic beverages at the pool.
- No abusive language will be tolerated.
- All trash, cigarette butts, matches, etc, must be put in the appropriate containers placed in and around the pool area. Please help keep the pool area clean.
- We are not responsible for loss or damages of any kind, including life or limb, or for personal property.

RENTER'S INSURANCE

You are responsible for obtaining renter's insurance for your personal belongings and to protect yourself against any liability. You understand that the insurance in place for the community does not provide coverage for your personal belongings, property damage or bodily injury. If you or your guests suffer a loss due to fire, flood, vandalism, theft, or other cause of loss, that loss will not be covered by the community's insurance.

Renter's insurance may be purchased through all major insurance companies, including State Farm, Allstate, and Farmers. Rates and coverage varies but are typically around \$100 annually for \$20,000 worth of personal protection with a \$250 deductible.

What types of losses might renter's insurance cover?

- Fire damage only or fire damage plus much more
- Your personal belongings that are damaged or stolen on the premises
- Your personal belongings when they are off the premises, such as golf clubs or a camera stolen out of your locked car
- Muggings, forged checks, or stolen credit cards
- Personal liability in case you are negligent as a tenant
- Personal liability for non-auto bodily injury claims brought by others

Proof of renter's insurance is required prior to installing a satellite dish or any other transmitter/receiver as permitted by the Satellite Dish or Antenna Lease Addendum.

REPLACEMENT POLICY (Intra-Community Transfer & Lease Transfer)

For students who wish to have someone replace them in their current bed space(s), they must complete the following protocols.

The resident who initiates the replacement process and wishes to move-out of the leased bed space(s) is referred to as the "current" resident. The resident who is moving into the previously leased bed space(s) in order to replace the "current" resident is referred to as the "future" resident.

This "future" resident can be a "current" Waterview Park resident or a UTD student who currently resides off campus.

- Future residents must qualify and meet UTD eligibility requirements.
- The future resident must pay a new deposit and application fee when they turn in the application for replacement. Deposits are non-transferable.
- Residents who currently reside in a Waterview Park unit can take part in the replacement program. In order for them to be a replacement they must find a replacement for their current lease.
- Current residents requesting a replacement must have resided in their current bed-space(s) for 45 days.
- Future resident must accompany current resident to the leasing office and fill out all required paperwork and agree to a move-out date.
- Once approval of replacement takes place, there then must be a 5-working day waiting period between the times the current resident moves out and the future resident takes possession. This time period will be utilized to provide quality maintenance in the unit and is required as part of the replacement process. No residents will be allowed to move in a unit "as-is."
- The current resident is required to pay a \$100 administrative replacement fee.
- The current resident is responsible for all related rental fees and damages until the new resident takes possession.
- If a future resident fails to take possession of the apartment, and the current resident has already moved-out of the apartment, the 60-day notice is automatically accepted from the date the original replacement application was approved by the management company. If this occurs, the current resident is now considered to be a former resident, and is required to immediately pay a lease cancellation fee equal to the 60-day notice fee in advance, along with a re-let fee equal to 85% of one month's rent.
- If a new resident moves in prior to the expiration of the 60-day notice requirement period, the former resident will be refunded an amount equal to the number of days remaining in the 60-day notice period, provided there are no other outstanding charges on their account. In any event, all re-let fees will be retained to offset costs incurred finding a replacement resident.

RESIDENT & GUEST / VISITOR BEHAVIOR

Residents are responsible for the consequences of their guests' actions. Residents and guests who, by virtue of their inappropriate behavior or conduct towards themselves or others, exhibit an inability to live in a group setting, refuse intervention, and/or are endangering themselves or others in any manner, may be asked to leave Waterview Park. Residents should inform their guests of conduct rules and accompany them at all times.

We may exclude from the apartment community guests or others who, in our judgment, have been violating the law, violating the housing lease contract or any apartment rules, or disturbing other residents, neighbors, visitors, or owner representatives. With the assistance of the UTD Police, we may also exclude from any outside area or common area a person who refuses to show photo identification or refuses to identify himself or herself as a resident, occupant, or guest of a specific resident in the community.

RESIDENTIAL LIFE

One of the primary goals of Residential Life is to assist in the personal growth and development of residents. Working toward this goal is a staff of carefully selected and trained student leaders called Peer Advisers (PA's) who live at Waterview Park. PA's are aware of particular problems and needs of first-year students and are trained to assist in these areas. Their responsibilities include acting as a resource person for academic and personal issues, programming, and mediating apartmentmate conflicts.

The PA's are supervised by Residential Life Coordinators, who are full-time professional staff, responsible for overseeing the residential life program, including student discipline.

Residential Life Office

(972)883-6391

or email at:

reslife@utdallas.edu

The University of Texas at Dallas
Residential Life
P.O. Box 830688, SU26
Richardson, TX 75083-0688

<http://www.utdallas.edu/student/sliffe/housing/freshman/index.html>

SATELLITE DISHES / ANTENNAS

For the safety of all in the community, and to maintain an orderly appearance, we do not allow any kind of outside antennas, transmitters or dishes to be installed unless approved in writing by management. If you wish to install a satellite dish, you must sign a Satellite Dish Addendum, provide proof of renter's insurance, as well as obtain a copy of installation guidelines from the management office prior to installation. You agree to pay any additional security deposit required for a satellite dish or similar apparatus. Refer to your lease contract for details regarding installation, liability, etc.

Not all apartments are directed in the optimal receiving zone for good satellite reception. Transferring to another apartment for better reception is not permitted unless the current lease has expired.

SECURITY DEVICES

No security system is fail-safe. Even the best system cannot prevent crime. Always proceed as if security systems do not exist since they are subject to malfunction, tampering and human error. The best safety measures are the ones you perform as a matter of common sense and habit.

Owner will have no duty to furnish (or to continue to furnish) alarms of any kind, security guards, or other security devices except as required by law. If Owner furnishes any security device in the Premises, Owner will have no obligation or duty to inspect, test or repair any security device unless Resident requests Owner to do so in writing. Resident must inspect the security devices upon move in, and will be given the opportunity to make comments on their condition on the "Move-In Condition Form". Owner will make needed repairs only after receiving a written request from Resident. Any and all security devices Resident installs must comply with all applicable laws, and Resident shall not change the entry locks or otherwise deny Owner access to the Premises. Resident agrees to release, indemnify and hold harmless Owner, Agent and their representatives from and against any liability (including attorney's fees), arising from or in anyway relating to the use or malfunction of any security device installed by Resident. We request that you test smoke alarms on a monthly basis.

SKATEBOARDS & IN-LINE SKATES

The safety and welfare of the campus community is our priority. Skateboards and in-line skates must be operated as a means of transportation, under control at all times. They are not permitted in any buildings. Violation of this policy may result in confiscation of the equipment and disciplinary action. Pedestrians always have the right-of-way on campus.

SMOKE DETECTORS

The smoke detectors in your apartment have been tested prior to move-in to ensure they are working properly. You are responsible for ensuring that all smoke detectors are working properly. We request that you test smoke detectors on a monthly basis. Please call us if a smoke detector starts "chirping" or if it is determined through monthly smoke alarm tests that the smoke alarm is not working properly. Waterview's preventative maintenance team will test each unit during their monthly inspection.

Do not disable smoke detectors. Disabling a smoke detector or removing working batteries is a violation of the law and may lead to fines, UTD disciplinary action, and possible early termination of the Lease.

SMOKING

The right to a smoke-free environment prevails over the right to smoke. Smoking is allowed only within the privacy of the individual unit, if all roommates agree, or 20-feet away from apartment units. Smoking is prohibited in all public areas (e.g. community centers and laundry facilities). Smokers are responsible for properly disposing all smoking materials. For fire safety reasons, use of coal, and/or leaf burning pipes/inhalers are strictly forbidden indoors, including covered areas.

SOLICITING

No advertising, recruiting, campaigning, selling, or commercial soliciting is permitted in the apartment community. If you encounter a solicitor, please inform them of this policy, then immediately notify the UTD Police. Never purchase anything from a solicitor or let anyone into your home. Distribution of housing/university-related materials by housing/university staff is allowed.

SPECIAL AGREEMENTS

The management company and the university maintain the right to designate units at its discretion for approved non-students, faculty, visiting scholars, clubs/programs or other affiliates of the University.

SPORTS FACILITIES

Five swimming pools, two sand-volleyball courts, a basketball court, children's play area, and billiards and ping-pong are available for all Waterview Park residents. Reservations are not necessary to use the facilities although a resident must always be present with any guests and must be considerate of others if there is a queue. You and all guests and occupants must comply with any written rules or policies, including instructions for care. Team sports, such as soccer, kick ball, softball, etc, are not permitted on the grounds, in parking areas/driveways or in hallways/breezeways. Glass containers are prohibited in or near pools and all other common areas. Non-marring shoes must be worn on all hard surface sports courts. Use of these facilities is at your own risk and we are not responsible for accidents, injuries or lost, stolen, damaged or misplaced items.

Sports equipment is available for check-out at the Waterview Park business office.

STUDY ENVIRONMENT

Waterview Park is committed to providing a living environment that complements and fosters the academic and intellectual development of UTD's students. Residents are expected to maintain an atmosphere conducive to studying, especially in the evenings. At all times, residents must be considerate of their neighbors' right to the quiet enjoyment of their home. Excessive noise at all hours will not be tolerated. Amplified sound in outdoor areas adjacent to residential buildings is not permitted. Residents are not to place stereo speakers in windows or otherwise amplify sound from windows to the outside.

THREATENING BEHAVIOR / VIOLENCE & ABUSE

Both direct and indirect forms of verbal and written abuse, threats, coercion, physical or verbal harassment, intimidation, violence against another person or their property, or engendering the threat/fear of physical or verbal harm are prohibited and will not be tolerated. Conduct that threatens the health and safety of any person may result in fines and possible termination of housing contract/privileges, UTD disciplinary action, and possible criminal action. You are responsible for reporting abuse to appropriate authorities.

Waterview Park and The University of Texas at Dallas are committed to creating a healthy living/learning environment, where the physical and emotional well-being of students are top priorities. If a resident has actually made an attempt to self-inflict harm upon him/herself, immediate physical assistance will be given to ensure the student's safety. In such cases, the housing management team will offer support to the University-trained staff in the either, or all, and not limited to, the following departments/officials: UTD Police, Office of Residential Life, Health & Counseling centers, and the Dean of Students. In these cases the resident's Emergency Contact person may be called. Residents involved in inflicting harm on themselves or involved in disruptive and potentially dangerous behavior could jeopardize their housing status should they refuse to cooperate with university and housing officials.

TRANSFER TO ANOTHER UNIVERSITY HOUSE COMMUNITY (outside of UTD)

You will be allowed to transfer to another University House community provided the following conditions are met:

- You must be in good standing prior to approval of transfer.
- Your apartment will be inspected for housekeeping and damages. If damages are assessed, payment will be satisfied prior to approval of transfer.
- If rent for the new apartment/bedroom is higher, we have the right to re-verify income.
- You will sign a new lease and addenda with new dates, rental amounts, etc.
- A new security deposit will have to be paid to the new community before transferring.

TRASH AREAS

All trash should be bagged and placed inside the compactor and should not be left in the apartment, breezeways, or other common areas. Please help our custodial staff by ensuring your trash is disposed of properly (completely in the dumpster). This will decrease the chance of rodents and other pests being attracted to our community. We recommend that you dispose of your household trash at minimum three times per week, and preferably daily. We have the right to impose reasonable fines for the violation of these provisions, as well as for any littering by you or your guests.

UNIVERSITY STUDENT CONDUCT CODE

All Waterview Park residents are responsible for conducting themselves in a manner that does not infringe upon the rights of others or interfere with the educational function of the University. Students are expected to know and comply with the Student Discipline and Conduct provisions of the *UTD Handbook of Operating Procedures*. These policies can be obtained from the Office of Judicial Affairs (SU1.610) or from the UTD website: <http://www.utdallas.edu/judicialaffairs>. University student conduct code violations are adjudicated through the UTD Department of Student Affairs.

Office of Student Judicial Affairs

(972)883-6333

or email at:

judicialaffairs@utdallas.edu

UTD HELPFUL NUMBERS

- New Student Programs (Orientation, Comet Camp, emerging Leader Program, UTD Success Camp) (972)883-6171
- Admissions (972)883-2270
- Bursar – Cashier (972)883-2612
- Campus Operator (972)883-2111
- Career Services & Student Employment (972)883-2943
- Center for Student Involvement (972)883-6551
- Computing Help Desk (972)883-2911
- Dean of Students (972)883-6391
- Disability Services (972)883-2098
- Financial Aid (972)883-2941
- Health Center (972)883-2747
- International Student Services (972)883-4189

- Multicultural Center (972)883-6290
- Orientation Team (972)883-6171
- Parking Decals (972)883-2344
- Police Department (on-campus) (972)883-2331
- Registrar's Office (972)883-2346
- Residential Life (Housing) (972)883-6391
- Student Development (972)883-2946
- Student Counseling Center (972)883-2575
- Student Records (972)883-2342
- UTD Bookstore (972)883-2665

UTILITIES

The Lease specifies which utilities are provided by us and included in your rent, and which utilities are your responsibility. You and your roommates will be responsible for establishing service with the utility companies which are not included with your rent. You will be billed and must pay those utilities directly to the utility companies, along with any deposits and fees. You and your roommates are jointly liable for the payment of utilities not provided by Waterview Park.

You are required to place the utilities in your name within one business day (24 hours) of moving in, or you will be in default in accordance with the terms of your lease agreement. The utilities must remain on, and in your name, until the end of your lease. You will be responsible for penalties, processing fees and damages resulting from utilities being turned off prior to the end of the lease.

VACANT BEDROOMS

Per the Lease Contract, individuals are not allowed to occupy or reside in any vacant bedrooms(s) within their apartment home. Additional rent will be charged if any vacant rooms are found to be in-use without prior written authorization. The rent charged will be the current market rent for that bedroom. It is the residents' responsibility to immediately report any vacant, un-locked bedroom(s) to the Waterview Park business office.

VENDING MACHINES

Beverage vending machines are located throughout the community, in all the clubhouses/pool areas. Should you lose money in one of the machines, please report the loss to the service provider listed on the machine and proceed to the Waterview Park business office for a refund.

VIDEO & GAME LIBRARY

Membership has its privileges! As a Waterview Park resident, you have access to check out free DVD's and video games. First time users will need to sign a Check-Out Service Agreement to be registered, and thereafter, movies and games may be checked-out at no charge during regular business hours. Games and DVD's are added monthly and suggestions are welcome. To ensure a fair rotation and availability of items, a late fee is charged for any items returned after the due date.

You are responsible for all movies or games borrowed by you or your guests while using the free check-out services provided at our community. You agree to return all movies or games in good working condition (except for reasonable wear and tear) within the designated time frame. You agree to check out these videos and games at your own risk and will not hold us liable for any possible damage to your equipment. You agree to pay the daily late fee for each day you are late in returning

the movies or games. You authorize us to charge your rental account the total amount owed, including full market value of all items not returned in good working condition (except for reasonable wear and tear).

WATERVIEW PARK HOUSING CONDUCT CODE

In addition to the University of Texas System Rules and Regulations of the Board of Regents, residents are responsible for adhering to the terms and conditions of the Lease, and policies and guidelines as outlined in the Resident Handbook. All regulations stated in this publication are subject to reasonable changes, revisions, and additions. Management representatives, University officials, and/or community members may intervene if your behavior is contrary to stated policies or your behavior is a disruption to community standards.

WINDOW TREATMENTS

To preserve the uniform appearance of the community, the following guidelines are enforced:

- All window coverings must show white when viewed from the building exterior.
- Drapes and other window coverings are permitted. They must be installed in a manner which does not alter the present appearance of Waterview Park's building exteriors. All window and door blinds visible from the exterior must be those provided and installed by Waterview Park.
- Aluminum foil or similar window covering is not permitted on windows or sliding glass doors.
- Banners and flags are prohibited.

You and your guests will be required to comply with all of the requirements set forth in this Resident Handbook as well as those listed in the Lease contract. We have a right to make changes from time to time as we deem necessary. Any changes to these rules will be effective and a part of the lease once they have been delivered to you, or posted in a public area of the community.

Version: 1.0906