Dear New Resident:

Welcome to University Student Apartments (USA)! Please contact me within twenty-four (24) hours to make an appointment for your orientation. My contact information is listed below. At your orientation session, you will receive the rest of your keys, mailbox information, and great information about living in this community! We want you to have a wonderful experience while living here.

Please take a few moments to review the orientation packet. The Condition Report provides the opportunity for you to document any pre-existing conditions in the apartment that cannot be immediately resolved by a Maintenance work order. It is your responsibility to submit this completed Condition Report to the Main Office via email (apartments@usa.utah.edu) or in person within two weeks of the move in date. The completed Condition Report will be scanned into your resident record and accessible from the Resident Portal.

I look forward to meeting you!

Thank you,

RA: ______________________________

Apt #: _____________________________

Phone # (landline): ___________________________

Email: ______________________________

Revised 5/2018
**Can I Recycle This?**

<table>
<thead>
<tr>
<th><strong>YES</strong></th>
<th><strong>NO</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Cardboard, paper, plastic bottles, and cans.</td>
<td>Plastic bags, food waste, glass, or Styrofoam™.</td>
</tr>
<tr>
<td>Clean Paper &amp; Cardboard</td>
<td>Coated Paper Containers</td>
</tr>
<tr>
<td>Empty Plastic Bottles &amp; Jugs</td>
<td>Other Plastics &amp; Styrofoam™</td>
</tr>
<tr>
<td>Empty Aluminum &amp; Steel Cans</td>
<td>All Glass, Food &amp; Yard Waste</td>
</tr>
</tbody>
</table>

**DO NOT** bag items!  
**KEEP IT CLEAN!** All items must be free of food & liquids.

Questions? Call customers service at (801) 363-8995 or visit www.acedisposal.com
Welcome!
To University Student Apartments
Medical Plaza
www.apartments.utah.edu

Main Office: Maintenance Office:
Monday – Friday Monday – Friday
8:00 AM – 4:30 PM 8:00 AM – 4:30 PM
801.581.8667 801.581.8668

Emergency Information:
- For life threatening emergencies or a crime in progress dial 911.
  - For other emergency help call Campus Police: 801.585.2677.
  - In case of poisoning call Poison Control Center: 1.800.222.1222
- Campus Alert will send notifications about snow closures, building closures, power outages, gas leaks, bomb or gun threats etc. Sign up at the CIS portal (gate.acs.utah.edu) to be contacted via email or text.
- In the event of a localized emergency (such as an apartment fire), residents should go to the parking area to the east of the Medical Towers. In the event of a large scale emergency (such as an earthquake) residents should go to the designated Emergency Assembly Point (EAP).
  - Medical Towers EAP: Stilwell Field in Fort Douglas
- A 72 Hour Emergency Kit is recommended. For more information on emergency preparedness see: www.ready.gov.

What to do if you get locked out:

Monday – Friday from 8:00 AM to 4:30 PM:
1. Go to the Maintenance Office and borrow a key to unlock your apartment door. You must return the key within 24 hours. No cost.
2. Call Maintenance (801.581.8668) to come to your apartment and unlock your apartment door. Your rental account will be billed $3.00.

4:30 PM – 8:00 AM/Weekends/Holidays:
1. Call Campus Police (801.585.2677) to come unlock your apartment door. Your rental account will be billed $6.00.

Your RA does not have any extra apartment or mailbox keys.
Apartment key copies can be made at the Maintenance Office for $3.00.

What to do if you have a Maintenance problem:
Submit a maintenance work order through the Resident Portal under “Maintenance Request.” Or during business hours, you may call 801.581.8668 to report maintenance problems.

For urgent maintenance issues from 4:30 PM – 8:00 AM or on Weekends/Holidays, call the Maintenance Office night pager at 801.339.0304. Urgent maintenance issues may include power outages, gas leaks or odors, broken pipes, lack of heat, roof leaks, and other conditions that may endanger life or health, or cause property damage.

What to do for other problems:
For telephone/internet problems call Campus IT Help Desk at 801.581.4000.
For cable TV problems call Comcast (616 East 400 South, SLC 84102) at 1.800.266.2278. For elevator repairs call 801.581.7221
These policies are a brief review of some of the policies in your Rental Agreement, a legally binding document. Please review the complete Resident Handbook at apartments.utah.edu/resident-handbook/index.php.

**Apartment Maintenance Information**
- Fire extinguishers are available on every floor. Removal of an extinguisher will trigger the fire alarm.
- Do not hang anything on fire sprinklers.
- Do not tamper with or remove smoke detectors.
- Storage lockers located in the basement, lockers are assigned and keyed to each apartment.
- Trash must be placed in garbage chute. No boxes are allowed down the garbage chute.
- Blue recycling dumpsters are located outside the basement door.
- Holes may not be made in any drywall due to Asbestos.

**Stoves/Oven**
- Do not apply paper, foil, wallpaper or any combustible material to walls, stove, or refrigerator within a four foot area of any burner. Keep areas around burners clear of any items that could catch fire. Make sure all burners and oven are turned off when not in use. Regularly clean all around drip pans and inside the oven.

**Cooking Oil/Grease**
- Use cooking oil with care, it could start a kitchen fire. Do not extinguish oil fires with water!
- Do not pour grease of any kind into the garbage disposal, sink drains, toilets or tubs. Put used cooking oil and grease in containers and dispose of in dumpster.

**Disposals**
- Disposals are located in the sink, with power switch on the wall. Run cold water before, during and after operating the disposal. Do not put any food waste down the disposal.

**Bathroom**
- Toilets are for human waste and toilet paper only. Do not flush any other items down the toilet, including feminine napkins, flushable wipes, diapers, paper towels, grease, newspaper etc.
- Do not remove the tub drain stoppers. You must hang a shower curtain to use the shower, position curtain so water drains into the tub. DO NOT change or make any additions to kitchen or bathroom plumbing.

**Air Conditioning/Heating**
- Do not block vents or air returns in your apartment. Thermostat controls both air conditioning and heating. Heating should be set between 68F and 72F, cooling between 72F and 76F.

**Apartment Living Policies**
- **Smoking**: No smoking allowed in apartments, stairwells, rooftop or common areas.
- **Roommates**: All roommates must meet USA eligibility requirements and apply at the Main Office.
- **Apartment Living**: If issues arise, residents agree to approach their neighbors and work together to find a solution. Residents must be courteous and respectful of their neighbors at all times.
- **Quiet Hours**: Quiet Hours are from 10:00 PM to 7:00 AM to insure a quality experience for all residents.
- **Bicycles & Property Registration**: All bicycles and other personal property that is stored outside an apartment must be registered with USA. E-mail propertypermits@usa.utah.edu to request permits.
- **Storage**: Stairwells, hallways and common areas cannot be used for storing personal items.
- **Apartment and Stairwell Doors**: Must not be propped open.
- **Pets & Animals**: No pets or animals may be kept, fed or sheltered on USA property, except fish.
- **Visitors/Guests**: Guests are allowed to visit for 2 weeks without prior permission from the Main Office.
- **Renter’s Insurance**: It is strongly recommended that residents purchase and maintain “renter’s” insurance that provides coverage for personal liability and personal property.
- **Package Delivery**: Pick up packages at the Heritage Center driver cannot deliver, residents must show proof of identity when picking up packages.

**Laundry Room**
- No washers or dryers allowed in any apartment.
- Laundry hours are 7 AM to 10 PM.
- Promptly remove clothes when load is finished.
- Clean the machines and filters after each use. Call 1.800.622.4729 for problems with washers and dryers.
University Student Apartment (USA) Programs

Resident Life Team
The USA Resident Life Team consists of three Coordinators for Programs, Community Club and Gardens, 15 Resident Assistants and 4 elected Resident Council members.
Monthly large scale programming for all residents
Garden plot management and social programming
For ongoing events, locate the Events Calendar at apartments.utah.edu/events

Resident Assistants are hired by USA for 1-2 year terms (March/April hiring) and are responsible for:
Apartment inspections and resident orientations
Informing residents about USA policies
Monthly court activities and newsletters
Weekly distributions to your door of community information and resources, maintenance information, and campus resources

Community Club
Most Fridays from 10 AM - Noon
West Community Center
Free social and educational activities for all residents and their families.
Holiday celebrations, fitness classes, crafts, children’s activities and much more!
Email: communityclub@usa.utah.edu
Facebook: USA Community Club

Resident Council is elected by residents for a 1 year term (March elections) and is responsible for:
Representing resident concerns to administration
Supporting social and educational activity for all apartments
Collaborating with Resident Life staff to enhance community
Email: usarescouncil@gmail.com
Facebook: University Student Apartments Residents

Other Resources
Community Centers in both villages are available for residents to use free of charge. Reservations must be made at the Main Office by Friday at 3 PM for the next week.

UKids East Village: Full and part-time child care for children 6 weeks to 5 years old in the East Community Center. Find more information at: eastvillage.childcare.utah.edu/

Head Start Preschool: Federally funded half day preschool for 4 year olds in the West Community Center. Phone: 801.972.2337.

Center for Child Care and Family Resources: 801.585.5897/childcare.utah.edu
University of Utah International Center: 410 Union/801.581.8876/ic.utah.edu
Student Life Center: 801.581.3797/studentlifecenter.utah.edu

Commuter Services: for all parking questions. 101 Annex/801.581.6415 commuterservices.utah.edu/
The purpose of this guide is to provide general guidelines that will help you create and maintain a safe living environment. This guide is not a substitute for existing departmental or University policies, procedures or regulations. It is an additional resource to help you live safely at Medical Towers.

Building Address
For general reference, reporting problems or requesting service during emergencies, the following building information is important:

<table>
<thead>
<tr>
<th>Building Name:</th>
<th>Medical Plaza North or Medical Plaza South</th>
</tr>
</thead>
<tbody>
<tr>
<td>Building Number:</td>
<td>701 or 702</td>
</tr>
<tr>
<td>Building Address:</td>
<td>60 South 2030 East or 90 South 2030 East</td>
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For repairs or maintenance contact: University Student Apartments Maintenance – 801.581.8667

LIFE SAFETY FEATURES

Fire Alarm System
The fire alarm system is one of the most important life safety systems in the building. The smoke detectors located in the corridors and common areas are linked to a panel in the building that communicates with a monitoring station at University Police Dispatch. When these smoke detectors or the fire sprinkler system is activated, they trigger the audible and visual notification lights throughout the entire building. This alarm signal notifies University Police Dispatch that a response from Salt Lake City Fire is required.

In each apartment there are local smoke detectors that will activate when smoke is detected within an apartment. These smoke detectors notify the residents in the apartment but will not notify the University Police or Salt Lake City Fire. Should there be a need to notify the fire department when local apartment smoke detectors are activated, pull the fire alarm pull station located in the corridor by the north or south stairwell as you exit from the building. All residents should evacuate the building and then call 911.

Residents who tamper with or remove smoke detectors, fire sprinklers or fire extinguishers will be charged for repairs or replacement and may be dismissed from the University.

Fire Suppression
The automatic sprinkler system will provide adequate water flow to extinguish even large fires and has been designed to limit water flow to only the areas directly impacted by fire.

Hand-held fire extinguishers are located in the corridor on each floor. Residents are not expected to fight fires, especially if not trained in the proper use of a fire extinguisher. Please report any discharged or missing fire extinguishers to the USA Maintenance Office at 801-581-8668 immediately so they can be recharged or replaced.

Evacuation Procedures
All building residents located on a floor where the fire alarm is sounding are required to leave the building. Two exits are located on each floor, marked by overhead, illuminated EXIT signs. If you are unable to use the stairs, stay in the exterior stairwell landings on each floor, and emergency personnel will check these locations and assist with evacuation.

Elevators should not be used in the event of a fire or emergency.

When an alarm sounds, shut off your stove and communicate the need to evacuate to everyone as you leave the building.

Once outside the building, evacuate to the parking areas east of the building. Stay clear of fire lanes on the west side of the parking lot.

In the event of an earthquake or other large scale disaster, evacuate to Stilwell Field on Fort Douglas Boulevard. This is the designated Emergency Assembly Point (EAP) for Buildings 701 and 702.

Make contact with other residents and USA staff to account for all building residents and report any unaccounted for residents to responding agencies.

Remain in the evacuation location until emergency responders indicate it is safe to return to the building.

Individuals who may require assistance in an evacuation should provide this information on your Emergency Card at USA Main Office.

Elevator Emergency Call Button
There is a yellow call button on the control panel in the elevators to contact University Police should the elevator fail to operate properly.

Storage
Storage of any kind is not allowed in common areas, corridors, or stairwells.

Building Access
The Medical Towers doors are locked at all times for the safety of residents. Exterior doors to the building should not be blocked open.

For additional information regarding fire and life safety features or programs for your building, please contact:

Environmental Health and Safety
801.581.6690

Revised 6/2012
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801.581.6590

Revised 6/2012
Emergency Numbers
For life threatening emergencies or a crime in progress call 911.
For any other emergencies call Campus Police: 801.585.COPS (2677).
Poison Control Center: 1.800.222.1222

Dentists & Doctors
Call the Student Health Center: 801.581.6431

U.S. Post Office
- 2255 Sunnyside Ave (at Arapeen Dr. & Sunnyside, just east of East Village)
- Campus Store

City Libraries
Anderson-Foothill Branch
1135 South 2100 East
Main Branch
400 South 210 East

Public Parks
Salt Lake has many beautiful public parks to enjoy. slcgov.com/cityparks

Banking
University of Utah Credit Union
University Campus Store: 801.584.1050
ucreditu.com

America First Credit Union
455 East 500 South: 1.800.999.3961
americafirst.com

Key Bank
290 South 1300 East: 1.800.539.2968
key.com

Wells Fargo
235 South 1300 East: 801.582.1235
wellfargo.com

Chase Bank
376 East 400 South: 801.239.1801
chase.com

U.S. Bank
475 East 200 South: 801.537.6785
usbank.com

Zions Bank
701 East 400 South: 801.524.4971
zionsbank.com

Transportation
Campus Shuttle makes stops through or near all locations of University Student Apartments. It is free! For a live shuttle tracker visit uofubus.com.

Utah Transit Authority (UTA) bus and train routes run around campus and the entire Salt Lake Valley. University students, faculty and staff ride UTA for free using their UCard.

Route & schedule information: rideuta.com

U Car Share: Rent cars and trucks on campus for a low hourly rate plus mileage.
parking.utah.edu/transportation/ucarshare.html

Dept. of Motor Vehicles: dmv.utah.gov
Utah Driver License: publicsafety.utah.gov/dld

Ute Cab:
801.359.7788/utecabco.com
Yellow Cab:
801.521.2100/yellowcabutah.com

Shopping Centers
Foothill Village: 1300 South Foothill Drive
The Gateway Mall: 90 South 400 West
Trolley Square: 500 South 602 East
Sugarhouse: 2100 South 1200 East

Groceries
Smiths Marketplace: 455 South 500 East
Smiths Grocery: 873 East 800 South
Dan’s Foods: 1360 South Foothill Drive
Oriental Food Market: 667 South 700 East
Whole Foods: 544 South 700 East
Wal-Mart Supercenter: 1300 South 300 West/2705 Parleys Terrace
Target: 1110 South 300 West
Great China Market: 722 South State Street
India Unlimited: 1615 South Foothill Drive
Harmon’s: 135 East 100 South
Global Supermarket: 1160 South Main Street
All Africa Grocery Store: 1878 S Redwood Rd
Southeast Supermarket: 422 East 900 South