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, property permits, 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?

YES
- Cardboard, paper, plastic bottles, and cans.
- Clean Paper & Cardboard
- Empty Plastic Bottles & Jugs
- Empty Aluminum & Steel Cans

NO
- Plastic bags, food waste, glass, or Styrofoam™
- Coated Paper Containers
- Other Plastics & Styrofoam™
- All Glass, Food & Yard Waste

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

Questions? Call customers service at (801) 363-9995 or visit www.acedisposal.com
Welcome!
to University Student Apartments
University Village
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 through the CIS portal (gate.acs.utah.edu) to be contacted via email and text message.
- In the event of a localized emergency (such as an apartment fire), residents should go to the center of the court or playground area at least 50 feet from the building. In the event of a large scale emergency (such as an earthquake) residents should go to the designated Emergency Assembly Point (EAP).
  - West Village EAPs: Parking lot on the north side of the West Village and south of 600 court
  - East Village EAPs: Parking lot on the north of the 1200 court and south of 1500 court
- A 72 Hour Emergency Kit is recommended. For information on emergency preparedness: 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, rook 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.
This is a brief review of some policies in your Rental Agreement, a legally binding document. Please review the Resident Handbook at [apartments.utah.edu/resident-handbook/index.php](http://apartments.utah.edu/resident-handbook/index.php).

**Apartment Maintenance Information**
- Reference the Resident Handbook **Fire Safety** section to locate your nearest fire extinguisher.
- One 110 volt dryer is allowed per apartment (Cedar West & East Courts). Contact Maintenance before installing. No dryers allowed in Aspen Courts.
- Batteries for smoke detectors are available for no charge at the Maintenance Office.
- No holes may be made in any dry wall in Aspen units due to Asbestos.

**Cooking Appliances & Cooking Oil**
- 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.
- 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.

**Air Conditioning/Heating**
- Do not place furnishings within 6 inches of baseboard heaters in Aspen Court apartments.
- Do not block vents or air returns in Cedar West & East Courts, Medical Plaza and Fort Douglas.
- Thermostat controls air conditioning and heating. Heating should be set between 68F and 72F, cooling between 72F and 76F.

**Bathroom**
- 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.
- 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, or grease.

**Apartment Living Policies**
- **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** are from 10:00 PM to 7:00 AM to insure a quality experience for all residents.
- **Child Supervision:** Children of all ages must be directly supervised by an adult at all times.
- **Bicycles & Property Registration:** All bicycles, strollers, and other personal property that is stored outside an apartment must be registered with USA. E-mail propertypermits@usa.utah.edu to request permits.
- **Pets & Animals:** No pets or animals may be kept, fed or sheltered on USA property, except fish.
- **Smoking:** No smoking allowed in apartments, common areas, or within the courtyard.
- **Driving on Sidewalks:** No vehicles in the court for any reason.
- **Visitors/Guests:** Guests that are not family are allowed to visit for 2 weeks. If they are staying longer, prior permission from the Main Office is needed.
- **Renter’s Insurance:** It is strongly recommended that residents purchase and maintain “renter's” insurance that provides coverage for personal liability and personal property.
- **Court Cart:** Court Carts are to be used only for light items, and kept in the assigned court.

**Laundry Room**
- Laundry hours are 7 AM to 10 PM.
- Keep the laundry room door closed and locked to prevent theft.
- Promptly remove clothes when load is finished. Also, clean the machines and filters after each use.
- Call 1.800.622.4729 for problems with washers and dryers.
- Ice melt and snow shovels available for resident use are stored in Laundry Rooms.
- Smart card add value station in the Main Office foyer (open 24 hours).
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/
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