

Introduction

The University of New Mexico welcomes you to your new home. We hope that your stay will be comfortable and enjoyable. We are very glad to have you here as you pursue your education.

The information on the following pages is presented to explain the details, policies and procedures currently in effect. It is our intent to provide adequate housing to students and their families on a self-supporting basis in an atmosphere conducive to growth and learning. Your cooperation will help us to achieve these goals.

Student Family Housing (SFH) Staff

We are very proud to have assembled a staff of talented and committed students and professionals to develop and maintain a great residential environment for you.

Community Resident Advisors (CRA) are typically the staff members you will get to know best. Known as “CRAs,” they are student staff members who live in each Student Family Housing quadrant. They have specific community development, programming and administrative responsibilities, but they probably can be best thought of as outstanding resources for you. They are experienced students who have been selected for their skills and have been trained to be an important link between you and the things you will experience as a resident. Make time to get to know your CRA; they are here to help you and to provide a unique living experience.

Coordinator trains and directly supervises the CRAs and has overall responsibility for Student Family Housing. Responsibilities include developing a Student Family Housing community, working with residents on issues and concerns, monitoring and enforcing Community Standards (as necessary), working with custodial and maintenance staff to provide a quality physical environment, planning and presenting a variety of programs, and a wide range of administrative functions.

Office Staff are student staff members who operate the Student Family Housing Office. They are responsible for greeting visitors, submitting maintenance work orders, checking out spare keys and general administrative duties.

Maintenance Staff are skilled staff, including painters, carpenters and electricians that work in all buildings as required. Their work hours are Monday-Friday 8:30 a.m. to 4:30 p.m. Staff wear uniforms and display picture identification cards identifying them as employees.

Student Security Aide Staff are student staff members who are on duty during the evenings and weekends. They patrol Student Family Housing grounds and parking areas on foot. They make sure that facility gates are locked, report issues to the CRA on Duty, the Coordinator or Police. Student Safety and Security Staff will wear uniforms and display an official Student Safety and Security badge.

Phone Numbers

Main Residence Hall Contacts

Student Family Housing 277-4265

Student Family Housing Student Security 277-4265 (after office hours)

Residence Life and Student Housing Customer Center 277-2606

Other Important Phone Numbers

University Police 277-2241

Dean of Students Office 277-3361

Student Health Center 277-3136

University Operator 277-0111

COMMUNITY STANDARDS

By choosing to live in Student Family Housing, you elect to reside in an academic community. As a member of this community, you have rights as a resident and as a student. Please recognize as well that other members of this community have these same rights, and that your rights should not infringe upon those of another. It is important to learn to compromise with others in order to maintain an environment in which all members of the community may grow as individuals and pursue learning as a cornerstone of the campus residential experience. Community Standards are established to assist in shaping this environment, to protect your rights, and define your responsibilities to others. You are expected to abide by local, state and federal laws, the Student Code of Conduct, as well as by these Community Standards. Responsibility for a violation of a Community Standard is based on whether it is *more probable than not* that the violation occurred, as concluded by a reasonable interpretation of available facts and relevant information. You may be referred to the Dean of Student's Office for alleged violations of the Student Code of Conduct, repeated violations of the Community Standards or for not completing sanctions resulting from a finding of responsibility. For more information on the SFH Community Standards contact the SFH Office at 505-277-4265 or for questions about the Student Code of Conduct, contact the Dean of Students Office at 505-277-3361.

Rules, Regulations, and Information Pertaining To Student Family Housing

ABSENCES

Licensee/Resident is asked to inform the Student Family Housing Office of any anticipated extended absence in excess of seven (7) days. During any absence of resident in excess of seven (7) days, SFH staff may enter the apartment if necessary

(i.e., welfare check). If licensee/resident abandons the premises, UNM shall be entitled to take immediate possession. UNM shall, in such cases, be responsible for the removal and storage of the personal property for such periods as are provided by law. Upon abandonment, UNM may make reasonable efforts to rent the premises at a fair rent. If UNM rents the premises for a term beginning prior to the expiration of the license agreement it is deemed to be terminated as of the date the new tenancy begins.

ACTIVITY ROOM

This program space is reserved for Student Family Housing-sponsored events. It also houses the SFH Community Library, which residents and their families can visit when the office is open.

ADDITIONAL APPLIANCES

Normal small electrical appliances are approved for use in Student Family Housing. Large appliances are not permitted. Residents are not to operate washing machines, dishwashers, dryers, freezers, electric heaters, electric air-conditioners and other heavy-duty appliances. No electrical circuits, gas outlets or faucet adapters may be added or installed.

ALCOHOL

Residents and their guests that are of legal age (21 years old) are allowed to have alcohol ***within their apartment and within the enclosed patio area of their apartment ONLY***. All SFH Residents are responsible for their guests' behavior at all times.

This usage is with the understanding that there shall not be disturbance to the neighboring community (i.e. noise, large parties, violation of quiet hours, etc.) or failure to comply with SFH staff or UNMPD. Residents are asked to properly dispose of empty bottles and/or cans.

Alcohol/open containers are not allowed in the common areas of the SFH Complex. This includes, but is not limited to: courtyards, breezeways, laundry rooms, parking lots, playground/picnic area, basketball court, sand volleyball court, large grass play field and community gardens.

Residents not abiding by this policy shall be subject to sanctions (including eviction) and possible referral to the Dean of Students Office for Student Code of Conduct violations.

ALTERATIONS

All alterations are strictly prohibited. Additional locks, fixtures, electrical wiring, outside antennas for radio or television, decals or transfer pictures, awnings, or window guards other than those not installed by SFH will not be permitted. See related sections on Satellite Dishes and Asbestos. Additional shelving added by the residents should be

freestanding and not attached to the walls or closet walls. Clothes lines are not permitted on the patio or anywhere else.

ANIMALS

The keeping of dogs, cats, rabbits, gerbils, ferrets, rats, snakes, guinea pigs, hamsters and other animals of any kind on the premises, or the feeding or harboring of such animals is strictly forbidden. **Failure to comply with this regulation can result in termination of your rental agreement.** Canaries, parakeets, and fish in 10 gallon tanks or smaller are allowed under this regulation.

ASBESTOS

In 2000, UNM Environmental Affairs conducted a study to detect asbestos. Asbestos was found in the following:

12"x12" Gray Floor Tile – 10% asbestos

Black Floor Tile Mastic (the glue that holds down the floor tile) – 5% asbestos

Acoustical Ceiling Material (white popcorn ceiling) – 5% asbestos

Tape Bed Mud (putty type substance between sheets of drywall) – 3% asbestos

Every effort should be made by the resident to not penetrate or expose these areas.

BALCONIES

You are responsible for the balcony/patio area of your apartment. Please keep this area neat and try to limit storage in this area. Balconies that are deemed to have large amounts of items or safety hazards (blocking of the door or fire hazards) will be asked to remove these items. Failure to do so could result in sanctions, up to and including eviction.

BARBECUE GRILLS

You are allowed to have barbecue grills on patios that DO NOT have a covering/roof. If you have a covered patio, you are asked to use grills away from the building and any sort of porch covering.

BICYCLES

Bicycles can be parked in the bike corrals located proximate to each cluster of apartments. Please inquire at the SFH Office for a key to this corral. It is recommended that you secure your bike in the corral with a lock. All bikes must be removed when vacating SFH. Any bikes abandoned by residents will be removed by staff and surrendered to UNM Police Department.

BULLETIN BOARDS

Bulletin boards are located in the building breezeways and laundry rooms of Student Family Housing. The laundry room bulletin boards are available to residents for posting notices of household items for sale, babysitting services, etc., and are intended for both individual notices and notices from the SFH Staff. Notices will be removed as necessary by SFH Staff.

CABLE/SATELLITE TV

Cable TV is provided by an outside vendor. Only the outlet(s) provided are permitted. Resident may not install additional outlets and outside antennas/aerials are not permitted. Free-standing satellite dishes are allowed as long as they are not attached to walls or roofs. ***This section will be updated upon installation of satellite for all residents.*

CAR REPAIR

Auto repairs in Student Family Housing parking lots are not permitted except for emergency situations. Minor repair is permitted only in the south-central parking lot (Visitors' Lot). Cars are never to be left in an unsafe situation (e.g., on blocks, etc.). Abandoned vehicles and vehicles that are not in working order are not allowed

CAR WASHING

Washing cars is restricted to the south-central parking lot, where a water spigot is located at the east end. Do not wash cars on the lawns or in the service area. Residents are reminded that certain soaps are harmful to plant life and therefore, should not be dumped on or near plant life. Water to this area will be shut off during the winter months.

CHANGES

Changes or additions to "SFH Community Living Guide" may be made as deemed necessary by Residence Life and Student Housing. Any such changes will be publicized prior to implementation and will be posted on SFH bulletin boards and in emails to residents.

CHILD CARE

Residents are not allowed to run child day care businesses out of their apartments.

The following information has been provided by the New Mexico Health and Social Services Department: *Under state law, anyone who knows or reasonably suspects that a child is being abused or neglected, must report that immediately to local law enforcement for investigation and follow-up action, including possible removal of the child from the home and further court determinations. A child is neglected if left without proper adult care and supervision necessary for the child's well-being. A "child" is a person under 18 years of age.*

CIVILITY

We define civility as being respectful in all your relationships by respecting the dignity, value and worth of all persons. You may not physically, verbally, mentally, psychologically or sexually abuse any member of our community, or participate in or condone any form of bigotry, harassment, intimidation or threat, whether verbal, written, physical or psychological, direct or implied. This standard applies equally to residents, staff and guests.

CLEANLINESS

Your apartment is to be kept clean and orderly. You are responsible for cleaning up after yourself and are required to remove your apartment trash to the designated trash area outside the building (please use the dumpster located closest to your apartment). Clean is defined as free from dirt, stains, contaminants, impurities, blood-borne pathogens and food waste that may present a safety hazard or that may attract pests.

COMPLIANCE

You are expected to comply with the Student Code of Conduct, all Community Standards, policies and procedures, and respond to reasonable requests of any Residence Life and Student Housing staff member acting in the performance of her/his duties, including presenting proper identification such as a Lobo Card or student ID number upon request.

COOKING

Residents are asked to cook smart and cook safe. Always make sure that you do not leave cooking food unattended. You are encouraged to make sure that there is proper ventilation when cooking produces smoke or steam. NEVER cover your stove tops/sides with aluminum foil—this is considered a fire hazard, as collected grease has the potential to smoke and ignite. Please use exhaust fans when cooking produces smoke or steam. Regularly clean the exhaust fan filter and notify the SFH Office if your exhaust fan is not working properly.

CURFEW

The curfew for children at Student Family Housing is 9:00pm. They are expected to be inside their apartments after this hour. The 9:00pm curfew also applies to adults playing basketball, volleyball, etc. However, residents may walk or sit outside as long as they are quiet. If there are children walking with their parents after the curfew hour, they are not to play on playground equipment, make noise, or run astray.

DAMAGES

Residence Life and Student Housing (including Student Family Housing) is a non-profit enterprise. Rental rates are set at a level that cover expenses and do not include a “damages factor”. For this reason, we are assertive about recovering damages that occur in and around Student Family Housing. Residents will be held accountable for all damages and breakage beyond normal wear and tear, which occur during occupancy, and will be charged for repair and replacement of the items involved.

DISTURBANCES

As residents of Student Family Housing, you have an extended obligation to also control and be held accountable for the activities of your children and guests. The activities in your apartment should not disturb or annoy your neighbors. When you use televisions, stereos or other instruments, they must always be controlled so as not to disturb other residents. Particular attention should be given to operating all kinds of sound creating equipment, especially at night after 9:00pm and in the early morning hours before 8:00am. Please observe courtesy hours during the day and normal quiet hours during

evening and nighttime hours. Domestic disturbances, which disrupt the community, will be addressed on a case-by-case basis, but in general are not tolerated. If such disturbances require police intervention, Student Family Housing's Administration will be compelled to follow-up on the situation and notify residents that disruptions to the community living environment is considered very serious and could be grounds for cancellation of the license agreement.

DRUGS & PARAPHERNALIA

You may not possess, use, manufacture, sell or otherwise distribute any illegal drug or controlled substance in or around Student Family Housing. Possession of a drug includes being under its influence. You may not use any prescribed drug in a manner that is inconsistent with the prescription, nor may you distribute your prescribed drug to others.

Possession of drug paraphernalia is also prohibited. Violation of this standard will subject you to eviction from Student Family Housing and referral to the Dean of Students for further University action.

Drug Paraphernalia is not permitted in Student Family Housing including, but not limited to bongos, pipes, hookahs, water pipes, or any items modified or adapted so that they can be used to consume drugs.

Drug possession may include:

- the physical presence of drugs in your assigned Student Family Housing unit (including porches, patios, balconies)
- holding or transporting drugs on University premises
- your presence in any apartment or area on University premises where illegal drugs are present
- purchasing or procuring drugs and subsequently selling, giving or furnishing drugs to another person in and around your Student Family Housing unit
- being under the influence of drugs is considered to be in "possession"
- physical presence of drug paraphernalia with or without drug residue on you, your guest or belongings or in your assigned Student Family Housing unit
- growing or making drugs
- odor or scent of marijuana
- seeds

EARTHQUAKES

In the unlikely case of an earthquake, you are advised to stay indoors. Inside, take cover under sturdy furniture or brace yourself in a doorway and stay near the center of the building, away from glass, windows and doors.

ELIGIBILITY

Since the major purpose of Student Family Housing is to provide housing to UNM students and their families, the resident of record must maintain their eligibility throughout their occupancy.

Qualifications To qualify for Student Family Housing, there must be at least one registered UNM student in the apartment unit (which includes graduate students and post doc students). This is considered the person of record (the Licensee).

Eligible occupants/roommates include:

- Married couples with/without children
- Single parents with children
- Domestic partners
- Dependent Family members
- Same or differently gendered UNM Graduate Students
- Approved exceptions by Director of Residence Life and Student Housing or designee

SFH Licensees must list all family members and approved roommate(s) names on the signed License Agreement. Licensees with approved roommate(s) are considered the responsible party. As the responsible party, SFH Licensees are legally bound to collect rent from all roommates and pay monthly rental payments. Approved roommates may be family members and/or other UNM students.

Occupancy Limits The same occupancy limits must be observed in each apartment for safety and hygiene needs. (See *Total Occupancy per Unit* for more information.)

<u>Apartment Size</u>	<u>Maximum Total Residents</u>
One Bedroom	Three (3)
Two Bedrooms	Five (5)
Three Bedrooms	Seven (7)

Length of Occupancy No student may live in Student Family Housing for more than six years, except in the case of extraordinary circumstances and upon prior written approval of UNM and Director of Residence Life and Student Housing or designee.

Summer SFH Licensees may remain in Student Family Housing during the summer without enrolling. All licensees must complete the summer renewal/extension form and will be charged accordingly.

Course Load Requirement The course load requirement may be waived in certain circumstances, for example, for a student in their last semester that needs fewer than six (6) hours to complete their studies, or graduate students working on a thesis/dissertation. Residents seeking a waiver should contact the Coordinator of

Student Family Housing. Periodically, residents may be required to submit evidence of eligibility to remain in Student Family Housing.

Graduating Residents Graduating residents must give the required written thirty (30) day notice to vacate and must vacate within 30 days after graduating. Proof of graduation must also be presented at Student Family Housing Office.

ENTRY INTO APARTMENT

Authorized UNM personnel may enter and inspect apartments at any time to verify the condition of the apartment, to verify occupancy, to perform routine or emergency maintenance, to clean vacated apartments, to enforce safety, health and UNM Policies, or during an emergency. Authorized personnel will be identifiable by uniform or University-issued badge or if they are an outside vendor/contractor, they will be escorted by UNM Maintenance Staff. Whenever possible, prior notification of entry will be given, but is not required. In the event that Student refuses entry by authorized personnel or otherwise hinders access to an apartment, Student may be held liable for any resulting damage.

EXPLOSIVES

You may not make, possess, or threaten to make or use a bomb, explosive, incendiary device or fireworks. If you are found in violation, you will be evicted.

FIRE SAFETY

We expect you to practice effective fire safety at all times by exercising prudent judgment and following fire safety guidelines established or revised for Student Family Housing. Please seek clarification from an SFH staff member if these guidelines are unclear.

You must evacuate the apartment immediately when a building alarm sounds and must at all times follow established evacuation procedures:

- All residents/guests are required to exit the building.
- Leave apartment as quickly as possible and proceed to designated exit.
- Lock your door and take your key with you.
- Once you are outside of the building move at least 100 feet away from the building to your designated safe area and stay until a signal to return is given by an SFH staff member or police or fire personnel.
- Stay clear of fire lanes and hydrants.
- Do not remove or alter electrical fixtures or hardware.

We expect you not to do or condone anything that damages, misuses or interferes with the ready and proper operation of any fire safety equipment or signs. This includes, but is not limited to, detectors, extinguishers, horns, pull stations, exit signs and the like. You will not activate a false fire alarm or make any false report that may cause building evacuation (e.g., bomb threat), and understand that if you do (or in any way participate in such an action), you will be subject to a monetary fine and eviction from Student Family Housing, as well as possible suspension or expulsion from the University and criminal prosecution.

Follow these Fire Safety guidelines:

- Use UL approved electric cords and products and follow manufacturer directions.
- Assure that equipment or electrical appliances you use in the building are in excellent working condition at all times.
- Do not overload any electrical outlets; only power strips with surge protective/circuit breakers are permitted.
- Do not decorate ceilings with hangings or other flammable items (including holiday decorations), nor in a manner that could contribute to fire spread, including not hanging or attaching anything to or on any lamp or light fixture.
- Do not obstruct or tamper with smoke or heat detectors, room doors, or windows.
- Do not burn or possess candles, incense, kerosene lamps, lighter fluid, propane or charcoal in the apartment or under covered patios.
- Do not have materials hazardous to the health and safety of residents in Student Family Housing including, but not limited to: chemicals, gasoline, kerosene, charcoal, lighter fluid and containers which have been used for storing gasoline.
- Halogen lamps are strictly prohibited in Student Family Housing as they are a fire hazard.

FLOOR CARE

Floors are inlaid vinyl tiles. Heavy items of furniture must be placed on floor cups to avoid depressions in the tile. Damaged and broken floor tiles that were not documented when resident moves in will be assessed. If the resident wishes to lay carpet in the apartment, it may only be installed with carpet tape. The tape residue must be removed when vacating or charges will be assessed.

FURNITURE

Residents must provide their own furnishings; however, vertical window blinds and shower curtain rods are provided by SFH and must remain installed.

GAMBLING

Playing cards for money and other forms of gambling are not permitted on The University of New Mexico campus. Gambling includes, but is not limited to, NCAA College Basketball Tournaments as well as other sporting events.

GARBAGE

All residents are expected to remove their garbage and trash to the dumpsters located most convenient for them. Small children who cannot reach high enough to deposit the trash in the dumpsters should not be assigned that task. No one is allowed inside the dumpsters. If resident is disposing of larger items (furniture, mattresses, etc., please utilize the large trash container located in the visitor lot, south of the SFH administration building. Please do not leave large items in the breezeways or near smaller dumpsters. There is a recycling container for plastic, paper, aluminum and glass located in the south lot as well.

GARBAGE DISPOSAL

These are meant to be a convenience to SFH residents. We ask that you follow the steps listed below for optimum performance of your garbage disposal.

- Turn the tap to a medium flow of COLD water and keep water running continuously during the entire operation so that all ground waste particles go through the drain.
- Flip the switch. The instant you flick the electric toggle switch, the disposal is on and ready to use.
- Scrape in only small amounts of food waste from dishes. Vegetable and fruit peelings, small bones and coffee grounds will NOT go through the disposal. DO NOT put items such as bones, fibrous husks, fat, grease, rice, celery, fruit pits, seeds or banana peels in the disposal, as they will clog it. For this reason, place them in the garbage/trash.
- Before turning off the toggle switch, let the water and disposal run for about 15 seconds after grinding stops. This assures that all waste is thoroughly flushed through trap and drain.

Never put lye or other chemical drain pipe cleaners (such as Draino) into the disposal, as they will cause serious corrosion of the alloy parts. If used, the resulting damage can be easily detected and charges will be assessed to the resident.

Loud Noise While your disposal is operating, loud noises are usually caused by accidental entry of a spoon, bottle cap, rag or other similar foreign object. To correct this, turn off the disposal switch and water. Wait until the mechanism has stopped turning, then unplug the disposal and investigate. Remove the object and continue.

Motor Stops If the motor does not run, it is usually because an overload has been placed on it, or because some foreign material is in the disposal. In the latter case, turn off the switch and remove as explained above. If the motor fails to start, wait three minutes, and then press the small reset button located on the bottom of the disposal. If the motor hums, please put in a work order for it to be repaired.

GARDENS-Planting

Student Family Housing has the responsibility of landscaping and maintaining the grounds of the overall apartment complex. Residents are permitted to plant flowers in the small patio planter areas of their unit.

There are central garden areas located within the fenced areas. They are located behind buildings "E" and "M" between "F" and "L". These gardens areas are for the residents' use and garden plots will be allotted in March. Residents assigned a garden plot are asked to plant only in the plot(s) they were assigned. Please make sure that you are respectful of your neighbors' garden areas and parents are responsible for their children in the garden. Fences, including semi-permanent child play areas, other than those already a part of the complex are not permitted.

GUESTS

Guests are permitted in your apartment, but the stay of such guests is expected to be limited to short term visits with you. The Student Family Housing Office needs to be

notified when guests plan to stay longer than one week. Guests need to park their vehicle in the south central parking lot and display a visitor parking permit, which can be obtained in the SFH Office. Residents are responsible for the behavior of their guests at all times. Guests must follow all Student Family Housing and University of New Mexico policies and expectations at all times.

HARRASSMENT

Harassment, sexual or otherwise, is prohibited. Harassment is any behavior, physical, verbal, or by the use of technology that victimizes an individual with repeated unwanted contact, including but not limited to stalking. Sexual Harassment is defined as unwelcome sexual advance, including requests for sexual favors and other verbal or physical conduct of a sexual nature when:

- Submission to such conduct is made, either explicitly or implicitly, as a term or condition of a student, faculty or staff member's education or employment.
- Submission to or rejection of such conduct by a student, faculty or staff member is used as the basis for academic or employment decisions affecting that individual.

HEATING AND AIR CONDITIONING

The apartments heating and cooling system will be maintained only by the University. Under no circumstances should you try to repair the unit. Familiarize yourself with the thermostat and fan speed controls to obtain the desired setting. Adjusting vents may also be necessary. At the beginning of the summer season, Maintenance will discontinue the heating and prepare for air conditioning. In the fall, Maintenance will discontinue the air conditioning and prepare for the heat to be turned on.

INSECT CONTROL

Student Family Housing provides regular pest and insect control. Residents' cooperation in making their apartment available for compliance with this control measure will be necessary. Spraying in each apartment is mandatory due to the nature of the New Mexico environment and high concentration of people in the immediate area. If you have a medical/personal issue (pregnancy, illness, etc.) that would be adversely affected by spraying, please contact the Student Family Housing Coordinator to discuss the situation.

Residents are also encouraged to keep their apartment free from pests by good housekeeping. Particular attention should be given to the floors and cupboards around the sink and water areas. Please report evidence of insect life or rodents to the SFH Office so that the area can be treated.

Communal living can be affected by bed bugs. Please do your part by not taking or leaving furniture (especially mattresses, sofas, chairs) in the breezeways or by the dumpsters. When you are vacating and you are disposing of large furniture items, you are asked to take the items to the large item bin located in the visitor's lot. Please be cautious with used furniture.

KEY ACCESS TO APARTMENTS AND COMPLEX

Keys are your responsibility and are not to be given to others to use or duplicated. You will be issued two keys to your assigned apartment and a key to your mailbox. You are required to return all keys issued when you check out.

To provide the best possible apartment security, locks are changed whenever apartment keys are lost or stolen. The resident responsible for the lost key will be charged for the cost of the lock change and new keys. Report all lost or stolen keys to the SFH Office.

Residents temporarily locked out of their apartments due to a misplaced key are extended the privilege of checking out an apartment key from the SFH Office or being admitted to their apartment by a CRA. You may be asked to provide picture identification confirming your identity so staff members may verify that you are a resident of the apartment. If the SFH Office is closed, contact the CRA on Duty.

Residents are asked to be responsible with their keys. If there appears to be an abuse of the lock-out policy, resident will have to meet with the SFH Coordinator, which could result in a cancellation of the resident's contract.

If you have a broken key, notify the SFH Office immediately. You will be issued a replacement at no charge, provided you are able to produce the broken key. If you cannot, your key will be presumed lost and you will be charged a monetary fee to re-core your door and cut new keys.

KITCHEN CABINETS

Exterior of Cabinet The kitchen cabinets are hardwood and need special care. Wipe off grease and foreign matter, but do not wet wash the cabinet woodwork. A moist cloth, not wet, can be used for cleaning. Afterwards, apply either linseed oil or panel cleaner, wiping surface with a thin coat in a rotating motion. Any heat over 115 will damage the wood finish when used in immediate contact.

Interior of Cabinet The shelves may be lined with paper or vinyl, and it **MUST** be removed before vacating. **Contact paper is not permitted.** A small amount of water may be used when washing the insides of your cabinets.

KITCHEN COUNTER TOPS

The counter tops are molded Formica and are heat resistant, but they can burn, scorch, scar and scratch. Hot pans should never be placed directly on the counter. Cutting and slicing should only be done on a cutting board. Counter tops need to be wiped dry after washing dishes, as standing water left on the counter top can damage it.

LOADING AND UNLOADING

In order to avoid damage to the grounds and walkways, please do not drive over walks, courtyards, lawns or grounds in general to load or unload at your apartment. All

deliveries, loading and unloading must be made from the parking lots or from service areas only. Properly dispose of packing crates and boxes used during the move. You can utilize the recycling bin and large item trash bin in the visitor's lot.

MAIL

Mail will be delivered to the residents' mailboxes located in the breezeways of the buildings. Special Deliver mail and packages will be held at the U.S. Post Office located at 2100 George Rd. SE (505-346-0923). Residents will be notified by a slip left in the mailbox.

To aid in the delivery of the mail, the Post Office insists that boxes be labeled with the resident's name in the appropriate slot. Residents may obtain mailbox instructions from the SFH Office. In addition the building letter and apartment number, the mailing address will contain the street address as designated below by one of the following:

A—929 Buena Vista Drive, SE 87106	G—941	“	“	“	“
B—921 “ “ “ “	H—945	“	“	“	“
C—925 “ “ “ “	J—949	“	“	“	“
D—931 “ “ “ “	K—951	“	“	“	“
E—935 “ “ “ “	L—955	“	“	“	“
F—939 “ “ “ “	M—959	“	“	“	“

Example Address: Mr. John Q. Student
 931 Buena Vista Dr. SE
 Apt. D-101
 Albuquerque, NM 87106

MANAGEMENT OFFICE

The Student Family Housing Office is here to serve and assist you. Residents can place work orders, ask questions and get general information at the SFH Office.

Student Family Housing Office	961 Buena Vista Dr. SE Albuquerque, NM 87106 Phone: 505-277-4265 Fax: 505-277-9218 sfhouse@unm.edu	<p style="text-align: center;">SFH Office Hours</p> <p style="text-align: center;">Monday – Friday 8:00am-5:00pm Closed 12:00-1:00pm</p>
Residence Life & Student Housing	MSC02-1530 1 University of New Mexico Albuquerque, NM 87106 Phone: 505-277-2606 Fax: 505-277-4712 reshalls@unm.edu	<p style="text-align: center;">Residence Life & Student Housing Office</p> <p style="text-align: center;">2nd Floor of SRC 8:00am-5:00pm</p>

Rent payment is not accepted at the SFH Office (other than the first month's rent upon move-in). Please make payments at the University Cashier's Office, located in the Student Services Building on main campus. Residents may also arrange to make payments electronically online through My UNM.

MOPEDS, SCOOTERS AND MOTORCYCLES

Residents may not operate, park or store a moped or motorcycle in their apartment or the courtyard areas. Residents may check out a key to the bike corral nearest to their apartment, which is a secure, locked area to park these types of vehicles.

MOVING IN

Before taking possession of your apartment, residents will sign a License Agreement and pay the first month's rent. Among the information distributed to the resident at that time will be an Apartment Condition Report.

The inventory of the condition of the apartment upon move in is very important. It is vital that the resident is very thorough when making this inventory as there will be a move-out inspection when the resident vacates. If the condition is not detailed at move in, a resident could be charged for damages that were there upon move-in. We ask that the residents turn this inventory form back in to the SFH Office as soon as possible after move-in. The form will then be placed in the resident's file for future reference.

OBSTACLES IN PASSAGEWAYS

All breezeways, stairs and walkways/landings must be kept clear at all times to provide safe and clear passage. This means that shoes, toys, bikes, boxes, skates, etc. cannot be left in these areas. The SFH staff may move and dispose of obstructions which create a safety hazard or which tend to create an unsightly appearance. The University will make and enforce other such rules and policies as are necessary for safety, cleanliness, care of the premises, comfort and convenience of the residents.

PAINTING and WALL PAPER

Interior painting and hanging of wallpaper by residents is not permitted. Unauthorized painting, alterations or additions of the apartment may result in charges or termination of the license agreement.

PARKING

Every vehicle and motorcycle/moped parked at SFH must be registered with the SFH Office and a parking permit issued. The vehicle parking sticker should be displayed on the passenger side of the back windshield.

Parking is provided for up to two vehicles per apartment, and must be parked in designated parking spaces and lots. Please make sure that handicapped parking spots are only used if you have a handicapped permit. Residents can be ticketed for up to \$250 for illegally parking in these spots.

Additional parking spaces, located in the south-central parking lot are available for a limited number of temporary guests. If you have a guest who will be parking their car in the area for a period longer than 24 hours, the SFH Office should be informed. Residents can obtain visitor permits for their guests in these cases.

Bicycle parking can be found at various points in each courtyard area, but residents are encouraged to utilize the bicycle corrals located adjacent to each cluster of apartments. Keys can be checked out from the SFH Office.

PERSONAL PROPERTY INSURANCE

Residents wishing to protect themselves from the possibility of theft, damage and other losses should cover their belongings with the appropriate insurance. Furthermore, residents are advised that the University has limited liability under the law.

PICTURES/WALL DECORATIONS

Residents must not use adhesive-backed hangers for hanging items on walls. Hooks, nails, or screws are not to be used in woodwork or cabinets. Signs, posters, or pictures may be hung on walls with a small nail or tack or with the use of a "bulldog" hanger, employing a clip and a small nail.

Safety devices, such as smoke detectors and fire extinguishers, must not be obstructed by decorations or pictures. Also other features, such as vents, exits, and windows must not be obstructed. Consult with the SFH Office for the exact type of hangers are approved.

PLAYGROUND EQUIPMENT

Parents may allow their children to play on the playground equipment provided at SFH at their own risk. Children under the age of 12 must be supervised at all times. Residents are reminded that the curfew for children at SFH is 9:00pm.

PLUMBING

Care should be taken that foreign objects are not flushed down the drains or toilets. Where drains are clogged due to foreign objects such as toothbrushes, combs, toys, bottles, lids, diapers, sanitary napkins, tampons, etc., residents could be charged a fee for the clearing of the line. Residents are reminded to be careful not to flush baby wipes, as these are not bio-degradable.

POISONS/EXPLOSIVES/FIREARMS

The storage and use of carbon tetrachloride, kerosene, gasoline, naphtha, benzene, or other hazardous explosive and/or flammable materials in the apartments is strictly prohibited.

Resident possession of any firearms (including BB and pellet guns) is not permitted on Student Family Housing property. Law enforcement officers, in the performance of their duties, may carry weapons on campus (SFH is considered part of campus).

If any person is discovered carrying any of the above items or materials into Student Family Housing, they may be impounded by a law enforcement officer for the duration of the person's stay on campus and the person may also be subject to appropriate disciplinary and/or criminal action.

PRIVATE ENTERPRISE/SOLICITING

Residents are not permitted to carry on any organized business for remunerative purposes from the apartment, or to use the dwelling for any other purpose other than as a home for the family. In keeping with this policy, residents should respect their neighbors' rights and not establish such businesses in University of New Mexico Housing. The Student Family Housing Office would appreciate residents' cooperation in reporting solicitors, who are not allowed.

Signs, advertisements, or notices are not to be inscribed or affixed on any part of the outside or inside of the buildings or premises, except on appropriate bulletin boards. Some types of Student Family Housing Organization door-to-door canvassing may be possible with permission of the Student Family Housing Office.

QUIET HOURS/NOISE

Noise which is disruptive to others is prohibited both inside and outside of apartments, including the courtyard and surrounding areas. Courtesy and consideration for others is expected at all times. As a resident, you are responsible for maintaining good study conditions within your cluster, which can involve monitoring and addressing noise of family members (specifically children) and visitors. Residents who are disturbed by others are expected to assertively confront those making noise. Community Resident Advisors enforce SFH regulations including noise violations, but residents are expected to confront one another regarding this issue.

If noise is bothering one person in the building, it is too loud. If the noise can be heard two doors away, whether doors are open or not, it is too loud. Musical instruments of all kinds and electronic equipment such as stereos should not be played at a level that can be heard in the courtyard or that can disturb other students.

- Quiet Hours (the absence of loud noise or distractions) are in effect: 9:00pm-8:00am. At other times, you are expected to exercise good judgment with respect to making excessive noise. Do not make or cause noise that infringes on the rights and need of others to sleep and study. This includes parents making sure that their children are not making undue noise (i.e., children in upstairs apartments bouncing balls or running around to make noise for neighbors below).
- Courtesy Hours are in effect 24 hours a day. Any loud noise or distraction that attracts the attention of other students and/or staff members is not compatible with a proper SFH environment.
- Excessive Noise at any hour is not acceptable. At no time should amplified sound or yelling be directed out or at residents' windows. Do not play musical instruments in your apartment that may disturb your community. Reasonable quiet in courtyard areas (especially during quiet hours) must be maintained. Noise may be deemed disruptive if

it can be heard through a closed door or window. You are expected to respond positively to requests to reduce noise and to respectfully approach others with requests for noise reduction.

- Enforcing quiet hours or courtesy hours is the responsibility of everyone in the hall, not only the CRA's, or the Coordinator. If the noise bothers you, please ask the person(s) involved to decrease the noise level. Everyone has a different idea of what is and isn't loud but everyone should keep the noise to a minimum.
- Contacting the CRA or SFH Security to ask someone to keep the noise level down should occur only after you have asked the person two or three times to decrease the noise level and they have ignored your request. At that time the CRA or SFH Security Aide will intercede.
- Final Exam Quiet Hours are in effect twenty-four hours on specified Quiet Hour days just prior to final exams. Those dates and times will be posted in all living areas and will be sent to all residents via email.

RANGE

For safety reasons, **never** use the range or oven to heat the apartment and **never** pull the range out from the wall. When turning on the burners, turn it on all the way until it starts clicking, and then turn it back down until the clicking sounds stops. If a burner fails to operate, it is usually clogged with grease/food. CAUTION: Dangers of cooking with grease—if a grease fire should occur cover the pan with a lid. Do not try to put out the fire with water. Call 911 if necessary.

All cooking produces soil on the range, even when the spatter is not seen, droplets of grease and moisture carried by the cooking vapor deposit on the surfaces and around the range. If allowed to accumulate, the soil will be difficult to remove. A few minutes of quick clean up after each use will save hours of scouring later.

Rinse the range with a damp cloth and wipe dry. After oven or broiler use, do the same with oven racks and guides and the broiler pan and grid. For all types of material found on your range, follow the recommended cleaning procedures. Do not use excessive amounts of water when cleaning the range. Utilize only a damp cloth, not a wet one.

RANGE EXTERIOR

Light Soil.....Wash with hot detergent water, rinse and dry.

Heavy/Cooked-On Soil....Gently scour with scouring pad and water for stubborn spots. Cover spots with ammonia-soaked paper towel or cloth for 30-40 minutes. Scour gently with soap-filled scouring pad. After this, rinse with clean water with a little vinegar. Wipe dry.

Exterior Stains....For range exterior stains, a cream or paste non-spray appliance cleaner may be used. Remove ALL cleaner or porcelain finish may be damaged.

RANGE INTERIOR

Light Soil....wash with hot detergent water. Rinse and dry.

Heavy or Cooked-On Soil....Use paste oven cleaner, such as Easy Off. Follow instructions on label and rinse well with a little vinegar added to the rinse water. If

necessary, scour with a soap-filled scouring pad, but DO NOT scrape the interior of the oven. All removable oven racks and burner parts may be soaked in ammonia solution for easier cleaning.

RANGE HOOD/FAN

To maintain top efficiency, the fan blade should be cleaned periodically of dust and grease. Be careful not to bend or damage the blades, as this would put the fan out of balance. The inside of the hood body should also be cleaned. Use a mild detergent for cleaning painted surfaces. Clean the aluminum mesh grease filter once a month, using hot water and mild detergent. Do not use harsh cleaning agents, as they will cause the aluminum to discolor.

RANGE PILOTS

Any smell of natural gas should be treated as an emergency. Evacuate the apartment and alert the adjacent apartments. Do not turn on light switches, TV's or other electrical appliances on or off. If the odor occurs after hours when maintenance is not on duty, report the smell of gas to the CRA on Duty or UNMPD dispatch (505-277-2241) from a safe location.

REFRIGERATOR

The refrigerator and freezer are frostless and never needs defrosting; however, the fresh food section (lower section) should be washed occasionally with baking soda and warm water. Rinse and wipe dry. NEVER use strong detergents or a scouring powder on the inside or outside of the refrigerator. If the refrigerator or freezer fails to operate properly, contact the SFH Office.

RENT

Rent is due on the 1st of each month and payments can be made at the UNM Cashiers Office (located in the Student Services Building, next to the Bursars Office). Residents can also pay their rent online through MyUNM. Rent is not accepted at the SFH Office, except for the first month's rent upon check-in.

Rent becomes delinquent if full payment is not made before the close of regular business hours on the fifth day of each month. Rent for the upcoming month is put on to the resident of record's Bursars account on the 4th day of the month (i.e., June rent is put on the resident's account on May 4th).

Rental rates are subject to adjustment with proper notification to residents, per the License Agreement. Rent begins to accrue on the first day of your License Agreement and is prorated based on a 30-day month.

REPAIRS

Repairs and maintenance of Student Family Housing units are performed by the SFH Maintenance Staff. During regular work hours, call or visit the SFH Office to report a work order. Residents may also visit http://housing.unm.edu/home/work_order.htm to place a work order on-line.

If you have an emergency maintenance situation after working hours and on the weekend, please contact the CRA on Duty and they will assess the situation and contact the appropriate Emergency Maintenance assistance.

RESPECT FOR PROPERTY/ENVIRONMENT

Residents are responsible for maintaining a positive SFH environment. Any action that damages property or in any way disrupts any individual (including vandalism and uncleanliness) is not acceptable.

SECURITY

Residents are expected to aid and assist each other in the surveillance of not only each other's property and apartment through the reporting of any questionable access or attempts being made to gain access to an apartment by individuals, but also by reporting any individuals who appear to be abusing or misusing public property and equipment of the area. Residents can call the SFH Office during the work day and the CRA on Duty after hours and on the weekends. If it's an immediate emergency, we urge the residents to contact UNMPD (277-2241).

SMOKING

UNM residence halls (including Student Family Housing) are SMOKE-FREE environments. Residents and their visitors are asked to not smoke in their apartments, on porches, patios, balconies and adjacent areas. Smoking must be confined to the outdoors, at least 30 feet away from any apartment front doors (including patio doors).

SPEEDING/ONE-WAY TRAFFIC

Ten (10) mph speed limits are in effect in the parking areas and streets of SFH. Because of the number of small children in the community, drivers should always drive with utmost caution in the area. All traffic regulations and signs, including one-way, stop signs, red curbs and handicap spaces must be observed.

Residents and visitors are prohibited from exiting the complex through the entrance gate and from entering the complex through the exit gate. This is a dangerous practice and all residents are urged to report any vehicles doing this.

STORAGE

Motorcycles, outboard motors, gasoline and oil engines and/or explosives or other flammables are not allowed to be stored in or near the apartments. SFH does not provide any additional storage for the residents. There are commercial storage facilities in the nearby community. External storage sheds are not permitted, nor will any other outside storage (i.e., Pods) be allowed on the grounds, walkways, or streets surrounding the complex.

TELEPHONES

Telephone outlets are provided in each apartment. For service, residents must make application directly with an outside vendor (i.e., Qwest). The costs of the installation,

deposit, service, and the monthly charges are the resident's responsibility. SFH maintenance does not install or repair any telephone problems. Residents are asked to inform the SFH Office of their landline numbers as contact information.

THEFT

Theft of University or personal property in the residence halls/apartments is prohibited and may lead to criminal prosecution. Theft includes unauthorized borrowing or possession of stolen property.

TERMINATION

Termination of Occupancy by the University

The University may terminate occupancy by giving advanced notice in writing in the following situations: (1) student withdraws from UNM; or (2) fails to make any rent payment or other payment when due; or (3) violates any UNM policies; or breaches any promise, obligation or condition of the License Agreement. ***If the License Agreement is terminated by UNM, the student shall remain liable for rent payments for the remainder of the term of the agreement or to the maximum extent permitted by law.*** In any event, the student will comply with all check-out policies.

Termination of Occupancy by Student

Student may terminate the License Agreement upon 30 days written notice to Student Family Housing Office if: (1) student withdraws from UNM and is not registered for any credits; or (2) student graduates at the end of the fall semester; or (3) student leaves UNM in order to participate in an official UNM approved program (i.e., internship, Study Abroad, National Student Exchange or other student exchange program) with student submitting official documentation; or (4) student has completed all coursework necessary for an advanced degree at the end of fall semester and officially changes status with the Office of Graduate Studies to "all but dissertation" (student will be required to submit official documentation). In any event, student will be required to comply with all check-out policies.

TOTAL OCCUPANCY PER UNIT

The University of New Mexico limits the number of occupants for an apartment. The maximum number of residents allowed in a given apartment is generally based on what is reasonable for the safety, comfort and welfare of all residents. For the purpose of calculating the safe number of people in an apartment, the LSC (Life Safety Code) requires 200 square feet per person. The maximum number of residents that will result in reasonable wear and tear in an apartment is another factor considered in limiting occupants for an apartment. The maximum number of residents of the respective size of apartment is:

<u>Apartment Size</u>	<u>Maximum Total Residents</u>
One Bedroom	Three (3)
Two Bedrooms	Five (5)
Three Bedrooms	Seven (7)

TOWING

Vehicles that are improperly parked, parked without proper identification in lots other than the visitor parking area, or inoperable for longer than 15 days may be towed from Student Family Housing. The vehicle owner will be charged for the towing and storage costs.

TRANSFERS

Residents are allowed to apply for a transfer to another unit within the complex once they have lived at SFH for six months. Residents can get a transfer request form from the SFH Office. In order to be eligible for a transfer, the resident's bursar account must be current and the unit they will be vacating must be inspected. Transfers are dependent on management approval and subject to availability. New applicants are given priority over transfer requests. If the transfer is approved, the resident will be charged a \$50 transfer fee.

USE OF FACILITIES BY OUTSIDE GROUPS

Use of residence hall facilities by outside groups must be authorized by the Residence Life and Student Housing office. Facilities may not be used by outside groups or individuals without this authorization. Persons violating this policy will be asked to leave.

UTILITIES

The stated rent includes the cost for use of a reasonable amount of gas, electricity, hot and cold water, and for garbage pick-up. Residents also have use of "Free Run" Laundry in each quad, so the costs for that program are also folded into the rent. Resident may not install additional outlets and outside antennas/aerials are not permitted.

VACATING FORM

Residents wishing to vacate Student Family Housing must come to the SFH Office to obtain a 30-Day Vacate Notice form.

WEAPONS

The University of New Mexico is a weapon-free campus. This applies to the residence halls/apartments. Weapons possession could lead to criminal charges and/or student discipline charges. Possession of a weapon may subject you to eviction from the residence halls/apartments as well as the University. Students wishing to store firearms or other weapons on campus may do so at the UNM Police Department. The department is open 24 hours per day to facilitate the checking in and out of weapons.

Weapons

Weapons include but are not limited to firearms, simulated firearms, dangerous chemicals, any explosive device, nun chucks, brass knuckles, butterfly knives, swords, paintball guns/equipment, hunting knives, archery, fencing or martial arts equipment and other materials that can be used to intimidate, threaten or endanger others are prohibited on campus.

Simulated Weapons

The weapon-free campus policy also applies to “simulated” weapons. This includes paintball guns/equipment, and any other material that can be used to intimidate, threaten or endanger others. All simulated weapons are prohibited from the residence halls/apartments and may subject you to eviction from the residence halls/apartment community.

Explosives, Fireworks, Firearms

The sale, possession or use of any kind of explosive device or fireworks is prohibited.

WINDOWS AND SCREENS

Removal and/or damage to the windows or screens in your apartment, leaning out of windows and/or balconies or overhead walkways are prohibited. Dropping, suspending, throwing, or shooting anything from or through them is prohibited and can lead to eviction. Banners or signs hung from your exterior windows are prohibited.

Cleaning apartment windows and doors are the responsibility of the residents. Window screens are only to be removed for cleaning and need to be replaced immediately. Remember, never allow children to push against the screen as it will not resist any force.