Welcome to Texas A&M University and to the White Creek Apartments community. The Department of Residence Life has an outstanding apartment program and extends the opportunity to become an integral part of this community. The University Apartments provide many avenues for involvement as well as opportunities in positions of leadership. By taking advantage of these opportunities, you will have the chance to grow as a person through the development of new friendships, exploration of new ideas and involvement in new activities. More importantly, through your active involvement you can have an impact on the success of your community.

The Resident Handbook for all University Apartments residents is a summary of the programs, services, rules and regulations that relate to the apartment community life at Texas A&M University. This publication is designed to let you know what you can expect from the Department of Residence Life and what the staff will expect from you as a resident. I hope your stay in our apartment community will be enjoyable, productive and educational.

Chareny Rydl
Director of Residence Life

DIVERSITY STATEMENT
Our community is unique at Texas A&M University and is defined by students and staff living and/or working together in a campus residential environment of residence halls, apartments and administrative offices. Together, we strive to utilize diversity to enhance our community and believe that differences provide opportunities for maximum growth and mutual understanding. Therefore, we are committed to creating an educational community of respect, support and opportunities for celebration for all individuals regardless of ability, religious affiliation, socioeconomic status, ethnicity, nationality, sexual orientation, age, gender, race or cultural identity.

Follow us on:

Look for the official Texas A&M Facebook page at facebook.com/tamuApts.
Follow us on Twitter@TAMUResLife.
Visit Texas A&M University at tamu.edu or itunes.tamu.edu, our iTunes U website.

DEPARTMENT OF RESIDENCE LIFE CORE VALUES

Integrity
Unified adherence to ethical, truthful, and factual conduct.

Respect
Recognize and honor the dignity, value, and individuality of each person.

Quality
Provide excellence throughout a complete range of services, programs, and personnel.

Service
Dedicated to being proactive, effective, reliable, and responsive.

Community
Develop, promote, and preserve positive collaboration, understanding, and interaction.

Vision
Valuing opportunities for learning, innovation, and positive change.
**The University Apartments community**

- **Education:** to ensure that teaching and learning take place beyond the classroom
- **Openness:** so that ideas and thoughts can be discussed freely
- **Respect:** to ensure that individuality is honored so diversity can be pursued
- **Caring:** to ensure that the individual’s well-being is supported and that community service is encouraged
- **Involvement:** so that all individuals have a voice in decisions concerning their community
- **Ownership:** to ensure that all individuals care for their building facilities and adjacent property
- **Celebration:** so that Texas A&M history and culture are promoted and traditions are shared

**Your responsibilities in your community include:**
- To consider the needs of other residents and balance them with your own needs
- To promote care of the physical facilities, equipment and services
- To demonstrate a commitment to the community by getting involved
- To promote campus and individual safety
- To demonstrate dignity and respect for all individuals
- To communicate with other residents and staff members to let other residents know when they are disturbing you

**Your rights in your community include:**
- To socialize in your apartment
- To sleep and study without disturbance
- To live in a supportive and stimulating community
- To live in a safe, secure, healthy and clean environment
- To enjoy access to a variety of programs, services and facilities
- To involve yourself and others in promoting an educational, open, respectful, responsible, caring, involving and celebrative community environment

**Living in the University Apartments**

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**The University Apartments Community**

The White Creek and the Gardens Apartments are a vibrant part of the Aggie community. The Department of Residence Life is committed to helping you succeed in your academic pursuits. Throughout the year, you will have the opportunity to take advantage of a wide array of programs, resources and services in the apartments to help you meet the academic standards of Texas A&M University. Do not hesitate to seek out your University Apartments staff for assistance with class-related problems, and do not be surprised if the staff approaches you about your academic progress. We care about your success, and we hope to be of assistance to you throughout the academic year.
It is recognized some wear on the apartment will occur in the course of living; however, residents must exercise care in the use of the facilities. If it is determined residents willfully or through negligence caused damage to the apartment and/or fixtures, a charge will be assessed including parts and labor. The apartment should be kept clean during occupancy and must be clean when keys are turned in upon vacating. Residents not keeping a clean apartment and/or contributing to a pest problem may receive a notice from the University Apartments staff to correct the situation or vacate the apartment. Residents not keeping a clean apartment may be documented and in extreme cases, referred for a conduct meeting. Residents will be billed for the cost of damages and excessive cleaning.

Cleaning: Daily
There are areas in your apartment that should be cleaned daily or after each use. The kitchen should be cleaned after each use. The type of cleaning will be determined by the type of use.

Counters
The counters should be wiped down with a towel and an all-purpose, antibacterial cleaner each time they are used.

Dishes/Pots/Pans/Utensils
All dishes, pots, pans and utensils need to be washed in hot water with dishwashing liquid, rinsed in clear/clean water and dried after each use.

Floors
The floor area in the kitchen should be swept on a daily basis. If you spill something on the floor, it should be mopped or scrubbed with an all-purpose cleaner such as Mr. Clean or Lysol.

Food
Any food that is not consumed at the time of preparation or meal should be put in a container or wrapped in plastic wrap and put in the refrigerator. Food should not be left out because it can spoil and make you sick, and it attracts bugs to your apartment.

Garbage
Residents should remove garbage from their apartments each day, especially if it contains food materials. All garbage should be put in the dumpster closest to the apartment unit.

Microwave
The inside of the microwave should be free of food remnants. After each use, wipe out the inside with a damp cloth.

Oven
The front and sides of the oven should be cleaned with a towel (cloth or paper) and a grease-cutting all-purpose cleaner. If food being cooked spills or boils over, wait for the oven to cool and then clean it with an oven-cleaning product (EasyOff oven cleaner). Follow the directions provided on the product’s packaging.

Sink
The sink should not have any food remnants. The sink should be wiped out with water and dish detergent once all of the dishes, pots, pans and utensils have been washed. Once you have finished washing the dishes, run the cold water and turn on the garbage disposal for 10 seconds to make sure it is empty. Let the water continue to run for 10 seconds after you have turned off the garbage disposal. Do not dump bones or any solid material in the garbage disposal at any time.

Stove
The kitchen should be cleaned after each use. The stovetop and surrounding areas should be cleaned with a grease-cutting all-purpose cleaner (Fantastik or 409). Flat-top stoves should be cleaned with an appropriate cleaner.

Tables and Chairs
The kitchen table should be wiped down after every use with a towel and an all-purpose, antibacterial cleaner.

Cleaning: Move-Out
Remove all personal belongings, including furniture, from the apartment. The University Apartments staff will not be responsible for items left in the apartment.

Bathroom
Scrub the bathtub and surrounding walls with a cleaner (e.g., Comet, Ajax or Scrubbing Bubbles) and a towel. Make sure you clean the fixtures to the bathtub as well, including the handles, faucet and showerhead, to remove soap scum. Please be sure to scrub the walls to remove any hard-water buildup or mildew stains. Rinse the bathtub and surrounding walls with clean water after you have scrubbed them. Clean the entire sink including all of the fixtures with a wet towel and a mild abrasive cleaner. Be sure to clean beneath the sink as well, including wiping out the cabinets, if you have them.

Remove all stains from the toilet, both inside and out. A toilet scrubbing brush and toilet bowl cleaner should be used. Be sure to also clean the seat and around the base of the toilet.

Clean the mirror with paper towels and glass cleaner. Clean the cabinets by wiping them with a damp towel and an all-purpose cleaner.

Cabinets
Remove all personal belongings. Clean the shelves and both sides of doors and drawers with an all-purpose cleaner such as Orange Clean or 409. Leave doors and drawers slightly open to allow the inside to totally dry.

Doors and Walls
Wash all walls, doors and doorframes to remove any marks or dirt. Most cleaning agents work, such as 409, Fantastik, Orange Clean or any other spray cleaner.
Floors
All linoleum/tile floors should be swept and then mopped or scrubbed with an all-purpose cleaner such as Pinesol or Mr. Clean. Carpeted floors should be thoroughly vacuumed, especially at the edges.

Furniture
All of the furniture (built-in or movable) should be dusted with a clean cotton towel and furniture polish. The cushions on the couch and chair should be removed and the area underneath vacuumed.

Refrigerator
The inside of the refrigerator should be wiped down periodically and specifically when something has spilled. Remove the racks and drawers. Wash them in the kitchen sink. Wipe down the inside of the refrigerator with a towel and warm water with a small amount of dishwashing liquid. Repeat the same process with a wet, clean (no soap) towel. Replace the racks and drawers. Clean behind and underneath the refrigerator as well. On the outside of the refrigerator, use a grease-cutting, all-purpose cleaner such as 409, Pinesol or Orange Clean.

Stove
The kitchen should be cleaned after each use. For flat-top stoves, clean with a product indicated safe for flat-top stoves. The filter above the stove in the vent hood will be replaced by custodial. Make sure the surrounding area is cleaned with a grease-cutting, all-purpose cleaner.

Windows
Wash all windows, windowsills and blinds. Glass cleaners, such as Windex, work very well for this purpose. A grease-cutting, all-purpose cleaner will also work well on the blinds.

Cleaning: Weekly
The refrigerator, counters and cupboards should be wiped with a grease-cutting, antibacterial, all-purpose cleaner and a towel. Linoleum/tile floors (kitchen, bathroom and bedroom) should be swept and then mopped/scrubbed with a towel and an all-purpose cleaner.

The bathroom should be cleaned weekly. This includes using a toilet brush and toilet bowl cleaner to clean the toilet. Scrub the bathtub and sink with a towel and a toilet brush. Rinse the bathtub and sink with clear water after you have scrubbed it. The toilet should be scrubbed with a toilet bowl cleaner (Lysol or Comet) and a toilet brush. The mirror should be cleaned with glass cleaner and a paper towel.

The bedroom floor, if carpeted, should be vacuumed. All of the furniture (built-in or movable) should be dusted with a towel and furniture polish. If you have a front-loading washing machine, the rubber gasket should be rinsed off and dried each week to prevent a mold or mildew buildup.

Drain Clogs
Grease or oil should never be poured down the drains or into toilets. Cooking grease and oil should be disposed of in a sealed container and placed with the outside trash in the dumpsters.

Toilet Clogs
Only toilet paper goes into the toilet. Do not dispose of diapers or sanitary products in the toilet. Put these items into waste baskets and remove with trash.

Garbage Disposal
How to use a garbage disposal:
• Food to be disposed of should be placed in the disposal while the disposal is off.
• Turn on the cold water.
• Turn on the garbage disposal — the switch is located on the wall beside the sink.
• Let the food clear the disposal — you can hear when it is clear.
• Turn off the disposal. Let the water run for 15 to 30 seconds more to flush the pipe.
• Turn the water off.

Improper use of garbage disposals can be dangerous. Keep your hands far from moving parts. Please follow these guidelines:
• Always run water while using the disposal.
• Starchy foods such as rice and pasta can cause disposals to clog up and create plumbing problems. Limit the quantities of this type of food that you dispose of in your garbage disposal.
• Bones, corn husks and other high-fiber items should not be put into the disposal as they may clog the drain.
• Keep utensils and other non-food items from falling into the disposal.
Mold and Mildew
Humidity inside buildings in Texas is often high, which encourages the growth of mold and mildew. Mold is a fungus that produces spores that float and spread easily through the air. These spores can cause allergic reactions and other health issues. Mold and mildew grow in dark and moist areas.

The following are suggestions for preventing and treating mold and mildew:
- The key to prevention is to keep everything clean, well lit and dry.
- Hang up damp towels and clothes to dry completely.
- Leave the bathroom door and shower curtain open to allow the walls to dry after showering.
- Select cleaning products specifically designed to treat/prevent mold and mildew.
- A weak solution of bleach and water can also be effective in cleaning mold and mildew. NEVER mix bleach and ammonia as this creates dangerous fumes.
- Most shower curtains can be cleaned in a washing machine with bleach, detergent and warm water.

Pest Control
Pest control services are contracted through SSC Services. Please complete an AggieWorks work request if you need pest control services. The directions are on page 10.

Recycling
See the following website for Department of Residence Life sustainability and recycling information. Visit reslife.tamu.edu/livingoncampus/sustainability.

Trash Removal
White Creek residents shall dispose of all trash in the trash chutes or trash rooms located on each floor. Gardens residents shall take trash to the dumpsters located in the parking lots. All trash must be bagged. Do not leave garbage in the hallways or breezeways. Do not use the small trash cans in the court yards for personal apartment trash.

The Department of Residence Life Gardens Apartments Housing Contract for residents in buildings F, G, H, J, K, L, P and Q is a legal and binding agreement beginning the moment the contract is signed/submitted. Residents will be held to the terms of the contract for the duration of the rental term. Residents receive an electronic copy of the Housing Contract. Please read the rental contract so you are familiar with its contents. Residents are required to abide by the terms outlined in the rental contract.

Contract Renewal
Current residents will be offered the opportunity to sign a new contract in late January and February for the upcoming academic year. The Apartments staff will provide more information closer to the contract renewal period.

Contract Types
We offer 9 ½ or 12 month contracts that can be assigned by the bedroom or by the apartment for the Gardens Apartments buildings F, G, H, J, K, L, P and Q. Rent and electric charges for these units are paid each month. The 9 ½ month contracts end in May while the 12 month contracts end in August, regardless of when they begin.

Electric Payments
All electricity charges are paid by the resident and are due at the same time as the rent. Each apartment has its own meter, which is read monthly and at check-in and check-out. Electric will be divided between each of the apartment residents. Utility rates are set by Texas A&M University and are adjusted as needed with a minimum of a 60-day advance notice to residents.

Rent Payments
Rent is paid on the day the new resident checks into his/her apartment or the first business day thereafter. All rent and electric costs are paid monthly and are due by the end of the first five business days of the month. Daily penalty charges will be posted to your account after the fifth business day of the month. Rent and electric charges must be paid online via ACH.

Monthly rental charges are approved by the Texas A&M president and are subject to periodic adjustment. Adjustments to rental charges are binding on all residents presently residing in Gardens Apartments and on all prospective residents who have applied for residency. A minimum of 60 days advance notice will be given to all residents currently residing in the apartments when the rents are adjusted.

Security Deposit
When an applicant has accepted an apartment offer, he/she will need to sign and return the rental contract along with the security deposit. If the resident cancels the apartment after the security deposit is submitted and/or the contract signed and prior to move in, the resident will forfeit the entire security deposit. Deposits, monthly rent and electric bills must be paid online by ACH debits. The rental contract is a legally binding document. Residents will be held accountable to the terms listed in the contract.

Subletting/Renting Out
Subletting is not permitted under any circumstances. Student residents may not allow anyone to live in their apartment who has not signed a rental contract.

Transfers from One Apartment to Another
Residents may request to transfer from one apartment to another. Transfers will be granted based on availability. Transfers are not allowed during the peak move-in/move-out period, which occurs during the end and beginning of semesters.

Any resident granted permission transfer must agree to accomplish the move from one apartment to another within 48 hours of the day the new keys are issued. If the move is not done within 48 hours, the resident must pay rent for both apartments for any period that the apartments are being used in excess of 48 hours from the time the new apartment key is issued.

Transfers may be offered near the end of an existing rental contract term if the resident who has requested a transfer has a 9 ½ or 12 month contract.
PAY-BY-SEMESTER CONTRACTS: WHITE CREEK & THE GARDENS APARTMENTS, BUILDINGS M AND N

The University Apartments offer both 9 ½ and 12 month contracts. Review housing contracts for specifics at reslife.tamu.edu/onlineServices/contracts.

Check-In
During check-in, you will walk through your apartment with a staff member and complete the apartment inventory card. The condition of the apartment is documented on the inventory card. The condition of your apartment at check-out will be compared to the condition at check in. If there is damage or cleaning that exceeds fair wear and tear, you will be billed.

Residents must check in by 5:00 p.m. on the day before classes begin for the semester. Students who fail to check in will forfeit their housing deposit and apartment assignment. If a student is unable to check in by the deadline, their space will be held only if they notify the staff in the Housing Assignments Office or the White Creek or Gardens Apartments office staff prior to 5:00 p.m. on the deadline day.

Cancellation of an Apartment Assignment

Housing fee charge/refund schedule
The housing contract is for the entire academic year. Housing charges are billed each semester and are subject to change without notice. If a student terminates this contract during the fall semester (or during the spring semester if the spring semester is the student's first semester at the university), the student will be responsible for pro-rated charges. Charges differ for the fall and spring semesters. Refer to Terms of Cancellation in the contract. View at reslife.tamu.edu/onlineServices/contracts.

Consolidation
The Department of Residence Life reserves the right to require single occupants of rooms, except those who have reserved their rooms on a private or single basis, to move together when doing so will (1) make room for students housed in temporary assignments, (2) facilitate cleaning, (3) make space available for the housing of special groups, or (4) support the private room policy.

Contract Renewal and Cancellation
Contract renewal and contract cancellation for current University Apartments residents for the next academic year will take place in January/February.

If you wish to remain on campus for the next year, you will need to go online and complete a housing contract and housing decision form listing your future housing preferences. This same online process also allows students to cancel their contract for the next academic year if that is your intention. This form can be completed electronically by visiting the Residence Life website at reslife.tamu.edu for White Creek and Gardens M and N residents and at apartments.tamu.edu for Gardens residents in buildings F, G, H, J, K, L, P and Q.

Residents will receive contract renewal information in the University Apartments newsletter and in emails from the Housing Assignments or University Apartments staff members. If you do not complete this process, your on campus housing will be cancelled for the following year. All eligible students may renew their contract each academic year during the contract renewal period in the spring. If approved to remain on campus, then the entire housing deposit will be transferred each semester as long as the student remains enrolled and living in University Housing. Residents choosing to renew their contract for an additional academic year agree to be bound by all policies, terms and conditions of this contract and the next academic year housing contract upon electronically signing the housing contract renewal.

Apartment Changes and/or Transfers to the Residence Halls
An apartment change request (a request to move to a different building) will be accepted beginning the first day of class each semester. However, room changes within the same apartment building can be requested with the resident manager. The resident manager will approve apartment changes if space is available. Apartment changes made without approval will be subject to disciplinary charges and the loss of future moving privileges. Students need to get permission from the resident manager prior to switching bedrooms within the same apartment.

General Information
1. Approval is based on space and availability.
2. Students approved to change apartments must pay any difference in rental fees, or will receive a refund if the rent is lower.
3. All students receiving an approval slip MUST make the apartment change as their current apartment will be reassigned. If a student does not want to accept the apartment change, he/she MUST go to the Housing Assignments Office to decline.
4. After the deadline, students should contact the Housing Assignments Office regarding apartment change requests.
5. During the semester, a student doing an apartment change MUST have a Hall Change Approval form from the Housing Assignments Office to check out of their old hall and into their new hall.

Apartment Change Process and Procedure
Apartment changes may take place beginning on the official Residence Life Move In Day through the end of the first week of classes. Requests for apartment changes are submitted to the resident manager by filling out a Request for Room Change form.

Apartment changes will be made only if all parties are present and agree to the change, provided the change is approved by the resident manager. Apartment changes may be made after the end of the apartment change period, but only with the approval of the coordinator of apartment services. Approval/disapproval notice will be distributed by the apartment staff for apartment changes. No student will be allowed to move until an approval notice has been issued.

Housing Accommodations for Students with Disabilities
Specially equipped apartments are available for students with disabilities in the University Apartments. Contact Disabilities Services located in room B118 of Cain Hall or call (979) 845-1637 for further information.
It is your responsibility to follow the university and Department of Residence Life policies on withdrawing from the university.

**Housing Deposit**
Housing deposits are retained by the Department of Residence Life as long as the student resides on campus. The deposit is used for damage and/or cleaning charges incurred at move out. The deposit is also used to ensure against contract violations including but not limited to late cancellations or no-shows.

Deposits are refundable if the student is denied admission or requests a refund before the cancellation deadline. Students who are removed from housing for disciplinary reasons automatically forfeit their housing deposit. Upon completion of the contract, the deposit minus any damage and/or cleaning charges will be refunded to the resident. Final electric charges for residents of Gardens buildings F, G, H, J, K, L, P and Q will also be deducted prior to a refund being issued.

**Notifications and Refunds**
Generally, housing notices and housing correspondence will be emailed to the student’s TAMU email account. All refunds will go directly back to the account setup in Howdy.

**Apartment or Room Assignment**
The Department of Residence Life reserves the right to make all apartment and room assignments and to make any subsequent changes considered advisable or necessary. Once a contract is offered and signed, the Department of Residence Life guarantees students a space (not a particular apartment, room or building on campus).

**Summer School Housing**
White Creek and Gardens Apartments offer year round housing. Residents who have not signed a 12 month contract and need summer housing should contact the Housing Assignments Office for summer school accommodations.

Students may contract to live in summer on-campus housing as long as they are enrolled in a minimum of one class hour per summer session. To request summer housing information, please visit reslife.tamu.edu.

**Withdrawal from Texas A&M University**
If you are thinking of withdrawing from the university, talk to your Apartments staff. If after talking to hall staff you have decided to withdraw from the university, you must follow the university process for withdrawal and go to the Housing Assignments Office to cancel your on-campus housing contract.

You must check out of your room within 48 hours, unless an extension is granted by the Coordinator of Apartment Services. Be sure to contact your Apartments staff to checkout properly and return your apartment key.

Rent for White Creek and Gardens M and N
Your apartment rent will be included on your student account from Student Business Services at the time of registration, and is payable to the university according to the published deadlines. Failure to pay rent could result in immediate removal from housing, loss of future housing priority, and/or registration and transcript blocks. The housing contract is for the full academic year, but room rent is billed each semester.

Access Card System
The Department of Residence Life offers increased security through the use of the Aggie Access Card System. The exterior doors to each White Creek apartment building are locked 24 hours a day with limited exceptions as determined by the Department of Residence Life.

Each door is equipped with a card reader. Residents gain access by sliding their ID through the card reader. Only the residents of the specific building are coded for access to that building. Do not allow others to follow you into the building without swiping to gain access.

The activity building, weight room and laundry building at the Gardens Apartments have card reader access.

Features of the Aggie Access Card System and related security policies are:
- Doors propped or remaining open longer than 45 seconds will trigger a local alarm at the door, which will also notify the University Police that this door is open.
- Infrared motion detectors are located on the inside of each door. As you approach to exit the hall, the door will automatically unlock. Do not stand within three feet of the door while waiting for guests or the door will remain unlocked.
- In case the motion detectors should ever fail, touch silver hand plates, located next to the doors, to open the doors and exit the hall.
- ID card cancellation for lost cards is available 24 hours a day by calling the Aggie Card Hotline at (979) 862-4884 or by visiting the ID Card Office located in the General Services Complex. A loaner card (for apartment building access only) may be obtained from a staff member in the White Creek or Gardens Apartments Office.
- If your ID is not working, please visit the White Creek or Gardens Apartment Staff Office to have it reactivated.

**Appliance Safety**
For questions or to report problems with the operation of any appliances, please contact the White Creek Apartments Office at (979) 458-8500 or the Gardens Apartments Office at (979) 845-2261. You can also stop by either office between 8:00 a.m. and 5:00 p.m. weekdays. Do not attempt to make repairs yourself. Dial 9-911 (Emergency Services) immediately in the event any appliance-related fire occurs in your apartment.

**Dishwasher Safety**
- Check to make sure all items can be safely washed in the dishwasher
- Plastic items should only go in the top drawer
- Scrape/rinse dishes before putting them in the dishwasher

**Dryer Safety**
- Clean the lint filter before or after each load
- Do not overload the dryer
- Only use the dryer when you are home
Washing Machine Safety

- Do not heat unopened food containers on burners.
- Do not leave stove/oven unattended while cooking.
- Clean the stove/oven on a regular basis. Do not clean the oven door gasket.
- Do not cover slots, holes, passages or racks with aluminum foil.
- Do not use stove as a storage space.
- In the event of a power outage while cooking, residents should turn off all burners and the oven and wait until the power is restored to turn the stove and oven back on.

Washing Machine Safety

- Fill the washer so clothes can move around; don’t pack the clothes in.
- Check all pockets before putting clothes in washer.

Bats

Occasionally, bats will get into the apartments, particularly in the spring months. If you see a bat, take the steps below to report it and protect yourself and your neighbors.

- First, do not panic. Never touch a bat or attempt to trap/kill a bat!
- Call the SSC Solutions Communications Center at (979) 845-4311. Be sure to tell them the specific location of the bat in as much detail as possible.
- Find an apartments staff member and alert him/her of the bat’s presence. If you cannot find a staff member call the RA on duty. At White Creek call (979) 458-8500 and the Gardens call (979) 845-2261.
- If you come into contact with a bat, are bitten by a bat, or wake up to find a bat in your room, it is strongly recommended that you seek medical attention at Student Health Services or with your health care provider, as some bats can carry rabies.

While rabies can be fatal, a doctor’s treatment after a bat encounter is very effective.

Bedbugs

In recent years, bedbugs have made a resurgence in this country. Unfortunately, Texas A&M has not been immune. Previously we have had some cases of bedbugs, but were able to effectively eliminate them. However, there is always the potential for more to occur. The following information is being provided to calm any fears about bedbugs and to provide instructions about what to do if bedbugs are suspected in your apartment.

What is a bedbug?

Adult bedbugs are slightly smaller than a ladybug or about 3/8 of an inch long. They are reddish-brown in color with flat oval shaped bodies. Bedbugs feed on the blood of people and other warm blooded animals. They are nocturnal feeders who, unlike lice or fleas, do not live on hosts but rather in the “nests” of hosts. Bedbugs do not fly or leap but rather hide in dark crevices close to food sources. The average lifespan for a bedbug is 12 to 18 months. Bedbugs can live for months without feeding. Bedbugs are spread by hitchhiking from areas of infestation on clothes, furniture, bedding and suitcases.

Are bedbugs a concern here?

Bedbugs were scarce during the latter part of the last century, but their populations have surged in recent years. Changes in the types of pesticides and their usage, as well as an increase in international travel, have contributed to the rise of the bedbug. Bedbugs are most common in places where many people sleep. These places include hotels, motels, apartments, cruise ships and residence halls. Bedbugs can easily travel on clothing, linens and furniture. Infestations of bedbugs do not necessarily indicate poor hygiene.

Can bedbugs hurt me?

Although bites can cause severe itching, they are relatively harmless. When a bedbug bites, it releases a salivary fluid that can irritate skin and cause allergic reactions over time. Scratching the bites can cause secondary infections and scarring.

Washing the bite area with soap and water and applying an anti-itch/antihistamine cream is recommended. If infection occurs, seek medical attention. Bedbugs are not known to transmit any blood borne diseases such as HIV or AIDS.

Do I have bedbugs?

Bedbug bites are identified by small bites similar to mosquito bites. The welts occur in rows of three or more and cause itching and discomfort. These bites show up in the morning or middle of the night. If bedbugs are present, dark excrement stains will be on the sheets, pillowcases and mattresses. Molted skins and egg shells may also be present, but look for the crawling or dead adults as well. In cases of severe infestations, a musty sweet smell may be detected.

Examine areas around the bed and sleeping quarters for signs of bedbug activity. Bedbugs prefer areas around fabric, wood and paper. Check the folds or seams in bedding and linens. Check around the headboard and footboard paying special attention to corners and crevices. Check baseboards, moldings and carpet seams near and around the bed. Bedbugs often travel up, so check areas above the level where you sleep. Check artwork and wall hangings, curtains, and walls. Look for any excrement spots, skin casings or live bugs.

What if I have bedbugs?

Please contact your resident advisor, resident manager, graduate resident manager or the administrative staff in the office as soon as possible. The staff member will contact the proper entity to evaluate and treat your room, if necessary. Bedbugs can be controlled with vigilance and constant inspection and treatment by professional pest control technicians.
How do I prevent getting bedbugs?

- Do not bring infested items into your room. Thoroughly inspect any “freebie” or second-hand furniture or accessories before bringing the item into your apartment.
- Check luggage, clothing and bedding after trips, especially after trips abroad.
- Clean up and reduce clutter to eliminate some of their favorite hiding spots.
- Keep rooms clean and tidy. Vacuum crevices and upholstery regularly.
- Vacuum mattresses frequently or permanently encase mattresses in a bedbug resistant mattress bag.
- Pull bed away from wall or other furniture. Tuck in sheets and blankets to avoid contact with the floors or walls.

If you should have any questions or concerns, do not hesitate to ask your resident advisor, resident manager, graduate resident manager or the administrative staff in the office.

Bike Safety

When you are riding your bicycle on a street or road, you must obey the same rules and traffic signs as a motorist. You can be ticketed by police and be required to pay a fine for violating traffic regulations with a bicycle, just as you can for violating them with a car. Ride your bicycle on the right side of the road and use the same hand signals motorists use when you plan to make a turn. If you are riding your bicycle before sunrise or after sunset, you must have a headlight and rear light or reflector. Wear light-colored or reflective clothing when riding at night and always wear a helmet.

Candles

Candles are not permitted in the White Creek Apartments. Candles are a growing cause of home fires and home fire deaths. A candle is an open flame, meaning that it can easily ignite any combustible material nearby.

If Gardens Apartments residents choose to use candles, please be follow these tips to use candles safely:
- Never leave a burning candle unattended.
- Extinguish all candles when you leave your apartment or when you go to bed.
- Keep candles at least one foot away from anything that can burn.
- Don’t place lit candles in windows or near doorways where drafts could bring items that could burn in contact with the flame.
- Keep candles away from flammable liquids.
- Use candle holders that are sturdy, won’t tip over easily, are made from a material that can’t burn and are large enough to collect dripping wax.
- Place candle holders on a sturdy, uncluttered surface — away from edges and any place where they could be knocked over by children.
- Do not leave the room until wicks have stopped glowing.

Avoid using candles during a power outage. Have flashlights and battery powered lighting on hand for emergency lighting.
- Never leave a child unattended in a room with a burning candle.
- Don’t allow children to burn candles in their bedrooms.
- Don’t let children play with candles or dripping wax — or with materials that could catch fire while near candles.
- Store matches and lighters up high and out of children’s sight and reach, preferably in a locked cabinet.

Code Maroon

Code Maroon is an emergency notification service that gives Texas A&M University the ability to communicate health and safety information quickly by e-mail, text message, radio, television and website. Your enrollment in the text messaging service of Code Maroon means university officials can quickly pass on safety-related information, regardless of your location. You may also do a Fast Follow on Twitter. For more information and to enroll in the text message service visit codemaroon.tamu.edu.

Communicable Diseases

Students living in the University Apartments who are diagnosed with a communicable disease, including but not limited to chicken pox, measles, mumps, mononucleosis, Ebola, and SARS, that proves to be a health threat to other residents may be relocated to an alternate apartment/room on campus until such time when it is determined the student is no longer contagious.

The Apartments staff will maintain the privacy of any student who has knowledge of testing positive for any communicable diseases. To make arrangements to temporarily relocate due to having a communicable disease, contact your apartment staff.

Emergency Equipment

Tampering with, damaging or inhibiting the use of emergency equipment is prohibited. Residents may not use emergency equipment for any purpose other than emergency use. This includes fire extinguishers, heat, gas and smoke detectors, exit signs, or any other emergency equipment. Because of the potential safety threat, residents found responsible for tampering with or damaging emergency equipment may be subject to university disciplinary action and/or contract cancellation.

Emergency Contact Information

During the housing application and contract renewal processes, students living on campus are required to provide at least one emergency contact to the Department of Residence Life. This information will be kept confidential. It will only be used by Department of Residence Life staff, and other Texas A&M staff members with emergency response job responsibilities, or in the case of emergencies involving students such as death, life threatening injuries or a missing person report.

Students may update their emergency contact information at any time by logging in to Online Services at reslife.tamu.edu/onlineservices.

Students are also encouraged to register their emergency contact information at howdy.tamu.edu.
Emergency Phones

Emergency or blue light phones have been installed at various locations across campus. These are distinguished by the 12-foot pole with the blue light on top. These phones have “EMERGENCY” written on the front and sides.

• FOR EMERGENCIES: Press the button or dial 911. The University Police will immediately know your exact location. Talk directly into the speaker.
• FOR NON-EMERGENCIES: Blue light phones may be used for vehicle repair help, calling for nighttime shuttle escort services, or calling a friend for assistance.

Emergency Phone Numbers

There are two numbers residents can call to report emergencies. These are 911 and 9-911. It is important to know when to dial each of these two numbers as well as what kinds of situations are considered emergencies.

Dial 9-911 if you are ON CAMPUS, using a landline phone, and need to report an emergency (including in your apartment).

Dial 911 if you are OFF CAMPUS or ON A CELL PHONE and need to report an emergency.

You should dial 911 or 9-911 as indicated above to:
• Report emergencies that jeopardize the safety of life or property
• Receive emergency medical attention
• Report crimes in progress or that have just occurred
• Report accidents
• Report fires

Remember, 911 and 9-911 are for EMERGENCIES ONLY! If your call is not an emergency you should dial (979) 845-2345. This is the non-emergency phone number at the University Police Department. Examples of non-emergency calls are
• burglaries (unless they are in progress)
• reports of property theft
• routine reports and information requests.

Emergency Preparedness

In some emergency situations, such as flooding or release of hazardous materials, emergency responders may order protective actions for persons who live or work on campus. Typically, these protective actions are to evacuate to a safer area or to shelter in place. It is possible that some emergency scenarios could result in one of these protective actions being ordered for one part of campus and other protective actions for a different area of campus. When such actions are warranted, police, fire, safety or university officials via radio and television stations, Emergency Alert System, public address systems, loud speakers, door-to-door notifications or other means will appropriately advise you.

Area Evacuation for Emergencies

An area evacuation is an organized withdrawal from a building or area to reach safe haven. Upon notification to evacuate, quickly:
• Dress appropriately for the weather.
• Take only essentials with you, e.g., eyeglasses, medications, identification and money (cash/checkbook/credit cards). Do not take time to pack belongings.
• Turn off computers, unnecessary equipment and appliances.
• Close and lock the door as you exit your apartment.
• Follow the directions provided for safe routes of evacuation.
• Listen to the radio to monitor emergency status.
• Do not use your personal vehicle for evacuation unless specifically instructed to do so.
• If you need special assistance, contact your resident advisor, resident manager, graduate resident manager or other appropriate emergency contact. If these staff members are not available, call the University Police Department at (979) 845-2345 for assistance.

Sheltering in Place for Emergencies

When emergency conditions do not warrant or allow evacuation, the safest method to protect individuals may be to take shelter inside a campus building or apartment and await further instructions. If asked to shelter-in-place, quickly:
• Move indoors or remain there. Avoid windows and areas with glass.

If available, take a radio or television to the room to track emergency status.
• Keep telephone lines free for emergency responders. Do not call 9-911 for information.

If hazardous materials are involved:
• Turn off ventilation/AC systems (if accessible) and close or seal all air inlets and cracks from the outside.
• Select a room that is easy to seal and, if possible, has a water supply and access to restrooms.
• If you smell gas or vapor, hold a wet cloth loosely over your nose and mouth and breathe through it in as normal a fashion as possible. For more information, refer to reslife.tamu.edu/safety/emergency.

Evacuation

You are required to evacuate the building or area when instructed by a university authority, police or firefighter, or when a fire or smoke alarm sounds.

Exits

A door that leads to the outside of your apartment and leads to the ground is considered an exit. This includes upstairs apartment doors that have a walkway that leads downstairs to the ground. All exits must be completely clear at all times.

Doors must be able to open 90 degrees without being blocked. Boxes, furniture or equipment may not be stored around the buildings or on the grounds. Stairways, walkways and entrances to buildings and apartments may not be blocked.

Motorcycles/bicycles should not be left in walkways or on sidewalks as these areas are designated as fire escapes. Blocking these exits/fire escapes is a violation of Texas law.
Fire Extinguishers
Fire extinguishers can be found in wall-mounted cabinets located in each hallway or breezeway.

Fire Life Safety Inspections
Environmental Health and Safety (EHS), in cooperation with the University Apartments staff, will conduct fire and life safety inspections twice a year. Inspections will take place in October and April.

The intent of the inspections is to increase the level of safety and safety awareness for all occupants of the apartments. Safety practices in general and the fire and life safety rules found in the resident contract and this resident handbook will be the primary focus of the inspections. All inspections will be conducted between the hours of 9:00 a.m. to 6:00 p.m. Monday through Friday. All inspections will be performed by a staff member from the Environmental Health and Safety Department and a University Apartment staff member. Residents will be notified of specific dates of the inspections. Here is a list of some things the safety officers will be looking for during the inspection:

- All stovetops and ovens must be free of foil and kept clean at all times. Foil serves as a source of grease build up around the stovetop that may be a potential fire hazard.
- Entrances/exits in your apartment must be free of furniture. Furniture may not block windows, and doors must be able to open 90 degrees without interference.
- All storage areas in the closet and on top of the kitchen cabinet must be at least 18 inches below the ceiling.
- Electrical: use of extension cords, cover plate missing/damaged, electrical wiring frayed/damaged/crimped, multi adapter without breaker in use, prohibited/unapproved appliances, microwave/refrigerator not plugged directly into wall.
- Fire Alarm Equipment: smoke detector obstructed (min. 24-inch clearance), smoke detector damaged, blocked sprinkler heads.

How to Use a Fire Extinguisher
Remember the PASSword. Keep your back to an exit and stand 6 to 8 feet away from the fire. Follow the four-step PASS procedure. If the fire does not begin to go out immediately, leave the area at once.

1. **PULL** the pin: This unlocks the operating lever and allows you to discharge the extinguisher. The pin should be held in place with a safety or tamper seal.

2. **AIM** low: Point the extinguisher nozzle or hose at the base of the fire.

3. **SQUEEZE** the lever above the handle: This discharges the extinguishing agent. Releasing the lever will stop the discharge. Completely compress the lever when discharging the extinguisher.

4. **SWEEP** from side to side: Moving carefully toward the fire, keep the extinguisher aimed at the base of the fire and sweep back and forth until the flames appear to be out. If the fire re-ignites, repeat the process. Never turn your back on a fire, even if it is extinguished, because it can re-ignite.

- Ignition Sources/Combustible Products: candles/incense being present in the room, flammable liquids in the room, combustible materials near electrical source, and excessive fire load in the room.
- Emergency Planning: absence of the evacuation plan on the back of the room door, windows/doors obstructed.
- Miscellaneous: poor housekeeping, floor/wall/ceiling penetrations, and the door closure missing/damaged.
- Room windows will be checked to ensure they are a viable point of exit and/or way of notifying emergency responders of your presence in the room. Do not block your windows with furniture.

Upon completion of the inspection, EHS staff will leave a paper summary of any deficiencies found. Residents will have three days to correct any deficiencies. Residents will only be responsible for correcting deficiencies related to items in their control. Maintenance staff will correct any facility-related deficiencies. Failure by the residents to correct items within the given deadline could result in disciplinary action up to and including lease termination.

Fire or Smoke Present
If you are in your apartment when the smoke alarm or fire alarm sounds:

- Evacuate your apartment. Quickly put on appropriate clothing and shoes. Do not use the elevators.
- Use caution before opening any doors. Feel the door with the back of your hand. If the door is cool, stay low and open the door. If the door is hot, find an alternate escape route.
- Pull the nearest fire alarm if the building alarm has not sounded.
- Call 9-911 (Emergency Services) from a neighbor’s phone.
- Do not re-enter your apartment until the Fire Department has declared it safe to do so.

If you are trapped in your apartment:

- Keep the door closed and seal cracks with tape, clothes, sheets, etc.
- Call 9-911 to report that you are trapped and to report your location.
- Hang a light-colored piece of cloth out your window to signal firefighters.
- Stay low and stay calm as you wait for firefighters.

If you discover a fire, activate a pull station. Pull stations are located near each exit. When you get to a safe area outside, call 9-911 from a convenience phone, blue light phone or 911 from your cell phone. Answering the questions from the dispatcher clearly will ensure a quick response from emergency personnel.

Whether you believe the alarm to be a drill or actual fire, everyone, including apartment staff, must leave the apartment building whenever the alarm sounds. In addition to violating state law, initiating false alarms and tampering with fire alarm equipment could jeopardize the safety of all residents in the apartments.
Illness and Injury
If you are ill or injured and in need of immediate help, contact Emergency Medical Services at 9-911 from a campus phone or 911 if using a cell phone. EMS will respond 24 hours a day, 365 days a year and is a service for all enrolled students. The following people may also be of assistance: an RA or resident manager, the apartment office staff, the Health Center at (979) 845-1511 or the University Police Department at (979) 845-2345.

For all your non-emergency health care needs and questions, Student Health Services (SHS) is located in the A.P. Beutel Health Center and can be reached by calling (979) 458-8316, or by referring to the SHS website at shs.tamu.edu/.

SHS is an accredited ambulatory health care provider serving the Texas A&M University student body by providing primary health care services and promoting health through prevention and education. It does not provide major hospitalization or treatment outside of the clinic. All currently enrolled students at Texas A&M University who have paid the Student Health Services Fee may receive services at the health center. Services available at the Student Health Center include:

<table>
<thead>
<tr>
<th>Medical Clinic</th>
<th>Dial-A-Nurse</th>
<th>Physical Therapy</th>
<th>Immediate Care</th>
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<tbody>
<tr>
<td>EMS/Ambulance Service Radiology</td>
<td>Preventive Medicine</td>
<td>Health Education</td>
<td>Women's Clinic</td>
</tr>
<tr>
<td>Specialty Clinics</td>
<td>Laboratory</td>
<td>Pharmacy</td>
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</table>

For charges at the Student Health Center or for treatment by other health care providers, health insurance is recommended.

Insurance
Health Insurance
For health care charges not covered by the mandatory student health fee or for treatment by health care providers other than Student Health Services, health insurance is recommended. Some sources of health insurance are group insurance coverage through employment, the parent’s or guardian’s health insurance, a student’s individual insurance, or the Student Health Insurance Policy.

The university endorses the Student Health Insurance Policy. Policy information is available online at tamuinsurance.com.

Any enrolled A&M System student taking at least six credit hours of classes is eligible to enroll in this insurance plan. Students who are enrolled in special classes and take less than six credit/contact hours of class work will be determined eligible for these insurance programs if the reduced coursework meets the criteria for the completion of a degree plan or international program as defined and approved by The Texas A&M University System.

Eligible students who enroll may also insure their dependents. You may want to compare your current coverage with this policy when considering health insurance. This policy may be useful when:

- A student reaches the age of attainment on a parent’s policy (is no longer covered)
- A student gets married
- A student becomes legally independent
- A student is studying abroad

The Student Health Insurance Policy may be purchased locally through Dunlap Financial Services, 111 East University, Suite 110, College Station, TX 77841; (979) 260-9632. The policy may also be purchased online at tamuinsurance.com.

Property/Renter’s Insurance
Although steps are taken to maintain all university facilities and grounds and to provide adequate security, Texas A&M University is not liable for the loss of or damage to personal property caused by acts of nature, fire, water, smoke, utility, or equipment malfunctions, or caused by the conduct of any resident or his/her guest(s). Therefore, residents are strongly encouraged to carry a personal property or renter’s insurance policy for their belongings while living on campus.

In some cases, a parent or guardian’s homeowners insurance will cover loss or damage to personal belongings on campus. However, you should review policies carefully for any coverage limitations and/or applicable deductibles.

If you decide to purchase property or renter’s insurance you will need to choose from a wide variety of companies and policies. To help with your choice, the University has selected Arthur J. Gallagher & Co. as its preferred property/renter’s insurance company. Arthur J. Gallagher & Co. offers a variety of coverage options at reasonable prices. Information about available policies can be found online at collegestudentinsurance.com. For more information, contact the Coordinator of Residence Life Risk Management at (979) 862-3158.
Title IX Complaints — Reporting to the University Regarding Sexual Harassment, Sexual Assault, Dating and Domestic Violence, Stalking, or Rape

Students may contact the Dean of Student Life for interim accommodation measures, questions or assistance in arranging contact with the Dean of Faculties or the Human Resources, Policy & Practice Review Office.

If the alleged offender is a(n):
- Undergraduate student
- Graduate student
- Professional student
- Student Employee
- Faculty Member
- Graduate Student or Post-Doctoral Student working in Academic Affairs
- Non-Faculty Staff Member
- Graduate Student or Post-Doctoral Student working in any area other than Academic Affairs
- Unrelated Third Party

The official to contact is:

<table>
<thead>
<tr>
<th>Dean of Student Life</th>
<th>Dean of Faculties</th>
<th>Human Resources Policy &amp; Practice Review</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cain Hall B 117</td>
<td>108 YMCA Building</td>
<td>750 Agronomy Road</td>
</tr>
<tr>
<td>College Station, TX</td>
<td>College Station, TX</td>
<td>College Station, TX</td>
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<tr>
<td>TAMU Mail Stop 125</td>
<td>TAMU Mail Stop 1126</td>
<td>TAMU Mail Stop 1255</td>
</tr>
<tr>
<td>(979) 845-3111</td>
<td>(979) 845-4274</td>
<td>(979) 862-4027</td>
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</table>

Students may also make inquiries or file a Title IX complaint by contacting the University’s Title IX Coordinator at (979) 845-0977 or TitleIX.Coordinator@tamu.edu. For more information regarding the filing and processing of a sexual harassment and/or sexual misconduct report please visit student-rules.tamu.edu/rule47.

Reporting to Law Enforcement

Students have the option of notifying law enforcement authorities including university and local police. An anonymous Jane/John Doe report can be filed with the police while deciding whether to pursue criminal charges. Law enforcement is able to help victims understand the process of obtaining orders of protection, no contact orders, restraining orders, or similar lawful orders issued by the courts. Below is a list of local law enforcement agencies. Reports should be filed with the agencies where the incident occurred.

<table>
<thead>
<tr>
<th>Local Law Enforcement Agencies</th>
<th>(979) 845-2345</th>
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<tbody>
<tr>
<td>University Police Department</td>
<td></td>
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<tr>
<td>University Police Department — Victim’s Advocate</td>
<td>(979) 862-9767</td>
</tr>
<tr>
<td>Bryan Police Department</td>
<td>(979) 209-5301</td>
</tr>
<tr>
<td>College Station Police Department</td>
<td>(979) 764-3600</td>
</tr>
<tr>
<td>Brazos County Sheriff’s Department</td>
<td>(979) 361-4100</td>
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Confidential Reporting Option

In most cases, counselors in the Student Counseling Service (scs.tamu.edu or (979) 845-4427) are not required to, nor may, report an incident that in any way identifies the student concerned without the student’s consent. However, if an imminent harm situation is present, the counselor must take action to protect whoever is at risk.

Support Services

| GLBT Resource Center                                     | (979) 862-8920 |
| Student Assistance Services                             | (979) 845-3113 |
| Student Counseling Service (SCS)                        | (979) 845-4427 |
| SCS Helpline                                             | (979) 845-2700 |
| Student Health Services                                 | (979) 458-8316 |
| SCS Helpline                                             | (979) 845-2700 |
| University Police Department — Victim’s Advocate        | (979) 862-2345 |
| Women’s Resource Center                                 | (979) 845-8784 |

Code Maroon

To learn what you should do in case of an emergency, visit tamu.edu/emergency. In an emergency, Texas A&M will post additional emergency updates and announcements at emergency.tamu.edu when they become available. Texas A&M will also communicate important emergency information with local television and radio outlets.

If you wish to receive Code Maroon notifications by text message, you must enroll in Code Maroon at codemaroon.tamu.edu.
Texas A&M University has installed a Lightning Prediction System that will give people participating in outdoor activities advance warning of possible dangerous weather conditions. Each system is capable of sensing atmospheric conditions and predicting lightning strikes at ranges of approximately two miles. In the event of dangerous conditions, the system will give one long horn blast (approximately 15 seconds) accompanied by a flashing light.

Once the dangerous conditions have passed, three short horn blasts (approximately five seconds each) will sound that all is clear and the flashing lights will turn off. In the event of a system warning, please consider the following:

- Seek shelter: in campus buildings, cars/trucks and lightning shelters.
- Avoid: open areas, elevated ground, water, flagpoles, tall trees, metal fences, golf carts or mowers, cellular phones, and radios.

The horn will only sound the initial warning. The strobe lights will continue until the danger has passed. If someone was indoors and unable to hear the warning, they can check the strobe lights to see if there is danger present.

If a Tornado Warning or Severe Storm Warning is issued, you should immediately take the following precautions:

- Do not go outside.
- Move into the smallest interior space without exterior windows or doors (such as inner hallways, interior stairwells, bathrooms or closets).
- Avoid the top floors of the building and any area that may be glass enclosed or has a large unsupported roof.
- If you are unable to move to a small interior place of shelter, get under a sturdy piece of furniture.
- Monitor local radio or television stations for announcements of any additional actions to take and/or for cancellation of the warning.
- Occupants of the building should remain in the place of shelter until the warning has been officially canceled.

Watches and Warnings

The National Weather Service and local radio and television stations will announce watches and warnings about severe weather. Two good sources for local weather news are KBTX-TV (cable channel 3.1 CBS) and KAMU-Radio (90.9 FM) as they both broadcast National Weather Service watches and warnings.

If a Tornado Watch or Severe Storm Watch is issued, you should:

- Review emergency plans.
- Be alert for changing weather conditions.
- Be prepared to act.

Students, family members and guests at the University Apartments are responsible for abiding by all federal, state and local laws, as well as all Texas A&M University Student Rules including all rules and procedures set forth by the Department of Residence Life. Students are responsible for the behavior of their family members or guests at all times and are obligated to inform them of all university and Department of Residence Life rules and regulations.

Violations of rules or regulations by a family member or guest may result in disciplinary action against both the student and the family member or guest. It is expected that all students, family members and guests respectfully comply with the directions of university officials who are acting in the official performance of their duties and responsibilities. This includes, but is not limited to, producing valid identification and changing behavior when asked. Resident Advisors are considered university officials when acting in their job capacity.

Student residents who violate the housing contract, Texas A&M University Student Rules, Department of Residence Life Apartments Resident Handbook, or any local, state or federal law may be subject to university disciplinary action and/or contract cancellation. The Department of Residence Life may remove from the apartment community family members or guests who are not obeying applicable laws or university or department rules, or who are causing a disturbance among residents, neighbors, visitors or staff.

Abandoned Property

Texas A&M University and the Department of Residence Life and their staff are not responsible for any student property left in the University Apartments or public areas of the University Apartments. In the event property is left in the apartment after the housing contract period is over, the property will be removed and stored at the owner’s expense. If possible, the student will be notified to arrange a pick-up date. The Department of Residence Life will maintain abandoned property for 90 days, after which the property will be turned over to the University Lost and Found or to a charitable organization in the community.

Alcohol

Residents and their guests are required to comply with state and local statutes as well as Texas A&M University and Department of Residence Life rules concerning possession, sale and distribution of alcoholic beverages. Public intoxication by residents and/or their guests will not be tolerated. Inappropriate behavior will be confronted by the Apartments staff and possibly the University Police Department. Through the conduct process, residents may be found responsible for violating the Department of Residence Life policies and university rules and regulations. Specific rules on alcohol:

1. Alcoholic beverages may be possessed or consumed but not sold or manufac-
tured in the privacy of the resident’s apartment by those residents and their invited guests who are of legal age (21 years or older).
2. All alcohol transported through public areas must be unopened. Possession of open containers or consumption of alcoholic beverages is not permitted in hallways, the Community or Activity Center, the Pavilion,
stairways, courtyards, laundry rooms, multipurpose spaces, or parking lots.

3. Bulk or common-source alcohol containers (for example, kegs or party balls) are not allowed at the University Apartments. If bulk or common-source alcohol containers are present in the University Apartments, staff will dispose of ALL alcohol present. Kegs, even when empty, are not permitted at the University Apartments.

4. If any minor is found consuming and/or possessing alcohol in an apartment, the University Police will be contacted.

5. If alcohol bottles or containers appear empty but contain small amounts or alcohol residue, they will be treated as a violation of the alcohol policy.

Please see information from the Student Conduct Office for conduct hearing and sanction information or visit studentlife.tamu.edu/sco.

Antenna/Satellite Dish
Residents may not put up an antenna or satellite dish anywhere on the outside of the apartment.

Apartment Alterations
Residents may not make alterations to their apartments. Alterations could include but are not limited to nail or screw holes in walls, doors, window frames and door frames, or installation of tile/carpet squares, adhesive carpet and painting, or plumbing devices. The alterations will be corrected by maintenance staff and the resident charged to return the apartment to the original condition. Furniture supplied by the University Apartments may not be removed from the apartment, even temporarily.

Appliances and Equipment
The following appliances are not allowed in the University Apartments: window unit air conditioners, space heaters, dishwashers, and washer and dryers except where installed by the Department of Residence Life. One personal refrigerator 4.4 cubic feet or smaller is permitted per apartment.

Prohibited appliances and equipment include but are not limited to the following:
- Camping stoves, electric skillets
- Ceiling fans, unless installed by the Department of Residence Life
- Electric power tools (with the exception of storage for use outside of the apartment buildings)
- Gas power tools
- Griddles, grills (George Foreman type, charcoal or propane)
- Halogen torchiere lamps
- Hot oil popcorn poppers
- Hot plates, oven broilers, sandwich makers, toasters
- Induction cooking appliances
- Space heaters
- Wireless routers not issued by the University

Assault
Physical harm to any person including physical fights and sexual assault will not be tolerated in the University Apartments community.

Breezeways and Patios — Gardens Apartments
Breezeways and patios are not to be used as storage space. Residents may not hang laundry in these areas. Motorcycles/bicycles should not be left in walkways, in breezeways, on porches or on sidewalks because these areas are designated as fire escapes. Blocking fire escapes is a violation of Texas law.

Residents may keep a few potted plants as long as they are well maintained on their own patio space. Plants and planters may not be located in the landscaping. Planters may not block entrance or exit from apartment or block the doors to the laundry closet.

Business/Private Enterprise
Using your physical or Internet address to conduct private entrepreneurial ventures by you, your family or visitors from your apartment is prohibited.

Candles
Candles are not permitted in the White Creek Apartments. Following the provided guidelines, candles are allowed in the Gardens Apartments. Please see the candle information in the Health and Safety section of the handbook.

Car Washing
Residents may not wash vehicles in the University Apartments parking lots.

Child Supervision/Child Endangerment — Gardens Apartments
The Department of Residence Life’s goal is to encourage and facilitate the use of the Community Center at the Gardens Apartments by residents, parents, grandparents and children of all ages. It is not the Community Center’s function or purpose to provide childcare or supervision for children while parents or other accompanying adults are outside the Community Center or busy with other tasks within the Community Center.

Parents or caregivers are responsible to see that proper supervision is provided for all children at all times.

Young children should never be allowed to roam freely and are not allowed in the Community or Activity Center, laundry facility, work out space or play areas without adult supervision.

If young children are found without proper adult supervision, staff will make reasonable attempts to contact the parent or caregiver. The parent or caregiver should be prepared to show identification. If the parent or caregiver cannot be located, the University Police will be contacted.

Children under the age of 12 cannot be in the Community Center without adult supervision at any time.

Children, like all residents, are required to respect the property of the Community Center and to behave in a manner appropriate to the use of the center.

Children who are disruptive, display inappropriate behavior or require excessive staff attention may be asked to leave the Community Center.

All staff members are required to abide by the Texas reporting laws for abusive and neglectful supervision. The Texas Family Code defines neglectful supervision as placing a child in or failing to remove a child from a situation that requires judgment or actions beyond the child’s level of maturity, physical condition or mental abilities.

Christmas or Holiday Trees
Cut/live Christmas/holiday trees and/or wreaths are not permitted in apartments, hallways and breezeways.
Computing Resources
Abusers of computing privileges may lose their computer access or be subject to more serious penalties, including disciplinary action by the university and referral to law enforcement agencies. The University Apartments have wireless access installed. In addition to being a violation of university policy, the use of wireless routers severely negatively impacts the function of the Texas A&M wireless system. Do not install

damages to the furniture. Residents should notify the office of any damage or need to repair university property. Normal wear and tear will not be billed, but substantial damage to apartment facilities may be billed to the residents. Please ask your apartment staff if you have any questions.

Fireworks/Explosives and Hazardous Materials
Residents may not possess on campus any fireworks, explosives, sparklers, ammunition, gunpowder, flammable liquids or any other materials that may be hazardous (including but not limited to propane, charcoal, lighter fluid, butane and helium). Possession of these substances implies intent to use them. If found, items will be confiscated by staff or University Police immediately and student will be referred to the Student Conduct Office.

Furniture
Residents may not remove furniture from the apartment. Furniture provided by the university cannot be moved outdoors or left on patios or in the hallways or breezeways. Residents will be held liable for any damages to the furniture. Residents should notify the office of any damage or need to repair university property. Normal wear and tear will not be billed, but substantial damage to apartment facilities may be billed to the residents. Please ask your apartment staff if you have any questions.

Garage Sales
Residents are not permitted to hold individual garage sales. The University Apartments staff or community councils may hold a community garage sale a few times a year.

Grills
Only charcoal or wood-burning grills may be used on campus. Grills and/or hibachis must be used outside the apartments, must be attended at all times and must remain at least 10 feet from all buildings to avoid fire hazard and/or smoke irritation to residents. No grills or hibachis are permitted on patios or in breezeways or hallways.

Damage to University Property
Damage to or littering on university property is not permitted. Damage will be billed to individuals and may also result in university discipline and/or criminal charges being pursued.

Disorderly Conduct
Conduct that is disorderly, lewd, indecent, or a disturbance of the peace on university premises or at university-sponsored activities will be confronted by the University Apartments staff and may be addressed through the student conduct process.

Disruptive Activity
Participation in any activity that interferes with teaching, research, administration, disciplinary proceedings, or other university missions, processes, or functions including public-service functions or other university activities will be confronted by the University Apartments staff and when appropriate referred to the student conduct process.

Domestic Violence
Violence toward any member of our community is illegal and will not be tolerated. If you have knowledge or suspect acts of domestic violence, contact the University Police, the Dean of Student Life or the University Apartments staff immediately. Please see further information in the Health and Safety section of this handbook.

Drugs
Residents and their guests are required to comply with state and local statutes as well as university and Department of Residence Life rules concerning possession and use of prescription drugs. The university prohibits the manufacturing, possessing, selling, transmitting, using or being a party to any illegal drug, controlled substance or drug paraphernalia use on all university property, including the White Creek and Gardens Apartments. Please refer to the Texas A&M University Student Rules (student-rules.tamu.edu) for the full regulation and sanctions for violations. Residents found violating this rule may be removed from university housing.

Electrical Power Strips
Multiple plug adapters and extension cords are not permitted because of fire hazard. When additional electrical outlets are needed, residents must use United Laboratories–approved electrical power strips with built-in circuit breakers.
**Guests/Visitors**

A guest is defined as a person who does not live in the apartment. This includes other students/residents, friends, parents, siblings, or other relatives of the residents of that apartment. A guest/visitor may stay no longer than two consecutive nights.

University Apartments residents are allowed to host guests in their apartments according to the policies outlined below. However, violating an apartment mate’s right of entry into the room or hindering an apartment mate’s ability to study and/or sleep in their room (because of a guest’s presence) is considered a violation of guest privileges.

**Host Responsibility**

Hosts are responsible for the behavior of their guest(s) at all times and are obligated to inform the guest(s) of all university and Department of Residence Life rules and regulations. Violations of any rule or regulations by a guest may result in disciplinary action being taken against both the host and guest.

**Escorting Guests**

Guests in apartment buildings that are controlled with card access (White Creek) must be escorted at all times by the hosting resident. Residents must escort all guests into and out of the building. Residents must remain with guests at all times. Guests in the Gardens Apartments must have the resident present while inside the apartment.

**Overnight Guests**

Overnight guest(s) must be of the same gender and are allowed only if they do not create a disturbance or violate any rule or regulations. Overnight guest(s) may not stay in an apartment for more than two consecutive nights.

Permission for guests — this includes parents, — to stay in the apartment longer than two consecutive nights must be requested in advance of the guest stay and approved by the Coordinator of Apartment Services. Typically, exceptions to the guest policy will be made for assistance after an injury or medical situation or the birth/adoption of a child.

**Halogen Torchiere Lamps**

Halogen torchiere lamps can pose a serious fire hazard and therefore are not permitted inside the apartments. Halogen torchiere lamps found in apartments may be confiscated, and residents may face disciplinary charges.

**Mailboxes and Mailbox Codes**

Each apartment is assigned one mailbox for the residents to share. Residents are assigned a mailbox code in order to open their mailbox. Do not share your mailbox code with anyone else. There is a charge to change a mailbox code.

**Noise**

Sound carries easily. Voices, stereos, televisions and large indoor gatherings can often be heard next door, above and below you. Remember that while you have a right to listen to music of your choice, other residents have a right to sleep, study or listen to music of their choice without disturbance. You may be asked by other residents or staff to adjust the sound/noise level to reduce the disturbance to others around you. Please be considerate and flexible. The playing of musical instruments is permitted within your apartment as long as it does not disturb others.

**Offensive Printed Materials**

If printed material and/or posters of an offensive nature are displayed on a student’s door or inside the apartment and create a threatening or otherwise degrading environment for maintenance/custodial staff working in the building, the student(s) will be asked to remove the objectionable item from display. No disciplinary action will be taken if students refuse to remove the materials.

**Odors**

An offensive odor is any odor or aroma of such intensity that it becomes apparent and is offensive to others. Any odor can become offensive when it is too strong. Some examples are incense, cooking smells, perfume, air-freshening spray or large amounts of dirty laundry. Offensive odors will be addressed by the University Apartments staff when complaints are received.

**Painting/Contact Paper/Adhesive Tile**

Residents may not paint or use contact paper, wallpaper or adhesive tile to alter or make modifications to the apartment.

**Hazing**

Hazing refers to any activity expected of someone joining (or seeking to maintain status in a group) that humiliates, degrades or risks emotional and/or physical harm, regardless of the person’s willingness to participate. The student rule regarding hazing can be found at stophazing.tamu.edu/rules-and-laws/student-rules.

Having firsthand knowledge of the planning of such activities or firsthand knowledge that an incident of this type has occurred and failing to report it to appropriate university officials is also a violation under this rule. In the event that you have information concerning a hazing incident or intent to haze, immediately contact any University Apartments staff member, the Offices of the Dean of Student Life or the University Police.

**Neighbors/Conflicts**

For a community atmosphere to develop, neighbors must show respect and courtesy toward each other. Residents must comply with noise reduction or other reasonable requests in a prompt and considerate manner. Disregarding the rights of others or creating circumstances that could jeopardize life, limb or property may be cause for contract termination and/or university disciplinary charges.
**Pets and Service/Assistance Animals**

The only animals allowed in the University Apartments are fish living in an aquarium (20 gallon maximum), service animals (as defined by the Americans with Disabilities Act), assistance animals (as defined by the Fair Housing Act), and the official university mascot.

Assistance animals (as defined by the Fair Housing Act) are only allowed in a student’s apartment after a request has been submitted and permission has been granted by the Department of Residence Life. Requests for assistance animals must be approved in writing before the resident brings the animal into the apartment. Requests for assistance animals should be directed to Kate Kiernat, White Creek or Gardens Apartments Offices.

**Practical Jokes/Pranks**

Practical jokes and pranks may damage property or injure other students. Practical jokes and pranks can also increase the noise level and disturb non-involved residents.

Students who engage in practical jokes and pranks will be held responsible for damages, and disciplinary action may be taken.

**Projectiles**

Propelling devices, such as rockets, catapults, slingshots, Nerf-type guns or any homemade device for the purpose of launching an object, are prohibited. Objects may not be thrown into or out of windows.

**Search–Apartment Entry and Search**

The University recognizes residents’ desire for privacy, particularly in the context of their group living situation, and will do all it can to protect and guarantee their privacy.

However, the university, through a Department of Residence Life staff member, reserves the right to enter a resident’s room at any time for the following purposes:

- To determine compliance with all relevant health and safety regulations.
- To provide cleaning and/or pest control.
- To conduct an inventory of university property.
- To silence unattended loud alarms or music.
- If there is an indication of imminent danger to life, health and/or property.
- If there is a reasonable cause to believe that a violation of university or housing regulations is occurring.
- To search for missing university property.
- To perform maintenance work.

A room search by a designated Department of Residence Life staff member is possible but rare. For such a search to take place, the conditions for room entry must exist. Permission for a room search is determined at the Coordinator of Apartment Services level and above. Items that violate university or housing regulations will be confiscated. A room search by law enforcement officials must be accomplished through the use of a valid search warrant or with the explicit consent of the resident.

**Sexual Harassment**

As described in the Texas A&M Student Conduct Code, sexual harassment is a form of sex discrimination. Unwelcome sexual advances, requests for sexual favors, and other verbal, nonverbal or physical conduct of a sexual nature constitute sexual harassment when this conduct is so severe, persistent or pervasive that it explicitly or implicitly affects an individual’s employment, unreasonably interferes with an individual’s work or educational performance, or creates an intimidating or hostile work or educational environment. The university will use a reasonable person standard to determine these elements.

For definition of sexual harassment terms see student-rules.tamu.edu/rule24 or https://urc.tamu.edu/compliance/SitePages/Title%20IX%20FAQ.aspx.

**Smoking**

Texas A&M University is a smoke-free campus, which means smoking is prohibited inside all university buildings including individual apartments, the Community Center and laundry facilities. If you are going to smoke, you must go outside of the building or an appropriate distance away from the apartment units so that secondhand smoke will not enter any surrounding living spaces. Smoking is not permitted on apartment balconies, on patios or in the breezeways. Dispose of all cigarette butts in the cigarette butt cans provided throughout the University Apartments grounds.

**Soliciting**

The term “solicit” is defined as advertising, the taking of orders, sales, donations, proselytizing, campaigning (political or other), collection and distribution of literature.

Door-to-door solicitation by individuals, non-department of residence life organizations or companies, is prohibited in the University Apartments. If you are approached by sales personnel, do NOT allow them to enter your hall or apartment and inform the UPD or the Apartments staff immediately.

**Speed Limit**

The University Apartments speed limit is posted at 20 mph. Please drive slowly for everyone’s safety.

**Stalking**

As described in the Texas A&M Student Conduct Code, stalking is any repeated conduct directed specifically at another person that causes that person (or a member of that person’s family or household) to fear for his/her safety. Such conduct includes following another person; acts that threaten or intimidate another person through fear of bodily injury or death of self or members of that person’s family or household, or an offense being committed against that person’s property. For more information see student-rules.tamu.edu/rule24.

**Storage**

Residents cannot store personally owned property outside of the apartment except for bicycles and barbecue grills. Gardens residents can rent a small storage closet for a monthly fee. The storage closets are assigned on a first-come first-served basis. Contact the Gardens Office for more information.
Title IX
Texas A&M University is committed to providing an environment of academic study and employment free from harassment or discrimination to all segments of its community — its faculty, staff, students, guests and vendors — and will promptly address all complaints of discrimination, sexual harassment, and related retaliation in accordance with applicable federal and state laws.

Harassment and discrimination, including sexual harassment and discrimination, are illegal under federal and state statutes, including but not limited to Title IX of the Educational Amendment of 1972, and are prohibited by Texas A&M University.

For more information see https://urc.tamu.edu/compliance/SitePages/Title%20IX%20FAQ.aspx or student-rules.tamu.edu/rule24.

Tools–Electrical or Power
Electric power tools are not allowed in the University Apartments, with the exception of those being stored for use off university property. Gas power tools are not allowed in the University Apartments, even if they are not in use.

Video Copyright Guidelines
Due to federal copyright laws and court cases concerning viewing videos in public areas, the Department of Residence Life does not permit group viewing of copyrighted videos (tapes, DVDs, downloaded videos, etc.) in lounges or public areas without specific authorization from the owner of the copyright. However, you may view videos in the privacy of your apartment.

Wax Warmers
Ceramic wax warmers are only permitted if the heating bulb is 25 watts or less and the wax used has been manufactured specifically for use in a wax warmer. Wax warmers should never be left unattended while on.

Weapons/Firearms

View the updated Weapons/Firearms Rule effective August 1, 2016 at http://reslife.tamu.edu/livingOnCampus/rules.

Academic Plaza: The area in front of the Academic Building (with the dome near the flagpole)
Aggie: A student or former student of Texas A&M
Batt: The Battalion, the student newspaper
Corps of Cadets: An Aggie tradition of providing more trained officers to our nation’s armed forces than any other military school in the United States.
Elephant Walk: This annual walk around campus is done to symbolize the Seniors’ dying usefulness to the 12th Man
Fish: A freshman
Fish Pond: Fountain across from All Faith’s Chapel and Shiba
Gig ‘em: The “thumb up” sign given by Aggies; was also the first hand sign in the Southwest Conference
Howdy!: A greeting meaning “welcome.” Aggieland has gained a reputation of being the friendliest campus in the world
Hullabaloo: The first word in the Aggie war hymn and the snack bar located in the basement of the MSC
MSC: Memorial Student Center
Muster: Ceremony held on April 21 each year to honor all Aggies who have passed away since the previous Muster ceremony. Muster is held all over the world wherever Aggies gather and the largest is held in Reed Arena.
North Gate: The north entrance to the campus, where the old main business district of College Station is located
Quad: Dormitory area of the Corps of Cadets

For more terms, visit parents.tamu.edu/sites/parents.tamu.edu/files/tip%20sheet%20term.pdf
APARTMENTS COMMUNITY COUNCILS
The White Creek Apartments Community Council (WACC) and the Gardens Apartments Community Council (GACC) are student organizations comprised of the student residents of the White Creek Apartments and the Gardens Apartments, respectively. The groups’ mission is to create a positive and supportive environment within the White Creek and Gardens Apartments community through advocacy and programming efforts that promote education, cultural awareness and socialization.

The WGCC and GACC offer leadership opportunities for residents of the University Apartments to lead and serve where they live. The WGCC is a member of the Residential Housing Association.

Membership in the WGCC is open to everyone who lives in the White Creek Apartments. Membership in the GACC is open to all student residents who live in the Gardens Apartments. Student residents have an outlet to develop their leadership skills by becoming active members on the White Creek or Gardens Apartments Community Council as an executive board member or area representative. We hope all residents will make a difference in the White Creek or Gardens Apartments community by getting involved with the WGCC or the GACC. It is a great way for residents to meet neighbors and make friends.

RESIDENTIAL HOUSING ASSOCIATION
Founded in the 1972-1973 school year by the Civilian Student Council, the Residential Housing Association (RHA) is one of the most inclusive student leadership organizations at Texas A&M University. All students who live on campus, outside of the Corps of Cadets, are automatically members of RHA.

Opportunities to serve fellow students and the community, create engaging programming for residents, provide funding for hall improvements, and learn what it takes to be an inclusive leader and community member are what RHA is all about. RHA is a state, regional and national award-winning organization that focuses on leadership development and community development. Presented the National Commitment to Diversity Award by the National Association of College and University Residence Halls, Inc. (NACURH) and winning NACURH’s national sustainability case study completion, RHA focuses on empowering students and creating positive change at Texas A&M University.

RHA sends a very spirited delegation of students to the SWACURH (Southwest Affiliate of College and University Residence Halls) and NACURH conferences each year, where students from across the region and nation present programs that exemplify social justice, building strong community, and developing leaders. With its sister organization National Residence Hall Honorary, RHA is a very intense student leadership experience, committed to enhancing the lives of our on-campus residents and the community.

To become an active student leader in RHA, visit the RHA website at rha.tamu.edu, or on Facebook at facebook.com/TAMURHA.

National Residence Hall Honorary (NRHH)
The National Residence Hall Honorary (NRHH) has local, regional and national opportunities for student leaders to serve. Active NRHH members can serve on the local level, the regional board of directors and positions in the national organization. NRHH membership is selected through a nomination process each semester. One percent of the total number of students who live in our residence hall and apartments are eligible for membership within this honor society.

What does NRHH do?
NRHH is the primary way to recognize students and staff for outstanding service and exceptional leadership. Every month, awards are given at Texas A&M University to praise those who have made an impact in the lives of our on-campus students in our residence halls or apartment communities. Write an “Of the Month Award” bid for someone who makes a difference. These “OTM” awards are eligible for recognition at the regional and national level once they are selected.

Encouraging Respect, Acceptance And Support Through Education (ERASE)
ERASE is a social justice and diversity committee comprised of undergraduate and graduate students within the Department of Residence Life. This committee is dedicated to creating a more inclusive on-campus community, grounded in respect and appreciation for all individual differences. It provides programming opportunities and resources to educate, enhance and encourage the appreciation of diversity and social justice within the apartments and residence halls.

For more ERASE information, visit erase.tamu.edu.

UNIVERSITY APARTMENTS LISTSERV
The LISTSERV is available for all residents of the University Apartments. Student residents need to sign up for the LISTSERV. If you did not sign up when you checked into your apartment, contact your RA to be added.

Residents will receive announcements about events and activities happening in the University Apartments community, on the Texas A&M campus and in the local Bryan/College Station area.

To unsubscribe send an email to UACC-Sign-off-request@LISTSERV.tamu.edu.

Aggie EcoReps
Founded in 2011, Aggie EcoReps is an organization, sponsored by the Department of Residence Life and supported by the Aggie Green Fund, of resident students educating their peers about how to live more sustainable lifestyles. Aggie EcoReps hosts outreach programs in the University Apartments and residence halls, participate in Earth Day and campus-wide events such as Campus Sustainability Day and Texas Recycles, and promotes a sustainable lifestyle by living as an example for fellow students. Aggie EcoReps works to encourage students to make small changes in the way they live, such as turning electronics off when not in use, using a reusable water bottle, reducing food waste, taking advantage of alternative transportation, and recycling bottles and cans on campus.

The Aggie EcoReps mission is “providing on-campus students with the education and opportunity to promote and continue sustainability,” and, as a grassroots movement at Texas A&M University, it is making progress every day.

Follow the Aggie EcoReps at aggieecoreps.tamu.edu.
Apartment Offices
The White Creek Office is located on the first floor of Building A inside of the Activity Center. The Gardens Office is located in the Community Center building. Both offices are open Monday through Friday from 8 a.m. to 5 p.m. The office is closed for university approved holidays. A notice will be placed on the office door indicating an office closing when a holiday is approaching.

The White Creek Office phone number is (979) 458-8500. The Gardens Office phone number is (979) 845-2261. Office staff can assist with lost keys, access cards and general information.

Bus Service
The White Creek and Gardens Apartments have multiple bus stops for travel to and from the rest of the campus. The bus to or from the main campus is free of charge for all Texas A&M students. Campus bus service is provided by Brazos Transit buses provide transportation to the Bryan/College Station area. A copy of their route map, fees and schedule can be obtained online at btd.org. There is a fee for riding this bus off campus.

COPS Program
Community-Oriented Police Services (COPS) is sponsored by the Department of Residence Life and the University Police Department Crime Prevention Unit. Together, they work hand in hand to provide a safer community. More information about the COPS program can be found at reslife.tamu.edu/cops.

Dining Services
Dining on campus is an essential part of the on-campus living experience. All campus dining is run by Chartwells, with over 30 locations around campus. There are many options available for increased flexibility and value in campus dining. First-year students living in the White Creek Apartments are required to select a dining plan. For a complete listing of meal plan options, dining locations and dining policies, please visit dining.tamu.edu.

Ethernet/Internet
Internet connections are available in each apartment via the Ethernet jacks that have been installed in the bedrooms and living room. Wireless is also provided in each apartment and common area. Additionally, wireless access is provided in the office, multipurpose room and lounge space in Building A.

ResNet (Residential Network) allows connection to the Internet as well as other campus resources. Connecting to ResNet requires network cable to connect the computer to the room’s network connection. You may have a personal router as long as the wireless feature is turned off.

Texas A&M Computing and Information Services (CIS) supports the Texas A&M network infrastructure. The support includes maintenance of the network and network services as well as implementing policy that governs the use of the network. If you have problems or questions about the Ethernet, please contact the 24-hour CIS Help Desk at (979) 845-8300 or email helpdesk@tamu.edu.

Green Dot Program
Green Dot, Etc. is an organization built on the premise that we can measurably and systematically reduce violence within any given community. We believe current research across disciplines, in combination with lessons learned from history, provides nearly all of the necessary puzzle pieces to create a successful model of violence prevention.

Given this foundation of knowledge, we believe any group committed to equipping themselves with the necessary skills and willing to let go of historically ineffective approaches has the capacity to implement a successful violence prevention strategy. Though the primary mission of Green Dot, Etc. is the reduction of power-based personal violence, we also recognize the inextricable link between effective prevention and effective intervention. Green Dot, Etc. includes within its mission the strengthening of intervention services and strategies across forms of violence. For more information, go to greendot.tamu.edu.

ID Cards
Your student ID will allow you access to your building as well as the community spaces in White Creek, Building A. If you lose your key or access card, inform an apartments staff member immediately so your ID card is deactivated and you are issued a loaner card. Loaner cards (for apartment access only) may be kept up to three business days.

ID card cancellation for lost ID cards is available by calling the Aggie Card hotline at (979) 862-4884, visiting sbs.tamu.edu/aggiecard, or going to the office in the General Services Complex (GSC) Suite 280. The charge to replace your student ID is $10.

Information Dissemination
The Department of Residence Life communicates to residents through Texas A&M University student email accounts and the University Apartments listserv. Please read all communications carefully, as they include information residents are responsible for knowing.
Keys/Lock-Outs

Keys
When a resident is assigned to an apartment, he/she is issued one apartment key. Additional keys can be issued to a resident’s spouse or child. If an apartment key is lost, contact the White Creek Apartments Office or the Gardens Apartments Office. The lock will be re-cored to ensure your security. There is a charge for making new keys or re-coring a lock ($100 to $150 depending on type of apartment).

Keys must be turned in at the time of check-out. If keys are not turned in at the time of check-out, there will be a charge for the cost of changing the locks. Keys must be returned either in person at check-out time or in the key drop box on the date of check-out.

A bent or broken key will be replaced at no charge as long as there is no evidence of vandalism and the damaged key is brought to the resident manager/graduate resident manager.

Additional keys for a spouse may be requested through the resident manager/graduate resident manager in the Gardens Apartments Office. Duplication of university keys is strictly prohibited and is subject to disciplinary action. Residents may not give or loan their apartment keys to another person.

Lock-Outs
In case you are locked out of your apartment, please do the following:

- Monday through Friday during working hours, 8:00 a.m.–5:00 p.m., please go to the White Creek Apartments or the Gardens Apartments Office to be let into your apartment.
- If you are locked out any other time, please call the RA on duty to be let into your apartment. For the Gardens Apartments, call (979) 845-2261. For White Creek Apartments, call (979) 458-8500.

Lost Keys
In case you have lost your key, please report it to the White Creek or Gardens Apartments Office or the RA on duty. Staff will assign you a temporary key. You will have three days to find the lost key, and after three days the door(s) will be rekeyed at the resident’s cost. You may also opt to have your apartment rekeyed immediately. Cost of lock changes are as follows.

<table>
<thead>
<tr>
<th>University Apartments Key Charges</th>
<th>Charge to Rekey</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 bedroom apartments</td>
<td>$100.00</td>
</tr>
<tr>
<td>2 bedroom apartments</td>
<td>$125.00</td>
</tr>
<tr>
<td>4 bedroom apartments</td>
<td>$150.00</td>
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</tbody>
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Room Reservations

The Department of Residence Life offers students who live on campus the opportunity to reserve rooms in many of our facilities at no cost. We have meeting/conference rooms, individual and group study rooms, kitchens, presentation spaces and music rehearsal spaces.

Rooms may only be reserved by students living in on-campus housing. Department of Residence Life (DRL) student organizations, DRL staff, DRL sponsored camps/conferences and Texas A&M University departments. For more information, please contact the Gardens Apartments Office at (979) 845-2261.

Laundry

The White Creek Apartments and premium apartments in the Gardens have a washer and dryer set in each apartment. If there are problems with the washer or dryer, please submit a work order. Work order instructions are on page 10. There is a laundry building located between Buildings H and L in the Gardens Apartments for resident use.

Mail Service

The University Apartments have centralized mailboxes. The mailboxes for White Creek are located on the outside of Building A. The Gardens Apartments mailboxes for Buildings F through L are located on the outside of the laundry building. Mailboxes for Buildings M-Q are located on the outside of the activity building.

Each student resident is issued a mailbox combination upon moving into an apartment. There is one mailbox per apartment. The apartment community also has several package mailboxes. If you receive a key in your mailbox, this indicates you have received a large package and must pick it up in the large mailboxes.

Mail Service

For mail delivery, residents of the White Creek and Gardens Apartments are required to show a valid parking permit.

The Department of Residence Life is not responsible for the regulation of on-campus parking. For more information on parking, contact the Department of Transportation Services [(979) 862-PARK] located in room 108 of the John J. Koldus Building, or visit them online at transport.tamu.edu.

Laundry

The White Creek Apartments and Gardens Apartments office staff will not sign for or accept resident packages.

White Creek Resident Address:
Your Name
225 Discovery Drive
Building _______ Apt # _____
College Station, TX 77845

Gardens Buildings F, G, H, J, K and L:
Your Name
302 Ball Street Apt # _____
College Station, TX 77840

Gardens Buildings M, N, P and Q:
Your Name
1100 Hensel Apt# _____
College Station, TX 77840

Do not share your mailbox code with anyone. Make sure to file a change of address/forwarding address form with the U.S. Postal Service and update your address on your Texas A&M University student record before you move or transfer so mail delivery will not be interrupted.

FedEx and UPS are allowed to make deliveries to student apartments. Residents must be in their apartments at the time of delivery. FedEx and UPS are not allowed to leave packages for residents at the office.

Parking

All vehicles including motorcycles and scooters parked at the White Creek and Gardens Apartments are required to have a valid parking permit.

The Department of Residence Life is not responsible for the regulation of on-campus parking. For more information on parking, contact the Department of Transportation Services [(979) 862-PARK] located in room 108 of the John J. Koldus Building, or visit them online at transport.tamu.edu.
Bicycle Parking
Bicycle parking is restricted to available bicycle racks located throughout the apartment complex. Bikes should not be left in walkways or on sidewalks because these areas are designated as fire escapes. Blocking these fire escapes is a violation of Texas law. Bicycles can be stored inside an apartment.

Visitor Parking
Visitor parking passes can be purchased at transport.tamu.edu/parking/visitor.aspx.

Television
Texas A&M University is excited to announce that we’re partnering with Philo to bring residents of White Creek Apartments, Gardens Apartments, and Hullabaloo Hall a new, cutting-edge way to watch TV. Philo IPTV is live TV and DVR on any device (laptops, tablets, smartphones and TV sets) — anywhere on campus.

White Creek Apartments: Residents of White Creek Apartments will only have access to TV via Philo IPTV (any device — anywhere). However, residents will not have traditional coaxial cable TV in their apartments. To watch TV on a television set, you will need a Roku device.

The Gardens Apartments and Hullabaloo Hall: Residents of the Gardens Apartments and Hullabaloo Hall will have access to TV via Philo IPTV (any device — anywhere) as well as having access to traditional coaxial cable.

How do I start watching Philo?
To watch Philo from a computer:
1. Connect to the TAMU data network
2. Go to tamu.philo.com and click “log in”
3. Enter your NetID and password
4. Start watching live TV, or record some for later
To watch Philo on your iOS or Android device, simply download the Philo app from the App Store or Google Play store.

To watch Philo on your TV set you will need a Roku or HDMI cable plugged into a laptop.

To watch on Roku:
1. From a computer, visit tamu.philo.com and log into your Philo account with your NetID and password
2. Go to your “settings” by clicking the gear icon in the top right corner of your screen
3. At the bottom of the settings tab, click the “Register Roku” button
4. Follow the instructions on the Philo + Roku page
Note: Philo can only be viewed on one device at a time.
More information can be found at reslife.tamu.edu/livingOnCampus/amenities/tvService/iptv.

Telephones
Local Service
Residents have the option to purchase local landline phone service in their apartment and may request installation of the service by submitting a Connect Landline Telephone Service form.

The cost for White Creek Apartment residents is $90 for the fall and spring semesters, or $45 for either the spring semester or the summer. Once the service is connected, the full amount of the payment is non-refundable.

Cost and additional information can be found at reslife.tamu.edu/livingOnCampus/amenities/phone.

Convenience Phones
A convenience phone is located near at least one entrance of each White Creek apartment building. These phones are provided for guests to contact residents, who can then open exterior doors and properly escort the guest to their room. These phones have a red emergency button, which, when pressed, places the caller in immediate contact with the University Police Department.

Emergency/Blue Light Phones
Emergency or blue light phones have been installed at various locations across campus. These are distinguished by the 12-foot pole with the blue light on top. These phones have “EMERGENCY” written on the front and sides.

- For Emergencies: Press the button or dial 911. The University Police will immediately know your exact location. Talk directly into the speaker.
- For Non-Emergencies: Blue light phones may be used for requesting vehicle repair help, calling for nighttime shuttle escort services, or calling a friend for assistance.

Public Hallway Phones
A convenience phone is available for emergency or personnel use on each floor of the White Creek Apartments and in each breezeway in the Gardens Apartments.

Vending Machines
Vending machines for snacks and drinks are located in the community spaces of Building A at White Creek. There are vending machines in the game room, the activity center and the laundry building at the Gardens Apartments.
PHILOSOPHY STATEMENT

Resident students and their family members and guests must understand they are responsible for their actions, and living in the White Creek and Gardens Apartments requires maturity and good judgment.

To maintain a positive educational environment, there are conditions that are part of your contract that govern acceptable and unacceptable behavior.

These conditions allow the Residence Life staff to terminate your contract or take other action if you don’t live up to your part of the contract. The University Apartments staff will confront you if your actions appear contrary to regulations or community standards. Our sincerest desire is that by calling attention to your behavior and its consequences, better judgment will be exercised and future problems can be avoided.

Residents are responsible for the behavior of their family members and guests.

UNIVERSITY APARTMENTS CONDUCT PROCEDURES

When a possible violation of Texas A&M University Student Rules or Department of Residence Life regulations occurs, an incident report is filed. Violations that would warrant minor sanctions are forwarded to the resident manager/graduate resident manager for review and adjudication. Violations that may warrant more severe sanctions are forwarded to the Student Conduct Office for co-adjudication by a university conduct officer and a representative from Residence Life.

For a complete listing of rights and responsibilities, go to student-rules.tamu.edu/rule26.

For a complete listing of sanctions, go to student-rules.tamu.edu/rule27.

If a student is alleged to have committed a minor violation of the student code of conduct or the Department of Residence Life rules and regulations, a conduct conference will be conducted. In this meeting, the resident manager will explain the students’ rights and responsibilities, explain the conduct process, and engage the resident in a conversation about the incident. The resident is provided an opportunity to explain his/her actions.

The following rights apply to the student:

- Right to be informed of all alleged infractions and to have an opportunity to respond to the allegations before any sanction is determined
- Right to review all evidence including incident reports or other pertinent documents
- Right to know that there will be no finding of responsibility solely because a student remains silent during conduct proceedings
- Right to appeal the sanction: the student has five working days to submit an appeal to an appropriate hearing officer

STUDENT CONDUCT

Student Conduct Office Conduct Proceedings

When a student is alleged to have been involved in a major infraction or has repeated allegations, he/she will be referred to Student Conflict Resolution Services for a student conduct proceeding. The purpose of the proceeding will be to determine responsibility and an appropriate sanction.

The atmosphere of the proceeding is as informal as possible while respecting the student’s rights to due process. Regardless of the type of proceeding, a student conduct officer and a representative from the Department of Residence Life will be present for conduct proceedings.

For a list of types of proceedings, sanctions, rights and responsibilities, go to student-rules.tamu.edu/rule24.

Tell Somebody Program

If any member of the university community observes any behavior (by a student, staff or faculty member) that is concerning, individuals may report the behavior using the online report form found at tellsomebody.tamu.edu/reportingform. Alternatively, you may call the following numbers during business hours to make a report.

In reference to staff behavior:
(979) 845-3711 (Human Resources Employee Assistance Program)

In reference to faculty behavior:
(979) 845-4274 (Dean of Faculties)

Tell Somebody is not a system to be used for emergencies. If you are in an emergency situation that requires medical, psychological or police services, call 9-911 from a campus phone. Off-campus and cell phones, call 911. For more information about the Tell Somebody program, visit tellsomebody.tamu.edu.

Appeals

Administrative Appeals
Students who wish to appeal based upon receiving a sanction of conduct probation or lower are instructed to contact the Office of the Dean of Student Life for more information.

Panel Appeals
Students who wish to appeal based upon receiving a sanction resulting from a charge of sexual harassment, sexual misconduct, domestic violence, dating violence, and/or stalking, or that involve separation from the university, are instructed to contact the Office of the Vice President for Student Affairs to file an appeal.

All appeals documents must be returned in person to the Office of the Vice President for Student Affairs in Koldus Suite 117.

For more information, go to studentlife.tamu.edu/sco.appeals.
The Becky Gates Children’s Center
The center serves approximately 165 children on a fulltime basis. For enrollment information, please go to childrens-center.tamu.edu.

Gay, Lesbian, Bisexual and Transgender (GLBT) Resource Center
The resource and referral center for GLBT Aggies and their straight supporters is located in Cain Hall C103. Phone (979) 862-8920 or go to studentlife.tamu.edu/glbt.

International Student Services
International Student Services (ISS) assists international students on a variety of issues including advising on all aspects of life at Texas A&M. Phone (979) 845-1824 or go to iss.tamu.edu.

Multicultural Services
The Department of Multicultural Services is located in Suite 2200 of the Memorial Student Center. The department goals are to assist underrepresented students transitioning to Texas A&M University while providing academic and educational services for all students. Phone (979) 862-2000 or go to dms.tamu.edu.

Recreational Sports
Recreational Sports provides quality programs, services and facilities to encourage the lifelong pursuit of active, healthy lifestyles. Phone (979) 845-7826 or go to recsports.tamu.edu.

Student Assistance Services
Student Assistance Services (SAS) is a part of the Offices of the Dean of Student Life. SAS can be a beginning point of contact for information or questions including but not limited to academics; referrals/resource connections; personal, community or student welfare checks; student absence notification; sexual violence response; consultation regarding withdrawal from school; and general consultation regarding university rules and policies and faculty concerns. Phone (979) 845-3113 or go to https://studentlife.tamu.edu/sas.

Student Conduct Office (SCO)
The mission of the Student Conduct Office (SCO) is to promote concepts for fairness and due process in conduct settings through the university community, while striking a balance between community standards and individual behavior through the educational development of students.

SCO is located in Cain Hall, Suite C-315. You may contact SCO at (979) 847-7272 or go to https://studentlife.tamu.edu/sco.
On-campus: dial last five digits.

Off-campus: dial 9 plus seven digits.

Campus operator: dial 0.

Calling card: dial 9 and then follow directions on the calling card.

Admissions and Records
5-1031

Campus Directory
5-3211

Computer Information Services Help Desk
5-8300

Dining Services
5-0152

Gardens Apartments Office
5-2261

Housing Assignment Office
5-4744

International Student Services
5-1824

Maintenance (SSC)
5-4311

Multicultural Services
2-2000

Residence Life Central Administrative Office
2-3159

Safety Officer: Environmental Safety Specialist
2-9095

Student Activities
5-1133

Student Assistance Services
5-3113

Student Conflict Resolution Services
7-7272

Student Counseling Services HelpLine
5-2700

Student Financial Aid
5-3236

Student Health Services
5-1511

Student Legal Services and Student Mediation
2-4502

Office of the Dean of Student Life
5-3111

Student Locator
5-4741

Transportation Services
2-7275

University Police Department
5-2345

ON-CAMPUS PHONE NUMBERS
Prefixes include 845, 847, 862 and 458. The local area code is 979.

OFF-CAMPUS PHONE NUMBERS

College Station Police
(979) 764-3600

College Station Fire
(979) 764-3700

Texas Department of Public Safety
(979) 776-3101

College Station Medical Center
(979) 764-5100

St. Joseph Hospital (Bryan)
(979) 776-3777

Emergency Assistance Police, Fire and Ambulance
From campus phone 9-911
From cell phone 911

RESOURCES

Student Counseling Services
Student Counseling Services helps students to achieve as much as possible. Services offered include study skills improvement, test anxiety help, personal counseling and crisis intervention for students in emergency situations. Phone (979) 845-4427 or go to https://scs.tamu.edu.

Student Legal Services
Student Legal Services (SLS) advises and counsels students concerning their legal rights and responsibilities. SLS also provides mediation services. They are located in Cain Hall Room C-202. Contact SLS at (979) 862-4502 or studentlife.tamu.edu/sls.

For assistance after 5:00 p.m. or when the University is closed, call the HELPLINE at (979) 845-2700.

Student Health Services
Student Health Services serves the Texas A&M University student body through the provision of medical services and the promotion of health through preventative care and education. Phone (979) 458-8316 or go to shs.tamu.edu.
Department of Residence Life
Gardens Apartments
250 Calvin Moore
3365 TAMU
College Station, TX 77843-3365
p: (979) 845-2261 f: (979) 862-2605

Department of Residence Life
White Creek Apartments
225 Discovery Drive
1281 TAMU
College Station, TX 77845-1281
p: (979) 458-8500 f: (979) 458-9300

reslife.tamu.edu/ua
Email: university-apartments@housing.tamu.edu

UNIVERSITY APARTMENTS STAFF CONTACT INFORMATION

Gardens Apartment Staff:
Coordinator of Apartment Services,
Resident Managers, Office Associate
and Assignments Coordinator
(979) 845-2261

White Creek Apartments Staff:
Coordinator of Apartment Services,
Resident Managers and
Office Associate
(979) 458-8500

RESIDENT ADVISOR APARTMENTS CONTACT INFORMATION

The Gardens

<table>
<thead>
<tr>
<th>Building</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Building F 102</td>
<td>Building G 101</td>
</tr>
<tr>
<td>Building J 103</td>
<td>Building M 102 and 302</td>
</tr>
<tr>
<td>Building P 109 and 302</td>
<td>Building Q 309</td>
</tr>
</tbody>
</table>

Contact the On-Duty RA: (979) 845-2261

White Creek

<table>
<thead>
<tr>
<th>Building</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Building A</td>
<td>133, 211, 311, 411, 433, 511 and 533</td>
</tr>
<tr>
<td>Building B</td>
<td>103, 233, 333, 403, 433, 503 and 533</td>
</tr>
<tr>
<td>Building C</td>
<td>141, 241, 341, 413, 441, 513 and 541</td>
</tr>
</tbody>
</table>

Contact the On-Duty RA: (979) 458-8500