

UNIVERSITY APARTMENTS GUIDEBOOK

**OFFICE OF UNIVERSITY HOUSING
& DINING SERVICES**

**EASTERN ILLINOIS UNIVERSITY
CHARLESTON, IL 61920**

WELCOME!

Eastern Illinois University welcomes you to your new home. It is our sincere hope that your stay will be pleasant and comfortable.

While the University wants individual residents to have as much autonomy as possible in leading their own personal lives, it is also important that life be satisfactory and comfortable for the entire group. Therefore, it is necessary that residents consider the rights and privileges of other residents. Since this is a long-term housing community which will provide housing for many different people for years to come, the University must see that its interests concerning the property and reputation of its units are respected.

The University desires to maintain the goodwill of the residents of this community and to keep its relationship with the group at the highest level possible. Communication is an important link in this goal and the University will strive to keep residents informed on all matters affecting the welfare of the community. Whenever it becomes necessary to make changes in policy or procedures, ample notification will be given. Ordinarily, this will be accomplished through mail by individual letters, memorandums or newsletters. Realizing that the operation and management of a community of this size is dependent on the cooperation of its residents, the University welcomes any constructive criticism directed toward the betterment of the community. Careful consideration and understanding of mutual problems on a bilateral basis is most important to all concerned in the day-to-day life in the housing community.

In signing the application and contract, you have agreed to be responsible for any damage or breakage occurring in your apartment due to accident or negligence, and to maintain and leave the apartment in a clean and orderly condition, with the exception of ordinary wear and tear.

The information, policies and procedures set forth on the following pages are presented to explain the details of the application and contract, to preserve your rights and privileges, and to protect the University's interests.

It is the hope of this University that this booklet will make your stay more pleasant. If, however, the answer to your questions does not appear herein, please feel free to contact the Office of University Housing and Dining Services at (217) 581-3924.

YOUR APARTMENT

RESIDENTS' RIGHTS

The Apartment community entitles you to the right to:

- a) Read and study without interference, unreasonable noise, and other distractions
- b) Sleep without undue disturbance
- c) Have personal privacy within your apartment
- d) Live in a clean and sanitary environment
- e) Have free access to one's apartment and facilities
- f) Host guests, but with the understanding that the guests will honor other residents' rights
- g) Be free of fear from intimidation and physical or emotional harm

AIR CONDITIONING

The University supplies all apartments with an air conditioner. Please close windows while running air conditioner unit. Air conditioners should never be set on the highest setting as it increases the chance of the unit freezing up. Every few weeks, during the summer, the resident should remove the front and clean the foam filter by carefully washing under the faucet. Let the filter dry before replacing it.

We ask for your help in conserving electricity. Turn the air conditioner to low or shut it off if you will be out for several hours. Keep windows and doors shut while the air conditioner is on. Since the air conditioner is in only one room, you may want to run a small fan to move the air into the other room. You can aid the air conditioner by keeping the drapes closed and exhaust vents off.

NEVER RUN AIR CONDITIONING IN THE WINTER (\$20 charge) Air conditioner units cannot be run during the winter. Damage to the air conditioner caused by running it in the winter will be the financial responsibility of the residents.

DELIVERIES

Deliveries are to be made directly to the apartment. Deliveries are not to be made to individuals in care of the University or the Office of University Housing and Dining Services.

We will not admit anyone into your apartment in your absence.

FURNISHINGS

All apartments are furnished with the following basic equipment.

- 1 Dining room table w/chairs
- 1 Sofa or loveseat
- 1 Dresser and mirror
- 1 Mattress and box springs (Full Size)
- 1 Stove (electric)
- 1 Refrigerator
- 1 Air Conditioner
- Drapes

Apartments are furnished with University property and all furnishings must remain in the apartments. The University reserves the right to restrict the use of personal furnishings should such use necessitate the removal of any University property from the apartments. Furniture placed outside the apartment may be picked up by the University Apartments maintenance staff, placed in storage, and a bill sent to the resident for storage and the cost of moving the furniture.

The University does not furnish shower curtains, cooking utensils, microwaves, wastebaskets, bed linens, or lamps in the University Apartments.

Pianos, organs, freezers, and other large electrical appliances cannot be moved into the University Apartments without prior written approval from the Office of Housing and Dining Services. Washers, dryers, and dishwashers are strictly prohibited in all University accommodations. No exceptions can be made to this policy because, among other reasons, the electrical wiring is not designed to handle the additional overload.

HEATING AND ENERGY CONSERVATION

During the cold winter months, please keep the heating costs down by conserving and by following these 4 guidelines:

1. Report all malfunctioning heaters to the maintenance staff.
2. Keep the heat set as low as is comfortable when you are in the apartment. 68 degrees is recommended.
3. Turn your heat down when you are not in the apartment.
4. Keep the windows and doors closed and report drafts.

INSURANCE

The University is not responsible for the loss of personal property by fire, or any other cause. It is recommended by the University that residents of all rental property, including University Apartments, purchase renter's insurance from an insurance agency of their choice.

KEYS

One apartment (Married couples will receive one per adult) and one key for mailbox are issued. Upon receiving keys, the resident accepts full responsibility for any and all damages to University property or shortages of University equipment occurring during the period of their occupancy in the assigned accommodation.

Keep your valuables secured at all times by KEEPING YOUR DOOR LOCKED AND CARRYING YOUR KEY WITH YOU whenever you are out of the apartment even if only for a few minutes. DO NOT give your keys to anyone else.

There is a \$60 reclone charge for lost apartment keys, and a \$20 charge for lost mailbox keys. Duplication of any University key is unlawful. Lost keys should be reported to the office immediately.

Keys to your apartment will not be released to anyone but you. We will not admit anyone into your apartment in your absence.

LOCKOUTS

Locked out during ofc hours: Mon-Fri, 7am-3pm call - 217-549-9259

Locked out outside ofc hours: call Director on Duty - 217-549-9065

STORAGE

Since storage space is limited, residents must make their own arrangements for off-campus storage of any personal property which will not conveniently fit into the apartment. The University Apartments are rented as furnished units so storage for the apartment furniture is not provided. The storage areas, for bicycles, are behind the redwood fences in the two story area. The storage areas in front of the apartments must be kept clean and orderly.

CLEANING

Students are responsible for cleaning their own apartment. An unkept apartment attracts bugs and rodents that inhabit the unkept apartment along with the surrounding apartments. This is unacceptable. Failure to clean apartment could result in being disciplined through the Dean of Students Office or cancellation of contract.

PAINTING/WALLS

The University shall continue the policy of painting the University Apartments on a rotating schedule. You will not be charged for normal wear of paint on wall, however you will be charged for the following.

- Holes put into the walls that must be patched and painted.
- Peeled paint that is due to items hung on the wall.
- LED lights that have been put up & removed – if you put up LED lights you **MUST** leave the lights up & leave behind the power source before you leave. Failure to do so will result in a \$500 repainting fee.

CHECKOUT PROCEDURES

All checkouts must be scheduled through the Housing Office by calling 217-581-3924 or emailing housing@eiu.edu at least 24 working hours prior to checking out. Once a checkout date/time has been set the student will be given specific instructions on how to checkout properly for their specific checkout scenario. Failure to checkout properly will result in a \$100 improper checkout charge.

GUESTS

Occasional, infrequent overnight guests are allowed. The University does permit you to have guests in your accommodations, but for a limited time only. Guests are permitted to stay in the University Apartments up to 3 consecutive nights. You are responsible for your guests' behavior.

OCCUPANCY

Only those officially listed on the University Apartment contract may reside in the apartments. Violators of this policy will be subject to discipline through the Dean of Students Office. A state of Illinois criminal background check is required of all non-student adult occupants of the apartments.

PETS

Dogs, cats, and other animals on the premises of University Apartments are not allowed with the exception of fish in properly equipped aquarium. This includes animals with visitors or guests. This policy is strictly enforced by the University. All requests for Service or Emotion Support Animals must have documented, prior approval, from the Accessibility & Accommodations Office prior to an animal coming to campus.

PARKING

Paved parking lots large enough to accommodate all occupants have been furnished for the convenience of the residents in University Apartments. The speed limit in and around the parking lot is 10mph. Since there are a large number of children in the area, you are asked to drive with extreme caution. DO NOT park in the street, on grass, or on the sidewalks. Illegally parked vehicles will be ticketed and/or towed. A valid University parking permit is required to park in University Apartments parking lots. Parking permits are available through the University Police Department (UPD). Visitor spots are available and visitor passes can be picked up at UPD.

MAINTENANCE

Emergencies Maintenance calls only..... 217-549-9259

UApts Office..... 217-581-3228

Calls to the Maintenance Staff cell phone number after hours should be limited to emergencies only. If it can wait until the next day, please call the office phone and leave a message.

Example of after hours emergency calls:

- Blocked sewer system, effecting many occupants
- Complete power failure in the building
- Severe gas leak
- Hot or cold water failure
- Safety problem

BATHROOM FIXTURES

It is highly important that the sink, tub, and toilet be cleaned regularly. Soap of high qualify, non-gritty, powder is the only cleaning agent which should be used. Under no circumstances are gritty powders or acids to be used. The tile above the bathtub should be washed frequently to prevent the build-up of film and mold. If you find loose tiles, please report them to the Maintenance Office. Bathroom Sink should not be used as a garbage disposal. Nothing should be flushed in the toilet except for toilet paper.

FLOORS

Particular attention must be given to the maintenance of the floors. They should be washed frequently with mild soapsuds, rinsed, and wiped dry. Oil and grease dropped on the floor should be wiped up immediately, since they can damage the floor surface.

MATTRESS

Should be turned frequently to insure even wear. If there are small children in your family, it is recommended that rubber sheets or plastic protectors be used to protect the mattress. Do not put mattress or box spring directly on the floor without the bedframe.

RANGE-BURNERS

- Wipe burners with a damp cloth at least once a day.
- Frequently wash burner tray and top grates.

RANGE-OVEN

- If boil-over occurs during baking, allow oven to cool before cleaning. Use a good cleaner and scouring pad. Then wash with soap and water.
- Wash sides, bottom, door and racks of oven with soap and water frequently.
- The use of low and moderate temperatures in roasting meat reduces the splattering of grease, and therefore minimizes oven cleaning.

RANGE-STOVE TOP

After each use, wipe off the enamel with a soft cloth while the range is still warm but not hot. Use a mild light soap as you wash, rinse, and dry.

REFRIGERATORS

- Wipe up all spills immediately and wash with soap and water.
- Do not unplug the refrigerator.