



BALL STATE
UNIVERSITY.
University Apartments

University Apartments Handbook



AFFORDABLE + COMMUNITY

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Welcome

We at Ball State University are happy that you chose to join our University Apartment Community! This handbook has been compiled for your reference and to help you make a smooth transition. You will find answers to questions about policies, guidelines, and services at University Apartments, Ball State, and in the local community.

Community Expectations

The university expects all occupants to cooperate in observing the conditions, rules, and regulations that now exist or may be made by the university for the welfare and safety of all residents and property. Facilities must be shared by occupants and family, who are expected to be courteous and respect the rights and property of the other persons living in the apartments. Residents must also observe all federal, state and local laws as well as observe all regulations of Ball State University.

University Apartments Office

The University Apartments office (765-285-5095) is open from 8 a.m. to 5 p.m. weekdays during the academic year. Summer hours are 7:30 a.m. to 4 p.m. The office will be closed on university holidays. Regular maintenance service is provided on weekdays only. When the University Apartments office is closed, page the Community Assistant on duty at 765-281-3518. During academic and semester breaks, contact University Police at 765-285-1111.

Cultural Diversity

Our apartment community accommodates both domestic and international students with differing ethnic, racial, cultural, and experiential backgrounds. The opportunity to make friends with people of different backgrounds and gain a better understanding of the world can be one of the advantages of a diverse community. In the spirit of educational diversity, residents are expected to be polite and courteous to all persons and to treat everyone with respect and dignity.

Apartment Facilities History

The Anthony Apartments were built in three construction phases. The first phase included one-story flats that opened in December 1959. Anthony Phase II, the two-story brick apartments, numbered 39-86, opened in March 1964. Anthony Phase III, the three-story brick apartment buildings, numbered 87-131, opened in July 1965. All of the Anthony Apartments were remodeled in the late 1980s.

Scheidler Apartments are all townhouse layouts with bedrooms and bath upstairs and living areas and kitchen downstairs. Scheidler was also built in three stages. Phases I and II opened in Fall 1968, and Phase III opened throughout 1969. The floor plans are the same with some variations between construction phases, mainly in windows, wall construction, and storage facilities. Apartments 1 to 250 have storage bins in the basement of the office building, and apartments 251- 450 have storage sheds on their back patio. All Scheidler units were remodeled in the early 1990s.

General Guidelines, Policies, and Procedures

Abandoned Property

Property which is left by a resident at the end of his/her contract period or when the student leaves an assigned space will be packed up by the University Apartments' staff in the presence of a witness. This includes personal property left in community areas (See **Community Areas**). The contents will be inventoried and stored in another location. A letter and copy of the inventoried items will be sent to the resident's home address on file with the university, informing the resident of a three week deadline to claim the property. Items not retrieved within the time limit will be donated to a local charity or disposed of at that time. The university has no liability for the loss or damage to a resident's personal property if the property has been abandoned.

Academic Requirements

Each student renter must complete 16 undergraduate (8 per semester) or 12 graduate hours (6 per semester) in the period from August to May. Any student resident who does not meet the requirements by the end of the spring semester must have written approval from the Assistant Director of Housing and Residence Life to continue occupancy. Contracts may not be renewed for students not meeting the hour requirements. Credit hours are not transferred between family members. Along with the credit hour requirement, students need to attend two semesters a year.

Contracts are based on the fall semester or academic year and expire on the ending date unless renewed. Residents who want to stay another year must sign a new contract in the spring. Residents who expect to student teach or go to an internship during the lease period should consult the University Apartments office.

Accommodations for Disabilities

Students must first be registered through the Office of Disabled Student Development. Please submit a written request for accommodation to the University Apartments office for review.

Air Conditioner Installation/ Removal

Anthony Apartments are air conditioned and no additional unit is necessary or permitted. Scheidler Apartments are not air conditioned but you may provide an air conditioner per apartment. Maintenance staff will install these units free of charge. All air conditioners must be installed/removed by university staff, operate on 110-125 volts and not exceed 16 inches in height and are at least 16 inches deep. Portable air conditioners (with a handle) cannot be installed. Please note that Scheidler Apartments 247-250 can only have air conditioning units installed downstairs due to window restrictions. Installation requests must be completed in person at the University Apartments office. A fee will be assessed for improper installation or damages. Please notify the office at least two weeks in advance to have your air conditioner removed and, please place it in the designated location behind the University Apartments office. **Do not throw air conditioners in the dumpster.**

Antennas and Satellite Dishes

Outside antennas of any kind are **not** allowed, except under certain *limited* circumstances. Satellite dishes are also **not** allowed. Under federal law, installation of such devices is not permitted on common or restricted property. You must contact the University Apartments office prior to any installation, or to determine if you are eligible to install devices. If approved, residents will be informed of the responsibilities, including but not limited to indemnifying the university for any damages arising from the use of the device.

Apartment Entry

Keys can only be used by renters and their authorized children. If you have a guest, it is wise to give written authorization for them to access your apartment as well as supply a copy to the University Apartments office, in case of a lockout (see **Guest Policy**). Residents will be given reasonable notice when apartment entry is deemed necessary for routine services, repairs, or inspection. Authorized university staff may enter an apartment without prior notice in the event of an emergency that may endanger persons, property, or facilities.

Appliances

All apartments are equipped with a range (including top burners and oven) and a refrigerator. Residents must keep ranges clean to minimize risk of fire and insect infestation, both of which may be the result of grease buildup. Apartment staff will service appliances needing repair.

Residents who need appliances serviced may be asked to clean and/or defrost them prior to service. Residents with refrigerators requiring defrosting must be careful not to damage the unit by forcibly removing ice. Pans of hot water and blow dryers may effectively melt ice. Residents causing damage to the refrigerator will be charged a depreciated replacement cost.

Adhesive stickers should not be placed on appliance finishes because they cannot be removed without removing the paint. Heavy items (i.e. microwaves) may dent the top of the refrigerator so please place them in a safe location. Appliances may not be moved from one apartment to another.

Cable Television

Ball State University Apartments provides cable free as part of residents' amenity package. Only university services can be used (no other vendors).

Carpeted Apartments

Carpet in apartments should be vacuumed regularly. If carpet is soiled, it should be spot cleaned immediately to avoid stain. A charge will be assessed to the resident if carpet has to be cleaned or replaced.

Communication

As residents in University Apartments, we encourage you to keep in good communication and contact with your fellow neighbors. Official communication from the University Apartments office will be via written letter, notices, or e-mail communication via your official Ball State e-mail (or designated e-mail for spouses). In addition, informal communication regarding events and programs for University Apartments are generally listed on the Community Association of Scheidler and Anthony (CASA) Web site. (<http://cms.bsu.edu/CampusLife/StudentOrganizations/UniversityHousingOrganizations/CommunityAssociationofScheidlerandAnthony.aspx>) or a general community Facebook page (<http://www.facebook.com/home.php#/pages/Muncie-IN/Ball-State-University-Apartments-2747660678?ref=ts>).^{*} Ball State University Apartments also tries to keep residents informed of general happenings and information via Twitter at <http://twitter.com/BSUApartments>^{*}

^{*}Social networking sites are to encourage resident communication only; they are not formal communication nor are they directly sponsored by University Apartments.

Community Areas

A common area is defined as any space and/or area outside a residents' apartment. This includes but is not limited to playgrounds, sidewalks, laundry rooms, and recreation areas. The use of common areas such as the University Apartments Community room is limited to use by residents of Scheidler and Anthony and by the Community Association of Scheidler and Anthony (CASA). Reservations for use of the Community Room may be made in person at the University Apartment office. The Assistant Director of Housing and Residence Life may approve exceptions in advance. It is important to keep areas clean of bikes, toys, and other personal items in order to maintain a safe environment.

Community Association of Scheidler and Anthony (CASA)

Apartment residents formed a university-recognized organization in 1992, which receives funding for activities. CASA sponsors activities for resident and serves as an advocacy board for ideas and community improvements. Residents may plan group activities and request funding from CASA. Any adult resident is welcome to participate and can contact a Resident Manager or the University Apartments office for more information. Meetings are announced via community e-mail, flyers, and in the University Apartments newsletter.

Computer Hookups

Ball State University Apartments provides wired and wireless Internet access free as a part of resident's amenity package. Abuse of computer services is outlined in University Computing Services policies and may result in disconnection of the Internet service for the apartment in which the violation occurs.

For a wired connection, residents will need an Ethernet card (10 Base-T or 10/100 BASE-T) and an RJ45 connection cable (not a phone cord). If residents wish to use two computers in their apartment at the same time, you will want to purchase a 5-port switch. You may purchase Ethernet cards and 5-port switches from computer stores on the Internet. Be sure to purchase an Ethernet card using the specifications listed above. You may purchase an RJ45 connection cable from the computer store at the Robert Bell Building. **Please do not purchase a router in place of a 5-port switch; routers are prohibited (see Routers).** Some retailers may try to sell you a router as a substitute but if you attempt to use one it will not be compatible with the Ball State networking equipment and may not allow other residents in your community to access the Internet.

To access the wireless network, a computer needs to be equipped with a wireless network card that is 802.11g or 802.11n compatible. Once a card is installed, appropriate settings need to be made. Please note that there are 802.11a cards on the market, but these will not work with Ball State's wireless network.

Contract Cancellation

Cancellation after returning the signed contract will result in forfeiture of deposit and an obligation to pay the university the amount of rent due for one semester of occupancy. The end of the fall semester is designated as December 22 and the end of spring semester is April 15. Subleasing is not permitted.

Residents can vacate between April 15 and the end of the lease by completing a Notice of Intent to Vacate form 45 days prior to the date you plan to move. Refer to the **Move Out** brochure available at the University Apartments website (www.bsu.edu/apartments), or in the *Moving Out and Vacate Notice* brochure for additional information (available at the University Apartment office).

Dishwashers

Residents may use portable dishwashers at University Apartments. If a special aerator is required it may be used as long as the original is replaced upon vacating the apartment. No other alterations may be made without prior written approval from the Assistant Director of Housing and Residence Life. Residents are responsible for any water damage that may occur as a result of dishwasher use. Report leakage around faucets or under the sink immediately. Damage caused by unreported leaks will be billed to the resident. **Portable washing machines and dryers are not allowed in University Apartments.**

Emergency Planning, Response, and Notification

While University Apartments and Ball State University strive to provide the safest environment for our residents, we all depend on each other to be proactive and prepared in the event there is an unforeseen emergency event. **Each resident is STRONGLY encouraged to review and follow Ball State University's Emergency Response guidelines which can be found at: <http://www.bsu.edu/web/ur/responseguidelines/>. Also, residents should sign up for Emergency Notification via text message or e-mail through the Communication Center at <http://www.bsu.edu/commcenter>.** In the event of an emergency, University Apartment staff and University Police or emergency personnel will follow directives from Ball State's Emergency Response protocol and guidelines.

In addition, each resident is strongly encouraged to be personally prepared in the event of an emergency. According to Ready America web at <http://www.ready.gov/america/getakit/> the following items are helpful to have at easy access in your apartment in the event of an unforeseen emergency:

Necessary Items:	Recommended Items:
<ul style="list-style-type: none"> • Water, one gallon of water per person per day for at least three days, for drinking and sanitation. • Food, at least a three-day supply of non-perishable food • Battery-powered or hand crank radio and a NOAA Weather Radio with tone alert and extra batteries for both • Flashlight and extra batteries • First aid kit • Whistle to signal for help • Dust mask to help filter contaminated air and plastic sheeting and duct tape to shelter-in-place • Moist towelettes, garbage bags, and plastic ties for personal sanitation • Wrench or pliers to turn off utilities • Can opener for food (if kit contains canned food) • Local maps • Prescription medication and glasses 	<ul style="list-style-type: none"> • Infant formula and diapers • Important family documents (copies of insurance policies, identification, and bank account records in a waterproof, portable container) • Cash or travelers checks and change • Sleeping bag or warm blanket for each person • Complete change of clothing including a long sleeved shirt, long pants, coat, and sturdy shoes. • Hand sanitizer • Fire extinguisher • Matches in a waterproof container • Feminine supplies and personal hygiene items • Mess kits, paper cups, plates and plastic utensils, paper towels • Paper and pencil • Books, games, puzzles or other activities for children

Exterminating and Pest Control

Licensed, trained personnel perform extermination services weekly on Thursdays. If you have a problem with insects or rodents, call the University Apartments office to arrange for service on the next scheduled day.

Your role is a key part to the success of any insect control. Laws prohibit the exterminators from applying insecticides around food or food serving items. Before a spraying or fogging treatment, if noticed by the office to do so, you must empty your kitchen cabinets and place the contents on a table, covering any food and food serving items with plastic. Cover aquariums as well. You must also move all furniture away from the walls, which allows the spray nozzle to reach the perimeter of the apartment.

Residents must follow instructions delivered prior to treatment of the unit. Neighbors may receive notice that an inspection will be made to determine the extent of the problem and how best to treat it. Residents will be notified of any scheduled treatment. Due to the need to treat apartments simultaneously for success, failure to comply with procedures for group treatments will result in a \$60 charge to cover reapplication costs for all units involved.

Firearms and Weapons

Occupants may not possess firearms, hunting bows/arrows, fighting knives, or pellet/BB guns, Air soft or paintball guns on the premises or in the common areas. Check with University Police for information about storage of firearms.

Fire Safety

Because all apartment residents reside in multiple dwelling units, your safety is linked to everyone else. **Occupants must not tamper with or remove fire safety equipment. Residents are strongly encouraged to purchase a fire extinguisher for their apartment.** If a fire occurs, notify the University Apartments office afterwards, especially if there has been damage from fire/smoke. Fire alarms in some areas of Scheidler Apartments are the red boxes on the outside of the buildings. Anthony buildings have fire extinguishers in the outside entry halls. Anytime you see smoke or fire, or hear an alarm, call 5-1111 or 911 and report it immediately! Please note that both your Resident Manager and Community Assistant have fire extinguishers in their apartments that are available for residents to use in an emergency. Periodically, use the test button to check your smoke detector. If the battery needs to be replaced, you may obtain one at the University Apartments office. Do not disable the smoke detector. If it malfunctions, complete a service request. Keep the smoke detector free of dust and grease. Tampering or removing smoke detectors can result in cancellation of your contract and/or referral to campus judicial proceedings.

Fire safety tips:

- Do not obstruct exits or hallways and plan a fire escape procedure for your household. Turn the stove burners off when you leave your apartment.
- Gasoline engines, gasoline, charcoal, lighter fluid, or combustibles **may NOT be stored** in your apartment building- these items will be removed by our staff (**see Grills**).
- Keep the area around water heaters and electrical baseboard heaters clear.
- When using extension cords, do not overload circuits, and use approved cords. Check cords for frayed wires, and keep them away from electrical baseboard heating units.
- Create an escape plan, and be aware of a designated meeting place for your apartment in the event of an emergency. Practice the plan!

Flowers and Gardens

Residents may plant annuals and low flowers or bulbs on the university grounds along the front of the Scheidler Apartments and Anthony one-story apartments to the end of the concrete slab on the common property in front of the apartment entry door. Plantings that are not permitted and may be removed include vegetables, climbing vines, thorny bushes, shrubs, sunflowers, and other tall or permanent plantings.

To alert mowing crews, mark flowers with a short, white fence six inches to one foot high. Residents cannot make borders of landscape timbers, brick, stone, rock or other materials. The university is not responsible for plants lost that are appropriately marked. Removal of inappropriate plants or borders will result in a labor charge for the resident. Plant boxes may be kept on individual and shared patio areas, though plantings on the grounds are not allowed behind apartments. At buildings where landscape edging and flowers have been provided, residents may be held responsible for repair or replacement charges if the area is damaged.

Furniture

In furnished apartments, furniture is to remain in the rooms where it has been originally placed. Residents will be assessed for charges if the area is damaged.

Garbage disposals

To use the garbage disposal in the kitchen sink of most apartments, first turn on the cold water and then operate the disposal with the water running. Do not put bones, grease, metal, plastic or glass in the disposal. Be careful not to let silverware fall into the disposal and keep fingers out when it is running. If the disposal is not working, try the reset button under the sink. Call for service if it will not operate.

Grills

Public grills are provided by University Apartments for each courtyard/area for residents. It is each resident's responsibility to collectively, and individually, monitor the use of these public grills, as well as maintain cleanliness after each use. Personal gas and charcoal grills are permitted but must be kept at a safe distance away from the building when in use, and they must be attended at all times when in use. **In order to protect the safety of your neighbors, chimneys, fire pits, or pits with open flames are not allowed in the University Apartments.** Watch fires and make sure that hot coals are safely extinguished when using grills. As a gentle reminder, please recognize the dangers that hot grills pose to children. Please be sure that children are at a safe distance away when using grills.

Grounds Care

The Grounds Department of the Physical Plant maintains the lawns, trees, shrubs, and removes snow. Please teach your children to keep toys on the patio or entry areas to make lawn mowing possible for grounds crew **(see Community Areas)**.

The university is not responsible for damage to items left on the grounds. These items may also be removed if they are deemed an obstruction **(see Abandoned Property)**. Requests to our office will be referred to the Grounds Department.

Guests

Occupants may use the apartment only as a dwelling for occupants and family. Occupants may not rent or sublease the apartment. Guests are limited to a stay not exceeding a week.

Keys

One key per adult is normally issued. A spare key is stored at the University Apartments office for lockouts. Children ages 12 and older may also be issued a key. A duplicate key cannot be issued for permanently lost keys. A lock change is required and the resident will be charged \$35 for replacing each lock (\$105 for Scheidler, \$35-70 for Anthony). All issued keys must be returned when moving out or a lock change will be charged. Scheidler keys open the corresponding storage locker. Anthony keys open laundry rooms.

Light Bulbs and Lighting

Interior incandescent light bulbs that burn out in the first month can be replaced through the University Apartment office. After a month, residents are responsible for purchasing their own light bulbs. Use light bulbs of no more than 60 watts. If you cannot change a light bulb in an apartment fixture, ask for maintenance assistance. To obtain replacement fluorescent lights, bring your old tube in to match the size. Maintenance will replace exterior building bulbs if you call in a service request. Outdoor pole and parking lot lights can be reported to the University Apartments office for referral to the Physical Plant.

Lockouts

During University Apartments office hours, residents may come to the office and check out a spare key. If the key is not returned by 5 p.m. the next working day, the apartment lock may be changed and the resident billed accordingly. The University Apartments office will issue lockout keys to children only with parental authorization. Parents are responsible for lost keys. Staff will not issue keys to very young children when no one is home and the appropriate authorities will be contacted. If it is not possible for a resident to come to the office, he/she may call the office and request that a maintenance person be dispatched for a lockout. If University Apartments staff must let the resident into their apartment, the resident will be charged for lockout. Charges will be added to their Bursar's account and will progressively increase if the resident is locked out more than one time in a semester. Lock out fees are contributed to the Community Association for Scheidler and Anthony (CASA), the programming and advocacy governing board for University Apartments.

First Lockout	\$6 charge
Second Lockout	\$12 charge
Third Lockout	\$24 charge
Fourth Lockout	\$48 charge

When the office is closed, residents should page Community Assistant on duty at (765) 281-3518. During academic and semester breaks, contact University Police at 5-1111.

Maintenance

Hours for maintenance during the academic year are Monday- Friday 7:30 a.m. - 4:00 p.m., and during the summer semester from 7:00 a.m. – 3:30 p.m. All emergencies, needed repairs, or damage should be reported to the University Apartments office at 5-5095. After-hours damage should be directed to the Community Assistant on duty (765) 281- 3518. Any after hour **non-** emergency or non-urgent repair can also be reported via Fix My Home at <http://fixmyhome.bsu.edu/>.

Occupants and their families must comply with reasonable instructions by Ball State personnel. Occupants may not make repairs or alterations to the apartments, locks, grounds, or facilities of the university unless written permission is obtained from the Assistant Director of Housing and Residence Life. Make reports promptly to reduce the need for more extensive repairs. Failure to notify the office for on-going damage resulting from a needed repair may result in a damage assessment to the resident. Maintenance problems due to normal wear and tear will be repaired at no charge; repairs due to breakage or abuse will be charged to the resident. Residents are responsible for providing their own plunger and plunging their toilet prior to calling maintenance. Most times residents can correct this problem. Once the toilet has been plunged, if the problem is not corrected, residents can call the office to request maintenance.

When you make a service request, you will be asked to permit maintenance to enter. Tags will be left on the door to indicate that staff has responded to the request. If you want to be present when they enter, you will need to identify a 4-hour block on two separate days when you will be home. Services cannot be scheduled individually and not authorizing entry may cause delay. If the maintenance problem is considered an emergency, scheduling a time may not be an option.

Emergencies are considered to be situations which will cause or have the potential to cause physical harm to the residents and/or to the building or facilities and receive same-day response. Examples include gas leaks/smells, no electricity, no heat in cold weather, broken water lines or water leaks where the resident cannot shut off water, and plugged toilets which will not clear after plunging.

Moving out and Vacate Notice

Residents wishing to move from their apartment between April 15 and the end of their contracts are required to complete a **Notice of Intent to Vacate** form (accessible via the University Apartments website at www.bsu.edu/apartments or at the University Apartments office) a minimum of 45 days prior to moving, and are subject to the terms of the contract signed at the time of move-in. When you file a vacate notice, you may pick up information on check out procedures (also available at the UA website). The apartment staff may send a copy of the vacate notice to the roommate. Residents should refer to their contract and direct questions to the University Apartments office at 765-285-5095.

Any change in date must be approved by the Assistant Director of Housing and Residence Life. If a resident has installed an air conditioner, he/she must contact the office at least two weeks in advance to make a service request for removal. **If leaving in the winter (November-March), please be sure to leave the heat on medium settings.** The university is not responsible for items left behind after moving (**see Abandoned Property**). All apartments are checked after a resident moves out and leaves the key at the office, unless arrangements are made at least one week in advance with the Resident Manager or University Apartments office. Keys may be placed in a drop box located outside the office if leaving after hours. Residents will receive an e-mail to their BSU e-mail account after vacating. This e-mail will contain a link which will show any damage/cleaning/painting charges assessed from the apartment inspection.

Neighborhood Watch

In an effort to keep crime at its lowest possible rate, all residents in the community are asked to watch out for each other. Make sure you know your neighbors, so that you are able to identify strangers in the community. Also, be sure to report any strange behaviors or noises to the police at 765-285-1111. If you have questions about the Neighborhood Watch program or concerns to report which don't need immediate attention, please contact your Community Assistant, who is the block captain for your courtyard area, or the University Apartments office.

Newsletter

The University Apartments office distributes a newsletter to each apartment to provide helpful information on a variety of topics and to communicate timely information. The newsletter is provided by the UA office and residents are encouraged to submit items to the University Apartments office. Residents are responsible for reading and being familiar with all updates and content contained in the newsletters.

Noise

With our diversity of residents in UA, outdoor play noise is to be expected during daylight hours. Residents with single and family lifestyles must be considerate of all neighbors need for quiet. Loud noises may disturb the studies or sleep of neighbors living in close proximity. Stereos and loud noises heard outside of the apartment infringe upon the rights of neighbors and are not acceptable. Neighbors should directly contact a noisy neighbor in a polite way before beginning complaints to the University Apartments office or University Police. This is considerate behavior to resolve the problem at the lowest level and is usually the most successful approach. University Police will be called for loud parties or domestic disputes.

Painting and Paint Supplies

Residents may paint the interior walls of their apartment with light colors that are part of an approved color pallet. The University Apartments office will provide paint, brushes, rollers and other supplies for painting at no charge when painting with University Apartment-provided paint. Residents must provide their own labor. Before the resident moves out, the walls must be painted white again. The University Apartment office will provide the paint. Spackling to fill nail holes is NOT provided. **Apartments must be painted with University approved paint only**- if any other paint is used, the resident must either repaint with university approved paint or be charged a minimum of \$450 for repainting and labor costs. Painting information and procedures are available in the **Move-Out** brochure which can be found on the University Apartments Web site (www.bsu.edu/apartments/ua), or picked up at the University Apartments office.

Parking

Residential parking for apartment residents is provided in designated lots near both complexes. While we have enough spaces for all residents, we ask that all residents are respectful and follow parking policies so that all residents have adequate and fair access to parking spaces. University parking decals are required for all residents using apartments and university parking areas; and these may be purchased at Parking Services. Vehicles of apartment residents also required special decals at no additional charge and are issued at the Apartment office. Residents are limited to one car per licensed driver and two cars total per apartment. Please park second cars in a lower concentration area.

Visitor passes are intended to be used for the time a guest is at the apartment. Dated visitor parking passes are available in the office at no extra fee are required for visitors to park in our community. Passes can be used for up to one week; however, consecutive week passes will not be issued. The pass is necessary for resident parking in posted visitor spaces. Visitors may also park in front of the University Apartments office 24 hours a day and behind the office after business hours without a visitor's pass. It is your responsibility to inform visitors about policies.

For Anthony: Visitor's vehicles must be parked in a sign-posted visitor space and display a visitor parking permit (available at the University Apartments office). After 5:00 p.m., non-student visitors can also use the visitor parking permit to park in the C-1 Green Commuter Lot. **Parking is enforced 24- hours at the Anthony Apartment Community.** Students with proper registration can park in the C-1 lot without a visitor parking permit.

For Scheidler: Visitors must follow the visitor parking policy from 7 a.m.-5 p.m., Monday-Friday. After 5:00 p.m. or on weekends, guests are expected to park in designated visitor parking spaces; however, a visitor parking pass is not required. Guests who park in resident spaces will be ticketed. Motor vehicles (including motorcycles, mopeds, etc.) are not permitted on sidewalks, patios, and landscaped areas.

Residents must make arrangements for storage of boats, trailers, unlicensed vehicles, etc. off-campus. Vehicles may not be stored or repaired in apartment parking lots. Neglected, abandoned or vehicles in disrepair, or vehicles not moved for more than one month will be considered inoperable and ticketed or towed. The Office of Parking Services is responsible for parking areas, issuing permits, and enforcing parking regulations for the university. Complaints should be directed to Parking Services and the license number, Ball State permit number, vehicle description, and location will be required when registering a complaint.

Pets

Aquarium fish are the only pets permitted. **Birds, dogs, cats, hamsters, snakes, and other animals are not allowed in the apartment area or on the grounds, even if for visiting purposes. Having an unauthorized pet can result in cancellation of your contract.** If you wish to report a resident who has a pet, identify the apartment and type of animal to your Community Assistant or Resident Manager, so that the person responsible can remove the pet or vacate the apartment within the time limit.

Police Calls

University Police inform the Assistant Director of Housing and Residence Life when they respond to calls in our area. Our staff will follow up with residents affected to offer assistance or resolve problems.

Recreational Areas

Each apartment community has recreational and playground areas for residents and families to share. Children need to be supervised at all times in these areas. Please report any repair needs to the University Apartments office. Skateboards and rollerblades may be used appropriately in the community, but not in public buildings. No ramps may be built anywhere in the apartment community for recreational use; these will be removed by our staff. Parents must supervise children and teens closely in use of skateboards and rollerblades.

Recycling

Contribute to a sustainable and green community! Recycling collection bins can be found throughout the Scheidler and Anthony communities. Blue bags are needed for recycled content, and it should be placed in designated recycling bins. Blue bags can be obtained at the UA office, local Marsh Supermarkets, as well as other community/store centers. Please deposit only recyclable material in these bins. Details are available from the University Apartments office and included in your move in packet.

Rent/Phone Payment

Rent and phone payments are due by the specific date of each university billing statement. Payments are made at the Bursar's office. Residents who cannot pay the full month's rent when due should contact the Bursar's office or the University Apartments office by the due date to request a payment plan which allows students 60 days to bring rent up to date. Failure to pay by the first day of the month or to make payment plan arrangements will result in written notification to do so immediately or vacate the apartment. To guarantee that your payment is applied to rent/phone services instead of older charges, please pay your rent **in person** at the Bursar's office, and tell them to apply it to rent/phone charges. Verify payment for rent before leaving the Bursar's office as adjustments cannot be made once you leave the window. Residents should receive an e-mail from the Bursar's office with a link to Cardinal Quickpay to view their account charges. If a resident only owes rent/services or will be paying the total amount due, payments can be made online with Cardinal Quickpay. If a resident owes other charges but is paying only rent/services the payments must be made at the Bursar's office to ensure it is applied to rent/services. The Bursar's office may assess a late fee if rent is paid after the due date.

Residential Staff

Some of the very best reasons to live in University Apartments are that **WE CARE** about you as a student and our communities offer amenities and support 24-7. We hope you will get to know your nearest staff person. Apartment residential staff includes students employed to inform residents about services and procedures, to assist with programs and activities, and to offer personal contact for services needed. There are nine Community Assistants (CAs) that are at your service. CAs are live-in staff members that are assigned to specific community areas. CAs are responsible for providing general assistance, programming events, communicating with residents, and responding to emergencies. Three Resident Managers (RMs) supervise the CA staff. They are live-in staff members and they can be found in Scheidler 2, Scheidler 415, and Anthony 2. RMs participate in an on-call duty rotation and can assist you with a variety of needs as well.

Roommates

Two qualified Ball State students of the same gender without dependents may rent a two-bedroom apartment together. If a roommate vacates during the academic year and forfeits his/her deposit, **the roommate who is leaving will be responsible for the rent until either December 22 or April 15 (depending on the date he/she leaves) unless the remaining roommate finds a new roommate.** If the roommate that is leaving retains the deposit, the remaining roommate will be responsible for the full amount of rent remaining under this contract unless he/she finds a new roommate within two weeks. (refer to C.3. of the Conditions of Occupancy section of the contract).

Roommates should work out in advance how they will handle the possibility of one roommate moving out. Forms for this purpose may be available from Student Legal Service (SC L17). If a roommate who is leaving has phone services in his/her name, the remaining roommate is responsible for signing up for the service prior to the leaving roommate returning his/her key. Failure to do so will result in the services being disconnected. Signing up after the service has been disconnected will

make the remaining roommate responsible for charges effective the date the service is reconnected. If the remaining roommate does not want to retain services under the roommate's name, they are automatically disconnected.

Contact the University Apartments office for assistance with arrangements if you are planning to change roommates, have a roommate leave, or there is a pending marriage. The university does not assign roommates. Roommate problems should be resolved by the residents who share the apartment, but apartment residential staff may assist in mediating roommate problems. Reassigning roommates to other apartments is generally not possible.

Routers

The use of wireless routers at University Apartments is strictly forbidden. When routers are used in apartments, it causes other residents living nearby to lose their Internet connection. Should rogue routers be detected, Internet service to those devices will be turned off and residents must contact the University Apartments Office to have their service reinstated. Residents who continue to use rogue routers in their apartment community may lose their Internet service permanently or be subject to university discipline proceedings.

Smoking

Ball State University is committed to the health and wellness of its students, faculty, staff, and visitors. On March 17, 2008, Ball State became a smoke-free campus, creating a healthier environment for living, learning, and working. Smoking is not permitted on University Apartments grounds or inside any apartment other than those specifically designated for smoking. Residents who are in violation of this policy will be asked to move to a designated smoking apartment if it is available. If an apartment is not available, the contract may be cancelled and all terms and conditions of occupancy will apply. For more information on the policy, or to find designated locations on campus where smoking is allowed, you may visit: <http://www.bsu.edu/smokingfree> .

Solicitation

Solicitation is NOT permitted in the Ball State University Apartment areas. You may report any questionable situations directly to the University Police (5-1111) or contact the University Apartments office.

Stamps and Change

Residents may obtain stamps and change from the University Apartments office during office hours. We are limited to providing \$5.00 in quarters and up to ten stamps. This service is intended for small requests. Postal services and local banks are available for larger stamp and change needs.

Storage Agreement

A storage agreement is available to residents who will be renewing for the next fall semester or academic year but do not want to live in the apartment during all or some part of the summer. This gives the resident the opportunity to check out of the apartment, leaving personal items in the apartment, and pay \$25 per month storage charge instead of rent. Check with the office or online at the University Apartments Web site for a copy of the terms of the storage agreement. This agreement is for current residents who renew their contract and is not available to residents who have moved in with a new contract during the summer months.

Supervision of Children

Children depend on their parents/guardians for encouragement, protection, and support while they are learning to make decisions for themselves. To ensure the safety of our children, parents in University Apartments are expected to supervise their children at all times. This includes, but is not limited to always being present for your small children, always knowing where your children are, and providing appropriate child care when you are not available. All residents can help keep our children safe by knowing the policy and reporting problems appropriately.

Children eight years and under are not allowed to be left home alone. Parents should use good judgment about the maturity of children above this age to determine when they can spend time alone. Some indicators include seeing that a child is comfortable with responsibility, has a good grasp of safety rules, and knows how to get help if necessary. Muncie City Ordinance 92.02 also states that children under 14 years of age are not allowed in public areas unless with a parent or custodial adult between 11:00 p.m. and 5:00 a.m.

Children at Risk- A child at risk is engaged in behavior or activity that may be considered potentially dangerous to themselves or others with no evidence of parental or other adult supervision. Examples include but are not limited to playing in the street or parking areas, playing alone outside unsupervised or after dark, and hitting other children with any item that could inflict injury.

When a staff person or resident observes a child engaging in risky behaviors- if no parent or other adult supervision is present, the police will be called to intervene for safety purposes. It will be documented by University Apartments staff or UPD when they are involved.

Telephone Services

You may sign up for local telephone service at any time in University Apartments office for an additional monthly fee (at time of publication, cost is \$20 plus applicable tax), and the cost will be billed to the resident's Bursar account. The Office of Telephone Services supports cordless phones up to 900 MHz. Failure to pay telephone bills after one month will result in disconnection and fees. Services terminated or activated **on or before the 15th of the month** will result in a month's charge. A long distance service option is provided after moving in. The university assists the phone company in the delinquent bill collection. Report repair needs directly to Telephone Services at 765-285-8417. The disconnect fee at any time other than the end of the contract is \$50.

Tornado Warnings

Television and radio broadcasts and warning sirens generally alert the public to severe weather conditions. Residents should stock battery-powered flashlights and radios for such conditions. It is also wise to stock other emergency supply items such as bottled water and non-perishable food items (especially formula in the case of infants). In the event of a tornado warning, residents may choose to move to the nearest enclosed space, free of glass and flying debris. The following places are:

Scheidler Residents: Utility closet under the stairwell

Anthony Residents: Bathroom or enclosed lower level of building

Also, the University Police will unlock the basement of University Apartments office building located at Scheidler and the ground floor of the Carmichael Building. Take battery- powered lights and radios, blankets and pillows with you if time permits.

In addition, please review Ball State University's Emergency Response Guidelines at <http://www.bsu.edu/web.ur/responseguidelines/index.htm> and the section titled **Emergency Planning, Response and Notification** previously outlined in the handbook.

Transfers

Transfers are not permitted between apartments except for upgrade/downgrades, unless the university in its sole discretion determines special circumstances exist which warrants an exception. A transfer fee will be assessed. If a transfer results in the vacancy of a formerly occupied apartment (changing the occupancy), a transfer fee of \$200 will be assessed. If a transfer is permitted, residents are given one week from the date they pick up the key to complete their transfer. Failure to complete the move within one week may result in a \$25 per day fee for each day the apartment key is not returned. Transfers are not arranged during peak moving periods, and they are limited to one transfer per 12 month period. Please see the Transfer Request form (available at the University Apartments office or online) for more information.

Transfers are granted according to the following guidelines:

Three Bedrooms: Assigned only to people with two or more children. Assignment priorities are given to those with the largest number of children first, and then assigned according to the earliest transfer request date. Marriage certificates and birth certificates or custody orders are required for placement on the waiting list.

One Bedroom: One married couple (two people) or one single student is the maximum number of people eligible for these units. Assignment priorities are based on transfer request date.

Two Bedrooms: Transfers to two-bedroom apartments are considered only under circumstances listed below, and they are considered in transfer application date order:

One person of a roommate pair moving with approval of remaining roommate

Health and family issues that warrant changes

Cost with justification

Transportation difficulties

Space, original request, and aesthetics are not valid reasons for transfer approval.

Trash

Dumpsters are located within reasonable walking distance from all apartments. In the interest of sanitation, safety, and appearance, occupants must keep the grounds and hallways immediately adjacent to the apartment clear of trash and personal property. Occupants must put garbage in the dumpsters provided. Furniture not designated for outdoor use on patios is also considered trash and must be removed to the dumpsters. Failure to do so may result in charges for removal.

Vacations

If you will be away from you apartment a week or more, please remember the following:

- Make arrangements to pay your rent, if applicable.
- Inform the University Apartments office of your absence. If you wish to leave your key with a trusted neighbor, please provide both the University Apartments office and neighbor with a signed note authorizing entry in your absence along with details on how to reach you.
- Secure all doors and windows. **Leave the heat ON during the winter months.**
- Do not informally allow someone to stay in your apartment. Visitors have frequently become locked out; the University Apartments office is not allowed to give non-residents or non-authorized residents access to return to the apartment.
- Please remove perishable food items, but **DO NOT** turn off the refrigerator.

Washing Machines, Dryers, and Electricity Usage

Due to plumbing and electrical consumption limitations, these appliances are prohibited, unless installed by University Apartment staff in designated units. The university laundry facilities in each apartment complex can be accessed using a spouse card or student ID.

Waterbeds

Waterbeds are not permitted in apartments.

Winter Weather Precautions

Midwestern winters can often be unpredictable. Please review the section regarding **Emergency Planning, Response, and Notification** for general preparedness information.

During winter weather months, the University Grounds department is responsible for clearing public walks, parking lots, and roads. Residents are responsible for clearing “personal” areas, such as the main sidewalk entrance to your unit and around cars in the parking areas. Shovels may be checked out from your Community Assistant (see **Residential Staff**) or from the University Apartments office. However, it is recommended that residents purchase a shovel for their own convenience. Please remove garden hoses from all outside water spigots for the winter to prevent freezing and bursting pipes, which will disrupt water services.

When the outdoor temperature drops below 10 degrees Fahrenheit, follow these precautions to reduce chances of experiencing the inconvenience of frozen pipes:

Scheidler and one-story Anthony Residents: Let cold water run from the kitchen and bathtub faucets in pencil-thick streams.

Anthony two and three-story building Residents: Run water only during electrical failure in winter when the temperature is below 10 degrees Fahrenheit.

Anthony Apartment Community

Basic Utilities

Apartments 1-38 have gas furnaces controlled in each apartment by wall-mounted thermostats. Residents need to call the office when the thermostat display reads “change filter” and request a filter replacement.

Apartments 39-121 have circulating hot water from gas-operated boilers. Residents are not able to control the temperature of the hot water, but can control the amount of hot water circulating their apartment. In apartments 39-68, this is done by turning a flow valve on the heater which is located on the inside corner of the small bedroom. The regulation in apartments 87-131 is done by a wall-mounted control.

Each of these systems operates by convection, so keep furniture and draperies away from the heaters to allow air circulation.

Hallways and Entries

Storage is not permitted in hallways due to fire regulations. This includes bicycles and grills. If the apartment staff has to move items from hallways, the owner will be charged for labor. Entries where ADA modified apartments are located have sensor doors. Residents in buildings where students with disabilities live must be courteous and responsible not to block hallways for any length of time. Smoking is not permitted in the hallways at any time (**see Smoking**).

Laundry

Two coin-operated laundry areas are located in the Anthony Community. One is located in the one-story buildings near Apartment 1. The other is at ground level in the three-story brick building. Residents must use their apartment key to have access. Residents with a Ball State University ID can gain access with their ID card. Spouses can activate their laundry times for your own safety and security. Children may not use the laundry as a play area and must be supervised by parents.

Laundry machines are supplied and serviced by outside vendors. Contact the University Apartments office for service or refund, and notify the University Apartment office or your Community Assistant/Resident Manager (**see Residential Staff**) to report any vandalism. Laundromats are non-smoking areas by state law.

Residents are cautioned not to leave laundry unattended in the laundry area. Contact your Community Assistant or Resident Manager to check for clothing left in the laundries. Residents can watch the status of the washers and dryers online through BSU WashAlert System at <http://alliancelandry.bsu.edu/wshalert>.

Mailboxes

To ensure proper delivery, please be sure to place your name on your mailbox.

Anthony Apartments 1-30: Mailboxes are located on exterior doors.

Anthony Apartments 39-86: A separate mailbox key opens the mailbox on the ground floor.

Anthony Apartments 87-131: Your apartment key opens the mailbox on the ground floor.

Windows

Anthony Apartments windows were outfitted with mini-blinds when they were remodeled. When they need to be replaced, they are being exchanged for curtain rods. This allows the residents to customize their décor, as well as add a “home-like” feel. Residents are responsible for providing their own window coverings. Curtains should have a neutral-colored backing (i.e. the side that is visible from the exterior of the building). The following are not acceptable forms of window treatments, and residents will be given notice to remove any, but not limited to, the following: large prints, bed sheets, garbage bags, foil or newspaper. Please remember how our community looks affects how we feel about the place we live!

Scheidler Apartment Community

Basic Utilities

All Scheidler Apartments have electrical baseboard heaters controlled by dials on the heaters. Please keep furniture and drapes clear of baseboard heaters for efficiency and safety. Scheidler Apartments have electric hot water heaters in the utility closet under the stairs. The circuit breaker box is also located in the closet.

Laundry

One central laundry building is provided in the Scheidler Apartment complex for residents. Residents with a Ball State University ID can gain access with their ID card. Spouses can activate their BSU ID or receive a spouse card in the office. The laundromat is open 24 hours a day, unless otherwise posted. Change may be obtained from the change machine or office during office hours. Keep the outside doors locked for your safety and security. Keep children from playing in the laundry building without parental supervision. Laundry machines are supplied and serviced by outside vendors. Contact the UA Office for service refund, and notify the UA office or your Community Assistant/Resident Manager (**see Residential Staff**) to report any vandalism. Laundromats are non-smoking areas by state law.

Residents are cautioned not to leave laundry unattended in the laundry building. Contact your Community Assistant or Resident Manager to check for clothing left in the laundries. Residents can watch the status of the washers and dryers online through BSU WashAlert System at <http://alliancelaudry.bsu.edu/washalert/>.

Mailboxes

All mail for Scheidler Apartments residents is delivered to the mail slots located next to the front door of each apartment. Please be sure to place your name on your mailbox to ensure proper delivery.

Windows

Scheidler Apartments windows were outfitted with mini-blinds when they were remodeled. When they need to be replaced they are being exchanged for curtain rods. This allows the residents to customize their décor, as well as add a “home-like” feel. Residents are responsible for providing their own window coverings. Curtains should have neutral-colored backing (i.e. the side that is visible from the exterior of the building). The following are not acceptable forms of window treatments and residents will be given notice to remove any, but not limited to, the following: large prints, bed sheets, garbage bags, foil, or newspaper. Please remember how our community looks affects how we feel about the place we live!

University Services

Bus Services- Campus Shuttle

Ball State University provides shuttle bus service through campus at no charge. Routes and schedules are posted on campus. Service is extended to Scheidler Apartments for night classes. Shuttle services usually do not operate when academic year classes are not in sessions or on the weekends.

However, when the Campus Shuttle is not in service, students are eligible to utilize Charlie's Charter, a service co-sponsored by the Department of Public Safety and the Student Government Association. Charlie's Charter offers students a free ride from one campus location to another after the shuttle busses have stopped running. This charter service is available on a first-come, first-serve basis, so at busy times there may be a short wait. Charter hours are 6 p.m. to 3:30 a.m., Sunday through Thursday. You can contact Charlie's Charter via phone at 765-285-5005.

Career Planning Services

Assistance in career planning and placement is available from the Career Center in Lucina Hall 220. This office provides career counseling and workshops, and serves as the central job placement agency on campus. Information about on- and off-campus jobs is available. Job listings may also be viewed on the Internet at www.bsu.edu/careers. Vocational testing and interpretation is also offered.

Childcare

The university offers a resource and referral service with information on more than 100 full-time and part-time day care options that serve children six weeks to 12 years of age, as well as a list of Ball State students who provide part-time baby-sitting. Faculty, staff, and students may contact Work and Family Programs at 765-285-1187 for more information.

Counseling and Psychological Services Center

Professional counselors can give free counseling and therapy for personal and social problems, and the center offers a variety of support groups for students. The center is located in Lucina Hall 320 or via phone at 765-285-1736.

Directory

Ball State University publishes an annual directory in October. The University Apartments office normally gets a supply for residents at no charge. Refer to the directory, also known as the *B-Book*, for helpful information. If you do not want to be listed, you need to fill out a form at the Registrar's office (in Lucina) for a privacy restriction. This must be done prior to the beginning of the semester to ensure your information is not included.

Financial Aid

The Office of Scholarships and Financial Aid located at Lucina Hall 245, is the central clearing house for all financial aid processing and information. Financial aid advisors are available, as well as applications and information about sources and how to apply. This deadline is March 1 for the Financial Aid form to be eligible for most aid.

Health Center

The Health Center is managed by Ball Memorial Hospital and is located on campus. Licensed physicians and registered nurses provide health care to enrolled students. Call 765-285-8431 for details. For medical/police emergencies, call 911.

Health Insurance

Ball State makes voluntary group insurance available to provide coverage for students and dependents. Applications are available in the Health Center and the Office of the Controller.

Learning Center

The Learning Center, North Quad 323, offers supplemental instruction and tutoring services in a variety of subjects 765-285-1006.

Legal Services

The Student Government Association (SGA) employs an attorney who provides part-time legal counsel to enrolled students. Students may receive assistance on legal matters at no cost, but the attorney cannot represent a student in court. The office is located in Student Center L-17.

Library

Bracken Library facilities are available to students and community residents. Hours are posted and the library offers orientation and help services. Spouses without Ball State University ID cards may obtain a library card.

Recreation

Ball State University provides many recreational and cultural opportunities for participant activities and spectator sports. Lewellan Aquatic Center and the Ball gymnasium pool are available for swimming. Irving Gymnasium has a track for jogging, a weight room, and racquetball courts. Sports equipment is available in each location upon presentation of a valid student ID card. Bowling, billiards, and coin operated video amusements are located in the Student Center. Spouses should inquire about university privileges and policies for family members.

University Police

The Department of Public Safety (765-285-1111) provides direction for University Police and the Office of Parking Services. Ball State University Police are professional officers trained and equipped to provide services to the university community. Report fires, accidents, thefts, suspicious behavior, vandalism, etc., to University Police at 765-285-1111. It is important to report incidents to help police know where patrolling is needed. In the event of medical/fire/police emergencies, call 911.

Writing Center

The Writing Center, RB 291, offers individualized expert help for all writing projects for undergraduate, graduate, and international student (765-285-8387). For quick questions, call the Grammar Crisis Line at 765-285-8387.

Muncie Community Services

Bus Service

MITS, the Muncie bus service, provides many routes serving the campus and community. All Ball State students can ride the MITS bus free of charge with a valid student ID. Stops are available adjacent to the apartment communities. Schedules and information are available in our office, Student Center, Marsh Supermarkets, on all buses, and by calling MITS (765-289-MITS). Schedules are subject to change. MITS has buses that are accessible for persons with disabilities. Fares can be paid per ride or monthly passes may be purchased from MITS or at the Cashier's Office in Lucina Hall, ground floor.

Delaware County Division of Family and Children

The Delaware County Division of Family & Children at 3335 Madison Street administers food stamp and welfare payments. More information can be obtained by calling the Division of Family and Children at 765-747-7750.

Emergency Services (911)

In case of medical/fire/police emergencies, dial 911. From the apartment phone, dial 9-911. You may call 911 from a pay phone without using coins. Report fires or service needs to the University Apartments office, Ball Memorial Hospital is the closest hospital, located on University Avenue. They offer the full range of diagnostic and emergency services and education programs.

Public School

Schools designated to serve the Anthony Apartment community are Storer Elementary School, 3211 West Mansfield Drive, Northside Middle School on Bethel Avenue, and Muncie Central High School. Children living in Scheidler Apartments attend Mitchell Elementary School, which is adjacent to the Scheidler Apartments, Northside Middle School on Bethel Avenue, and Muncie Central High School on North Walnut.

IMPORTANT CONTACTS

University Apartments Office.....	765-285-5095
University Apartments website.....	www.bsu.edu/apartments
CA Pager Number.....	765-281-3518
(5:00 PM- 8:00 AM during the academic year, non-break periods)	
University Police.....	765-285-1111
Police/Fire/Ambulance Emergency.....	911
Anthony 2 Resident Manager.....	765-285-2787
Scheidler 415 Resident Manager.....	765-285-2786
Scheidler 2 Resident Manager.....	765-285-2785
Bursar's Office.....	765-285-1643
Campus Information.....	765-285-5000
Computer Help Desk.....	765-285-1517
Computer-Housing Tech Service.....	765-285-5880
Escort Services (Charlie's Charter).....	765-760-RIDE
(End of shuttle service or 6 AM through 12:45 PM Sunday-Thursday)	
Financial Aid.....	765-285-5600
Health Center.....	765-285-8431
Operator.....	0
Parking Services.....	765-285-1208
Registrar's Office.....	765-285-1722
Telephone Services.....	765-285-8417
<i>Muncie Schools</i>	
Burris.....	765-285-1131
Central High School.....	765-747-5260
Mitchell Elementary.....	765-747-5413
Northside Middle School.....	765-747-5290
Storer Elementary.....	765-747-5360