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WELCOME TO THE UNIVERSITY OF ILLINOIS!

Family & Graduate Housing is pleased you have chosen to live with us. We hope you enjoy your new home and find our community to be a friendly and exciting place to live. Our services and programs are designed to help you make the most of your time with us.

This handbook will acquaint you with the many programs and services available in Family & Graduate Housing and the surrounding community. Participating in our events and activities is a great way to meet your neighbors and expand your experiences. Our policies and procedures are also included. This book does not replace the terms and conditions of your lease, which you can refer to for additional lease questions.

UNIVERSITY HOUSING STATEMENTS

Mission
University Housing is an essential element of the Illinois experience. We create communities that transform student lives.

Vision
University Housing communities create success for every student.

Inclusiveness Statement
University Housing staff value the multitude of different voices, opinions, experiences, and identities of the Illinois community. We respect and honor each member of the communities in which we work and live, inclusive of all aspects of individual and group identity and experience. Our commitment is woven into each of our interactions, programs, and decisions.
 CONTACT INFORMATION

University Housing Family & Graduate Housing
1841 Orchard Place, Urbana, IL 61801
Phone 217-333-5656
Fax 217-244-1200
Evenings and weekends, on-call staff 217-649-7705
apartments@illinois.edu

The Family & Graduate Housing office is open Monday–Friday from 8 a.m.—5 p.m. Staff members are available during these hours to answer leasing, billing, and programming questions. After hours, please contact the Family & Graduate Housing on-call staff member at 217-649-7705 for assistance. Other important telephone numbers are listed on the last page of the handbook.

COVID & PUBLIC HEALTH INFORMED POLICIES

The University of Illinois at Urbana-Champaign aims to deliver its mission while protecting the health and safety of our students and minimizing the potential spread of disease within our community. We expect all members of the University Housing community — residents and staff — to act in a manner that demonstrates respect and consideration for those around them, including respect and consideration for the health and safety of all community members. All residents of University Housing are prohibited from creating a health or safety hazard within the facilities and the University may request or require a resident to relocate to another location or leave University Housing if their continued presence in the housing community poses a health or safety risk for community members.

As a resident within University Housing, the 2019 Novel Coronavirus (“COVID”), or similar public health crisis will impact your housing experience as the campus, under the direction of the McKinley Health Center, continues to make public health-informed decisions. The below policies and guidelines are applicable to all residents. Residents in University owned apartments are required to comply with health and safety laws, orders, ordinances, regulations, and health and safety guidance adopted by the University or University Housing as it relates to public health crises, including COVID-19.

This guidance will evolve as the public health crisis evolves and may include, but is not limited to, physical distancing, limitations on mass gatherings, access to common spaces, wearing a face covering, COVID-19 diagnostic and surveillance testing (including before or upon arrival to campus), contact tracing, disinfection protocols, and quarantine/isolation requirements (including before or upon arrival to campus).

FACE COVERINGS
Residents, staff, and visitors are expected to wear a face-covering at all times while outside of their apartment. Face coverings must be worn while in common rooms, meeting rooms, dining centers, and in lobbies. Face coverings are not required when it is not conducive to performing a task (i.e., eating, drinking, etc.).

MEETING SPACE
Meeting spaces will be preset with a certain furniture layout to be consistent with social distancing and allow for six feet distance gaps between attendees. Individual setup requests that deviate from the preset conditions will not be honored. Time in between reservations will be planned to allow Facilities staff to clean in between meeting space requests. If numbers exceed predetermined attendance limits, the space usage approval will be rescinded, and the users will be asked to leave immediately.

QUARANTINE OR ISOLATION
The University will provide COVID testing for students and employees with an i-card. Results will be communicated to the individual and McKinley Health Center or Champaign Urbana Public Health.

If any member of a household tests positive for COVID, all residents in the apartment will need to quarantine or isolate.
  a. Quarantine — if a person comes in contact with, or is exposed to, someone who tests positive, they need to remain in their apartment for 14 days. If they remain symptom free, the individual will be released from quarantine.
  b. Isolation — if a person tests positive for COVID-19, the individual will need to remain in their apartment until released by McKinley Health Center or Champaign Urbana Public Health District. The individual will need to be symptom free for 72 hours and have a negative test result for COVID-19.

The University will provide COVID testing for students and employees with an i-card. Results will be communicated to the individual and McKinley Health Center or Champaign Urbana Public Health (CUPHD). Residents without an i-card may test with CUPHD at the community testing location.
**DINING SERVICES**
Residents with meal plans will be offered access to their plan. Expectations surrounding social distancing and mask wearing will apply based upon McKinley Health Center and CDC guidelines. Menus and types of access might be adjusted to accommodate current health guidelines.

**CLEANING**
University Housing will continue to implement and modify its cleaning protocols to address COVID or any other public health emergency in the interest of minimizing the spread of disease. University Housing will educate and inform residential students on appropriate cleaning protocols within their assigned spaces to reduce the spread of COVID-19.

**LEGAL INFORMATION**
University Housing apartment lease terms and conditions is the legally binding agreement between you and the University of Illinois Urbana Champaign. The Resident Handbook is incorporated by reference in the lease and forms a legally binding part of the University Housing apartment lease terms and conditions. You are equally responsible for complying with the rules, policies, and regulations contained in this COVID-19 Addendum as you are for those directly printed in the University Housing apartment lease. A University Housing apartment lease will be terminated within Illinois Landlord and Tenant laws, including eviction rules when the aforementioned rules, policies and regulations are not followed.

Every effort has been made to ensure the accuracy of the information contained in this document. Updates and corrections are made as they become necessary. Leaseholders will be notified of material changes.

**APARTMENT MAINTENANCE AND REPAIRS OFFICE**
University Housing provides comprehensive maintenance of the apartments, including 24-hour emergency response. Residents are required by the lease to fully cooperate with staff as they execute these responsibilities. Maintenance of fire equipment, heating and cooling systems, carbon-monoxide detectors, and pest control are a few examples of routine tasks that are scheduled each year and cannot be refused by residents.

The procedures for contacting maintenance are slightly different for emergency and non-emergency situations, so please read the following instructions carefully.

**NON-EMERGENCY REQUESTS**
For any non-emergency maintenance needs, please submit a request for services online. On the left side of the next screen, click “Submit a Work Request” and follow the directions from there. Once you have submitted your maintenance request, you will receive an email acknowledging your request. The second email you receive will notify you that your maintenance request has been assigned a work order number. The last email you receive will be a notification that your maintenance request has been completed. Please do not send multiple maintenance requests for the same item as they will be rejected. If you have made a request for Maintenance work to be done in your apartment, Facilities staff will enter the apartment to complete the requested task and leave a note indicating the work has been completed. In the event of an emergency, University Housing reserves the right to enter your apartment without 24-hour notice. Housing staff will provide you with a notification following the incident that the apartment had been entered. We execute this right when any situation regarding safety places a resident or University facility at risk.

**EMERGENCY MAINTENANCE REQUESTS**
An emergency is defined as a life safety incident or an incident that will result in property damage. If an emergency occurs, please contact Housing Facilities Maintenance by dialing 217-333-2779.

If you call outside of normal business hours, (8 a.m.–4:30 p.m., Monday–Friday) the call is forwarded to an on-call maintenance inspector. If the inspector does not answer the phone, please leave a voicemail message with your name, apartment number, and a call-back telephone number. The inspector will return your call as soon as possible.

Once you have reported the emergency maintenance situation by dialing 217-333-2779, then it is very important that you submit a work request on the Housing website.
APARTMENT AMENITIES

CABLE TELEVISION
Orchard Downs and Ashton Woods apartments are equipped with a 90-channel basic cable television (TV) package. You may also order additional channels by contacting the cable company directly and paying for any additional charges. The cables provided in the apartment are the property of University Housing and must remain in the apartment when the lease ends.

Goodwin Green apartment has basic cable television through XFINITY Stream service in the apartment or by using a mobile application.

For problems with cable television service, please submit a request. You can also request assistance by calling the Family & Graduate Housing office at 217-333-5656 on business days between 8 a.m.–5 p.m.

Outside antennas and satellite dishes are not permitted.

CARD ACCESS AND KEYS
Residents without a roommate/co-tenant receive two apartment keys and either one or two (depending on apartment location) mailbox keys at Check-in. Residents living in a two-bedroom apartment with a roommate/co-tenant will receive one apartment key and one mailbox key. Residents at Orchard Downs also receive a key that provides access to the laundry buildings, computer center, and study room, all located on the Orchard Downs property. All other Orchard Downs residents can use their apartment key to access these spaces. Please review the site map for specific locations.

At Goodwin-Green, the exterior doors are operated by card access. Residents will have their University Identification Card (i-card) activated as their access card. Dependents will need a University of Illinois Visitor Card to gain entry into the building. To obtain a Visitor Card, complete a form in the Family & Graduate Housing office. The dependent can then obtain an i-card from the University i-card Office, located in the Illini Union Bookstore. Please notify the Family & Graduate Housing office of the University Identification Number (UIN) when you have the card and it will be activated. You may request a temporary card for a guest on our website.

If your card is not working or is lost, please contact the Family & Graduate Housing office at 1841 Orchard Place, Urbana, or call the office at 217-333-5656, Monday through Friday, 8 a.m.–5 p.m. After hours, please contact the Family & Graduate Housing on-call staff member at 217-649-7705 for assistance.

ELECTRICITY
Ameren is responsible for service delivery for electricity for power, and gas for heating. If you have any questions on your delivery services—such as power outages, metering, or service requests—please contact Ameren Illinois Customer Service at 1-800-755-5000. Each Family & Graduate Housing leaseholder will receive a monthly bill from Ameren. Co-tenants will receive one monthly bill, which they will be responsible for paying in cooperation with one another.

Homefield Energy is the electric supplier. If you have any questions regarding your electric supply, please call Homefield Energy at 1-866-694-1262.

Residents at Goodwin-Green are connected to the University system for heating, which is included in the rent. The heating system at Goodwin-Green is powered by steam, so it cannot be instantly turned on or off when the outdoor temperature varies over a wide range, as is common in the spring and fall. The decision as to when the University turns the heating system on and off is based on the average outdoor temperature over a certain number of days. Goodwin-Green residents do have limited control over the heat output in their apartment with the knob that is part of the radiator in the apartment.

INTERNET
Ashton Woods and Orchard Downs high-speed Internet service is provided by Comcast. Residents experiencing problems with their Internet service should submit a service request. Residents may also call the Family & Graduate Housing office at 217-333-5656 for assistance during business hours. For wireless connection, residents will need to provide their own router.

Goodwin-Green wireless internet service is provided by Technology Services at Illinois. Residents experiencing problems may receive assistance by calling the URHnet Helpline at 217-244-1111. The helpline operates from 7 a.m.–10 p.m., Sunday through Thursday.

LAUNDRY FACILITIES
University Housing provides laundry facilities at all apartment locations. Washers and dryers are available for residents’ use. The laundry facilities are shared by the Family & Graduate Housing community. Please follow common courtesy, remain with your clothes while using the machines, and remove your clothes from the washer or dryer as soon as the machine’s cycle is complete.
Family & Graduate Housing is not responsible for clothes left in any machine or laundry facility. The University provides individual apartment size washers and dryers in the Orchard Downs remodeled apartments. Other than the units provided by the University, individual mechanical washers or dryers are not permitted in any University apartments. Any apartment resident found to have a washer or dryer in their apartment will be considered to be in violation of their lease terms and conditions and subject to having their lease terminated.

Ashton Woods’ washers and dryers are available in the lower level of each building for residents’ use.

Goodwin-Green laundry facilities are located in 1107 W. Green and in 300 S. Goodwin basement areas. Ironing boards are available for residents’ use in the laundry rooms in Goodwin and Green.

Orchard Downs has two laundry facilities conveniently located within the community. The North Laundry is at 1900 S. Orchard Street and South Laundry is at 2050 S. Orchard Street. You will receive a laundry key when you check in to Family & Graduate Housing. One extra laundry key can be given to households with two or more adults. This key will be given to the leaseholder and the leaseholder will be responsible for returning both keys when vacating the apartment.

Family & Graduate Housing has provided a washing machine and dryer in the Orchard Downs South Laundry that is specifically designed to assist residents in a wheelchair. Please refrain from using these appliances so that our residents with limited mobility will have accessible appliances to use.

At Orchard Downs, University Housing has installed two waterspouts on the back of the South Laundry. Residents can park at the back of the building and have access to water to wash their cars. Residents must provide their own hose, bucket, and wash sponges/rags for car washing.

MAIL SERVICE
United States mailboxes are conveniently located in or near each apartment building. When you check in at the Family & Graduate Housing office, you will receive a mail label with the leaseholder’s last or family name. If additional family members have a different last name than the leaseholder, then the dependents should request their own mail label. The U.S. Postal Service will deliver all first-class mail to your mailbox daily (excluding Sundays and federal holidays).

When you provide your address to others, it should be written in the following manner:
Your name
Your street address and apartment number or letter
City, State, Zip Code

Examples:
Your name
1841 Orchard Pl, Apt. A or
6403 Hazelwood Dr., Apt. 803
Urbana, IL 61801
OR
Your name
8423 S. First St., Apt. 462
Champaign, IL 61820

For all international mail, include USA after the address line.

Package Delivery
All apartment locations have a mailbox system, which allows residents to receive packages from the United States Postal Service (USPS) via a secured package mailbox at each location. If you receive a package, a key to the secured box will be placed in your apartment mailbox. After obtaining the package from the mailbox, replace the key in the package box lock. It is important to retrieve these packages as quickly as possible so that other members of the community can use the package box. Packages delivered by other delivery companies will follow that company’s procedure. The University is not able to receive packages on behalf of any resident. The Family & Graduate Housing office will not receive packages for residents. Any packages sent to the office will be returned to sender.

Mailbox Locations
At Goodwin-Green, the mailboxes are located in the main lobbies of 1107 W. Green and 300 S. Goodwin. At Ashton Woods and Orchard Downs, mailboxes are grouped together with individual boxes assigned to each apartment. The bank of mailboxes also has a slot for outgoing mail. Refer to the Ashton Woods and Orchard Downs maps for mailbox locations.
SHOWER CURTAINS
All residents are provided with a shower curtain when moving into their apartment. Residents who choose to replace their shower curtain should refer to the size guidelines provided. Standard size (72-inch wide) shower curtains are the appropriate size for all Family & Graduate Housing apartments except one-bedroom apartments at Goodwin-Green. The correct size shower curtain for one-bedroom apartments at Goodwin-Green is 90 inches wide. If residents cannot locate a 90-inch wide shower curtain, it is recommended that they purchase one 72-inch wide and one 36-inch wide shower curtain and then overlap them on the shower rod. It is important that the shower curtain be tucked into the tub while the shower is in use. Failure to do so will result in water damage to the resident’s apartment and that of his or her neighbors.

MOVING CARTS
Moving carts are available to residents to help with moving large items into or out of apartments. Residents can come to the Family & Graduate Housing office to check out a moving cart anytime during normal business hours. Due to the limited number of moving carts, please return within 4 hours. At Goodwin-Green, carts are available in the lower level of each building. In building 1107 Goodwin-Green, the carts are in storage locker number 9. In building 300 Goodwin-Green, they are in locker number 99. You can use your apartment key to access the storage area and the padlock on the designated locker.

TELEPHONE SERVICE

Phone service is available by cellular (cell) phone, or by landline from a stationary phone in your apartment.

Cell Phone
You can purchase a cell phone and establish a service contract at many local stores. You may be asked to pay a deposit, and you should make sure you understand the terms of your cell phone contract. Inexpensive pre-paid cell phones are also widely available at local stores, and do not require a signed contract.

Landline Phones
There are several options for phone services. AT&T provides an option for landline telephone service in the apartments. Residents can contact AT&T at 1-800-459-0443. In most cases, telephones can be installed easily and quickly by simply plugging the phone into the wall.

A deposit is usually required to initiate phone service. Make sure you know what the “extras” are that the telephone representative is selling to you and that your budget can afford the monthly cost. Long distance plans can also be purchased but it may be more cost effective to use a calling card available at most local stores.
LEASING DETAILS AND POLICIES

BILLING INFORMATION

Students
The student account is available online for students to view and print, and includes all student account transactions, such as payments received and charges and credits for tuition, fees, and housing. Students will receive a monthly email notification by the 10th of the month to their official University email account stating that their bill is available. Payment is due by the 28th of each month.

Online Payment
Students and authorized individuals can make online payments with an electronic check (e-check) withdrawal from a checking or savings account or by credit card. To make a payment, log on to the UI-Integrate Self-Service site. Complete the steps below:

1. Select “Account Billing Information”
2. Select “Student Account”
3. Select “Make Payment”

Credit cards (American Express, Discover or MasterCard) can be processed with a 2.4% convenience fee.

In Person (check or money order)
University Student Financial Services and Cashier Operations Office (USFSCO)
Henry Administration Building (#46 on Campus Map)
506 South Wright Street
Urbana, IL 61801
217-333-2180 / usfsohelp@uillinois.edu

In Person (cash)
Illini Student Union (#23 on Campus Map)
U of I Community Credit Union
1401 W. Green St
Urbana, IL 61801
217-278-7700 / info@uiecu.org

By Mail (check)
Name and UIN must be written on the check. A printed copy of the payment stub must be included to ensure proper credit. Payment should be mailed at least five business days prior to the due date to allow for mail delivery and processing time. Checks should be made payable to the University of Illinois (and the “Memo” line must contain your UIN). Once written, the check should be mailed to the address on your invoice:

University of Illinois Payment Center - Student A/R
28393 Network Place
Chicago IL 60673-1283

Wire Transfer Payment
University of Illinois has partnered with Flywire™ to offer an innovative and streamlined way to make international payments. Flywire’s mission is to offer convenient and secure international payments that save money by eliminating high bank fees and unfavorable foreign exchange rates. With Flywire™, you are offered excellent foreign exchange rates allowing you to pay in your home currency (in most cases) and save a significant amount of money when compared to traditional banks. You will be notified via email when your payment is received by University of Illinois.

Residents Who Are Not Students, Staff, Visiting Scholars Post Doc.
Non-students should receive a bill in their apartment mailbox by the 10th of each month. Payment is due by the 28th of each month. Once you receive your University ID Card, you must visit the University Student Financial Services and Cashier Operations Office (USFSCO) to confirm your University Account and provide them your University Apartment address. Providing them your University ID number and address ensures that you will receive your monthly bills. You may also email USFSCO and provide them with your name, UIN, and apartment address at: usfsohelp@uillinois.edu. If you have not received a bill in your mailbox by the 10th of the month, contact USFSCO to determine the status of your account. Remember that you are responsible for monthly rent payments regardless of whether you receive a paper bill.

LEASE NAME CHANGE
Lease name changes occur when a current leaseholder loses their affiliation with the University and requests the lease be placed in the name of another family member who remains affiliated with the University. The new leaseholder must be of legal age to sign a lease (18 or older). Please contact the Family & Graduate Housing office for more information about the lease name change.
APARTMENT TRANSFER
If you would like to move to a different apartment within University Housing, please review the transfer policy. You may request a transfer, using the transfer request form. Once the completed form is received, Family & Graduate Housing staff will review available apartments and determine if your request can be granted. Transfers are not offered through the months of July and August, but resume each year in mid-September.

APARTMENT SUBLETTING
Your Family & Graduate Housing lease prohibits the subletting of your apartment under any circumstances. Residents who sublet their apartment will be found in violation of their lease and subject to disciplinary action by the University.

LEASE TERMINATION
If you will be graduating or ending your affiliation with the University, you are required to terminate your lease by submitting an Early Lease Termination Request Form. This form must be submitted to the Family & Graduate Housing office at least 45 days in advance of your requested departure date. Please note that other forms of communication will not serve as notice of your intent to terminate. Please refer to the Family & Graduate Housing Lease Terms and Conditions for specific details.

LOCK OUT & KEY LENDING
If you lose a key, Family & Graduate Housing can loan you a key while you look for your missing key. During business hours, come to the Family & Graduate Housing office to get a loaner key that you will be able to keep for 24 hours. If your key has not been found after 24 hours, your lock will be changed, and you will be provided with new keys. After hours, please contact the on-call Family & Graduate Housing staff member at 217-649-7705 for assistance.

The fees for this service are as follows:
- Replace mailbox key: $50
- Replace mailbox package key: $50
- Replace laundry/computer center key: $50
- Replace apartment key: $50 (Lock change after business hours: $65)

LEASE RENEWAL
Each spring, you will have the opportunity to renew your lease if you wish to continue to reside in Family & Graduate Housing and if you will continue to be affiliated with the University. The Family & Graduate Housing office will send out notifications when it is time to renew your lease. Your University account cannot have an outstanding balance if you want to renew your lease. If you do not renew your lease during the designated lease renewal month, your apartment will be offered to a new applicant for the next academic year.

SMOKE & TOBACCO-FREE CAMPUS/NO FIRE
All University of Illinois campus facilities and grounds, including family and graduate housing apartments, are strictly smoke and tobacco-free. This includes tobacco for smoking and/or chewing. For specifics on this policy, please see the official policy. Effective July 1, 2019, the state of Illinois has raised the legal age to possess and consume tobacco to 21 years of age. This is a complete prohibition of any smoking products and paraphernalia (defined as any device used in the consumption of tobacco including but not limited to hookahs, e-cigarettes, or vaporizers). Smoking in University Housing facilities will result in a $25 charge per occurrence and escalate by that amount with each subsequent occurrence.

Additionally, residents shall not use candles or incense anywhere within an apartment or indoor public space. Residents shall not have or permit any open or covered fire on or in any balcony, stairwell, or entryway of any building. Examples of this type of fire could be a hibachi or barbecue grill. Cooking and/or grilling within 25 feet of a building are prohibited. Please also see “Grill Use” in this handbook.

SMUDGING & PIPE CEREMONIES
The University of Illinois Urbana Champaign is located on the ancestral homelands of numerous Tribal nations. University Housing is committed to supporting Native Peoples by facilitating the continuation of their cultural and spiritual practices as they pursue higher education. The creation of a smudging and pipe ceremonies policy with specific guidelines allows for community safety while encouraging inclusion, and in accordance with the Federal Religious Freedom Act, 42 U.S.C sections 1996 and 1996a. With respect to the University of Illinois being situated on the lands of Native American Peoples that were forcibly removed and the rights for Native Peoples to safely practice their cultural, religious, and spiritual beliefs in accordance with their traditions, the university has developed a smudging and pipe ceremony policy. In accordance with the Federal Religious Freedom Act, 42 U.S.C. sections 1996 and 1996a, smudging and pipe ceremonies are allowed in university housing owned and operated spaces including, but not limited to individual residential rooms, outdoor spaces, community spaces, and apartments with prior submission of an exception form, meeting with University Housing, and completion of an understanding agreement.
Smudging is the use of smoke (generally from organic sources such as sage, sweet-grass, or cedar) in spiritual, religious, prayer, or faith practices most commonly used by Native Peoples. Pipe ceremonies is the use of tobacco in spiritual, religious, prayer, or faith practices most commonly used by Native Peoples.

While the University of Illinois is a smoke-free campus and is committed to prompting a smoke and tobacco free environment for all students, employees, and visitors to campus, we must take into consideration the deeply held cultural beliefs of our Native American students, employees, and visitors to University Housing spaces. Reasonable efforts should be taken to reduce or eliminate the community impact of such smoke within the area being smudged whenever possible.

PARKING
Family & Graduate Housing provides parking facilities for residents living in the Orchard Downs and Ashton Woods apartment communities. A parking permit is required and must be renewed each academic year to park in any of the apartment parking facilities. Residents must display appropriate parking tags on the rearview mirror of the vehicle window. Only currently licensed, registered, and operable automobiles may be parked in Family & Graduate Housing spaces and only in designated parking areas. Residents shall not drive or park any vehicle on the grass or sidewalks and may not mark any parking space for individual use.

Convenient parking is provided at both Orchard Downs and Ashton Woods at no additional charge. There is enough parking for one vehicle per family. If you have a second car, prior to parking in the Orchard Downs or Ashton Woods lots you will be required to obtain approval from the Family & Graduate Housing office for a second parking permit. You may be required to park the second vehicle in an alternative lot other than where the first vehicle is parked. To request a parking permit online.

Limited parking is available for Goodwin-Green residents in the parking lot next to the building. Residents may purchase a permit through Parking Department, fees apply. The fee will be billed by the Parking Department to your University account at the time the permit is distributed. Permits are valid through July 31 each year. It is important the permit be returned to Campus Parking upon check-out or you will continue to be charged for the permit.

Motorcycles/Scooters
Residents who would like to park a motorcycle or scooter on the Illinois campus will need to obtain a parking permit at the University Parking Department. In addition, residents will be expected to place one of their issued bicycle stickers on their motorcycle or scooter.

PETS
All residents are allowed to have fish tanks that are 50 gallons or less. Residents who require service or emotional support animals will be permitted with approval. Residents in Orchard Downs and Goodwin-Green apartments shall not keep or harbor dogs, cats, reptiles, or any other animal on the premises. Unapproved animals found are subject to immediate removal by the University. Cost of removal, any damages, and cleaning will be billed to the resident’s student account.

Ashton Woods apartments will allow pets under pet policy, details can be found in the policy. Permission to keep a pet is granted at University’s sole discretion and is subject to the resident’s strict adherence to all aspects of the Ashton Woods Pet Policy, which is a separate document. Residents must obtain approval from Family & Graduate Housing and sign a pet agreement prior to obtaining a pet. Upon approval, proof of current vaccinations must be provided, and a copy of the vaccinations be kept on file in the Family & Graduate Housing office.

Pets must be contained when a University Housing staff member needs to enter the apartment for completing a work request, routine maintenance, or pest control.

PROHIBITED ITEMS
Residents shall not attach an aerial, awning, or clothesline to the exterior of the building, nor affix anything to the exterior of the premises, including plastic coverings over windows. Plastic coverings over windows will only be acceptable during winter months and must be approved window kits distributed by Family & Graduate Housing. Window kits must be removed each spring by the resident. Prohibited items include:

- Extension cords without a circuit breaker.
- Air-conditioners not provided and installed by University Housing.
- Flammable and combustible liquids such as kerosene, gasoline, butane, or lamp oils are not permitted unless properly handled by trained University Housing staff.
- Natural trees and resinous greenery are prohibited for use as decorations. Artificial trees and other decorations must be flame proof.
- Materials used for pyrotechnics including fireworks.
- Assembled bicycles, mopeds, scooters, motorcycles, or other cycles.
- Candles, incense, or other items that produce an open flame and/or smoke are prohibited unless directly related to a religious or cultural event. Prior approval is required.
- Satellite dishes may not be installed.
• Mechanical dishwasher, washing machines, and clothes dryers. The use of trees, grass, balcony railings, or picnic tables for washing or drying personal belongings is prohibited.
• Waterbeds are not permitted.

STORAGE
Goodwin-Green residents have access to large storage lockers in the basement of each building. The cages are in a locked area; however, the cages are not completely enclosed. You may request a storage locker online or at the Family & Graduate Housing office. Residents are responsible for securing their belongings and the University does not take responsibility for the resident’s property. Residents must provide their own personal lock for their storage cage.

There is no additional storage at Orchard Downs or Ashton Woods. Balcony areas may not be used for storage (e.g. mattresses, household furniture, clothing, clothesline, auto parts, etc.). They may only be used for outdoor furniture and flower containers. The only outdoor furniture allowed is folding lawn chairs and plastic resin stacking chairs designed for outdoor use.

Stairways, elevators, lounges, or entryways must not be obstructed or used for storage of personal belongings, including, but not limited to bicycles, children’s toys or strollers, household furniture, volatile substances, shoes, etc. We understand that it is custom or habit for many residents to slip their shoes off at the door before entering their apartment. However, Fire Codes prohibit the storage of any kind of footwear in hallways or apartment entryways. These small items could easily trip someone who is trying to escape from fire or smoke, and they could get in the way of fire fighters and their equipment.

The only item allowed in the hallway or entryway of an apartment is a welcome mat with a nonskid backing placed directly in front of the apartment entry door.

Indoor furniture that is left outside will be treated as abandoned property and disposed of immediately. Furniture that has been left outdoors poses a serious risk of the spread of insects and rodents and therefore cannot be stored by the University once it has been left outdoors.

For safety reasons, personal property must be stored away from the hot water heater and the furnace in each apartment. Residents are not allowed to store any items in furnace rooms, as this creates a fire hazard. Please do not attach anything to the plumbing fixtures or store clothes on heaters, furnaces, or on balconies.

Family & Graduate Housing reserves the right to remove all obstructions and dispose of those items at its discretion. Family & Graduate Housing is not responsible for any loss or damage to items being stored in the cages at Goodwin-Green, or those items being improperly stored or removed from Orchard Downs or Ashton Woods.

TRASH DISPOSAL & RECYCLING
University Housing provides garbage collection six days a week. Large garbage dumpsters are located in the parking lots in Orchard Downs and Ashton Woods. At Goodwin-Green, garbage dumpsters are conveniently located outside of 300 S. Goodwin and 1107 W. Green. Please place garbage inside the dumpster, not on the ground around the dumpster.

Family & Graduate Housing and University Housing are committed to our recycling program, and we hope residents will support it as well. University Housing does not provide glass recycling. Several drop-off sites are available throughout the Orchard Downs and Ashton Woods communities. At Goodwin-Green, recycling bins are available outside 300 S. Goodwin and inside the 1107 W. Green building. Please drop materials off at these sites.
APARTMENT PREVENTIVE MAINTENANCE

MOLD PREVENTION
Mold can develop in an apartment when conditions are moist and there is little air circulation. Most often, it develops when the weather is cold, windows are closed, and there is no air circulation in the apartment. Typically, mold occurs in bathrooms on the walls and ceiling; it may also develop in living areas behind furniture or in closets where there is no circulation. To minimize mold development in the apartment, please use the following suggestions:

1) Whenever possible, keep window shades and blinds open. Closed shades and blinds block airflow across the window surface and prevent the movement of air through the apartment due to temperature change. Airflow will also prevent condensation on the windows.

2) When the bathroom is not in use, leave the door open to allow circulation.

3) Immediately report leaks or plumbing issues to Maintenance at 217-333-2779.

4) Use a dehumidifier unit in the winter months.

5) Never turn the furnace off or turn the thermostat below 65 degrees Fahrenheit. Allowing the temperature of the apartment to get below 65 degrees, will in turn allow the surface temperature of the walls and floors to drop quickly. The concrete walls and floors take a long time to warm back up once they are cooled. When the furnace cycles on again, the ambient air temperature in the apartment increases quickly. The difference in temperature between the ambient air and the concrete surfaces will result in condensation forming on the walls and floors. After allowing this to happen, it will take several days for the furnace to raise the surface temperatures enough to stop the condensation from forming.

6) Do not store items up against walls, as this will keep the warm air from heating the walls, allowing condensation to form. Cool, dark, and damp surfaces are the perfect breeding ground for mold and mildew. It is important to maintain air circulation around all items stored along walls. We also recommend that residents store items in plastic bins rather than in cardboard boxes, which can absorb moisture and potentially cause damage to items stored inside them.

7) Failure to maintain a minimum ambient temperature of 65 degrees Fahrenheit in your apartment will result in unpleasant living conditions and potential property damage to your apartment and neighboring apartments. It is the responsibility of every University Apartment leaseholder to follow the above listed recommendations.

PEST CONTROL
Good sanitation practices are necessary for pest prevention. Failing to maintain a clean apartment may be considered a violation of your lease. Do not leave out food or dirty dishes, or store trash in the apartment or patio, as this will attract household pests such as cockroaches, ants, rodents, etc. Pests also live in and consume cardboard boxes and the glue used to seal them. Avoid storing boxes in your apartment.

University Housing provides pest control services to you at no cost. Pest control treatments in the apartments and common areas are done at least twice a year. Pest control treatments are mandatory and cannot be refused by residents. If pests or insects become a problem, please contact Maintenance to have your apartment treated in addition to the regularly scheduled treatments. Where a pest infestation is found, the entire building may need to be treated. Pesticides used by our staff are no more harmful than most common household cleaners are, and Material Safety Data Sheets listing pest control ingredients can be obtained upon request. Failure to comply with pest control treatment or maintain proper sanitation can result in non-renewal or termination of a lease. If you have a pest problem, please contact Maintenance at 217-333-2779 or submit an online maintenance request.

BED BUGS
There is always a risk that residents may unknowingly transport bed bugs by purchasing used furniture or mattresses in an apartment that had been inspected prior to move-in. If residents suspect they have bed bugs, they should contact the Family & Graduate Housing office or Maintenance immediately. This will ensure that pest control can treat the bed bug problem before it becomes advanced.

Bed bugs are small, oval, wingless insects that reach about 1/5” in length. They have flat bodies, are reddish-brown in color, and are sometimes mistaken for ticks or small cockroaches. Bed bugs are not believed to carry diseases; however, they do bite. Bed bugs are most active at night and bite exposed areas of skin while an individual is sleeping. Bites may go unnoticed or be mistaken for flea or mosquito bites. Infestations occur when bugs or eggs are transported into apartments in suitcases, cardboard boxes, personal belongings, and old used furniture. Cleanliness has little to do with most infestations. However, excess clutter does give bed bugs a place to hide.
RENTER’S INSURANCE

Regardless of where you live in Family & Graduate Housing, you are strongly encouraged to purchase renter’s insurance. Renter’s insurance can protect the valuables in your apartment in case of theft, fire, water damage, or other disasters. You can purchase renter’s insurance through a number of local agencies. Consult your phonebook yellow pages for insurance companies. Please note that renter’s insurance is not medical insurance.

APARTMENT POLICIES

COMMUNITY LIVING

Family & Graduate Housing is home to people from more than 70 different countries. Residents bring their own unique heritages, ideas, and ways of doing things. Some families may be very quiet in their apartment because they view their homes as places of tranquility. In other families, home may be the only place where people feel comfortable being lively or singing. Because different families are comfortable with different levels of noise, sometimes conflicts may occur between neighbors. Getting to know your neighbors as friends will make it easier for you to adjust to your new apartment and neighborhood. If a problem occurs, it will be much easier for you to talk to your neighbor about it if you know them.

We offer the following guidelines to encourage friendly relations:

• Be considerate. Some apartments carry noise more easily than others and certain noises can be heard by neighbors. Excessive running and jumping, moving furniture, music, and televisions are examples of everyday noises that may bother neighbors. These noises can become frustrating when they become excessive, are very loud, and occur late at night when people are sleeping. In general, we ask all apartment residents make an effort to keep noise at a minimum after 10:00 p.m. every night.
• Some noise from everyday activities can be expected. We all need quiet space to study, and there are numerous libraries on campus for that purpose.
• Talk with your neighbor if you have a concern. If you are irritated by the noise your neighbor is making, bring it to their attention in a calm and friendly manner. Expressing anger and making noise in retaliation can only make matters worse. If you need some assistance in resolving a noise problem, please contact your Community Aide or the Family & Graduate Housing office. If your Community Aide contacts you about a noise problem, please work with them to resolve the concern. Their primary interest is to resolve any conflicts between neighbors and make our community a pleasant place for everyone to live.

AIR CONDITIONING

Ashton Woods apartments are furnished with central air conditioning units. Residents should contact Maintenance if they are experiencing problems with their air conditioning system.

Goodwin Green has window air conditioning (AC) units for sleeping rooms and efficiency apartments. One-bedroom apartments have one AC unit in the living room and bedroom.

Orchard Downs has a window air conditioning (AC) unit installed in the living room. Please note that the electricity used by the AC unit(s) is part of your power bill. Residents should contact Maintenance if they are experiencing problems with their air conditioner.

BICYCLES

Bicycles must be registered with the Family & Graduate Housing office. Residents receive yearly property stickers at move-in and lease renewal. There is no fee for bike registration, and residents are responsible for placing these stickers on their bicycle. The following rules will apply:

• If you sell, leave your bicycle, or give it to someone else, you must cancel your registration permit at the Family & Graduate Housing office.
• Any bicycles not properly registered will be picked up and disposed of according to University policies.
• Bicycles must be in operating condition to be registered. Any bikes that are missing wheels, seats, chains, etc., will be removed and disposed of according to University policies.
• Bicycle repair stations are located at each laundry facility within Orchard Downs.
• Bicycles need to be locked and stored in the bike racks provided in the front of each building. Please do not leave bikes near the buildings or attached to gas meters, stair railings, or in the building stairways. Bicycles not in the designated bike racks will be disposed of according to University policies.
• Goodwin-Green has indoor bike storage facilities located in the basement of the 300 and 1107 buildings.

Please note that bicycles parked near building doors make it much more difficult for personnel to enter a building during emergencies.
DECORATING
While it is important to decorate apartments to make them feel like home, there are certain limitations you must observe. Do not use adhesive type hangers or attach anything to doors. Do not fasten bookshelves to walls or attach lamps or planters to the ceiling. Any type of carpet installation must be removed prior to moving out. Nails, tacks, and adhesives may damage floors and result in damage charges. Please review the apartment lease “Conditions of Premises” for further information.

FIREARMS
Possession or storage of weapons is prohibited on any property owned or controlled by the University, including Family & Graduate Housing. To review the complete University policy regarding firearms, please consult the University “Student Rights and Responsibilities”, section I-309 titled Possession or Storage of Weapons.

FLOWERS AND PLANTING
Residents may plant flowers or other ornamental plants in approved locations. Residents are responsible for following all policy regulations:
- Residents are responsible for maintaining, cleaning, and weeding their flowerbeds.
- Flowers and plants must be within two feet of the building.
- Residents must remove their plants prior to moving out.
- Residents may not plant flowers that will grow more than two feet high.
- Vines (such as ivy) may not be planted.
- Vegetables may not be planted in flowerbed locations.

Flowers planted in locations outside the flowerbeds will likely be mowed down by the grounds staff. Vegetables grown at apartment flowerbeds will be removed by grounds staff. Unapproved plants discovered in flowerbeds are considered a lease violation and will be handled accordingly.

The approved apartment locations for resident planting are:

Ashton Woods apartments do not have approved planting locations.

Orchard Downs:
- Apartments in the 1800’s: - In the two-story buildings, flowers may be planted only in front of the stairwells under the apartment number (unless there are bushes planted in this area). In the single-story buildings, flowers may be planted in the front of the building. Flowers must be maintained, cleaned, and weeded by the residents.
- Apartments in the 1900’s, 2002—2044 and 2001-2037 - Flowers may be planted in front of the buildings.
- Apartments 2060-2084, 2051-2087 and all of Hazelwood Court - Residents may not plant near the apartments, because there is concrete in front of the building. Residents may only have flowers planted in containers. Containers must be in good condition (not broken or chipped), and not obstruct any walkways.

Goodwin-Green Apartments:
- 1107 Goodwin & 300 Green - Residents may plant flowers on the west or east sides of the buildings between the sidewalks leading to the first-floor apartment entry doors.
- 1113-1115 W. Green - Flowers can be planted only on the north side next to the buildings.

GRILL USE
We recognize that many families enjoy grilling outdoors. Remember that your lease prohibits the use of a hibachi, grill, or other appliance, in any balcony, stairwell, or entryway of any building. Family & Graduate Housing provides grills for your use in every community.

Grills at Orchard Downs are located by the Community Center, by the playground at Hazelwood Court, behind the Family & Graduate Housing office, and behind apartment 2006 near the playground. At Goodwin-Green the grill is located in the courtyard. Ashton Woods also has grills available in the courtyards behind buildings 2217, 2303, 2307, and across the street from building 2311. If you do use your own grill on the lawn, keep a reasonable distance from the buildings so that the smoke does not disturb your neighbors. Family & Graduate Housing also provides trash containers for coal and ash disposals that are marked specifically “charcoal.” Coals should never be deposited in the garbage dumpsters — even if you think they are cold. Never place a grill next to a building or leave it unattended. Please use care when grilling.

GUEST REGISTRATION
Guests and visitors are always welcome in your apartment. However, guests who will be staying longer than two weeks are required to be registered at the Family & Graduate Housing office. The occupancy of the apartment must not exceed the occupancy limit for the apartment type when guests are visiting. Visitors not included in the extended family category are limited to a total maximum duration of 30 days per year. Overnight guests are permitted in co-tenant apartments only if mutually agreed upon in advance of the stay.
POOL SAFETY
Residents may use small children’s pools on apartment property with the following required safety guidelines.

- Children must be supervised at all times by an adult when using a pool.
- No water can be left in a pool if an adult is not present.
- Pools must be emptied on a daily basis when done being used.
SERVICES FOR RESIDENTS

Family & Graduate Housing offers a variety of services to residents. Please stop by the office to ask general questions, obtain leasing information, reserve a programming space, register for a program, pick up a loaner key, get a newsletter, ask billing questions, or fax a document to a local or toll-free number. Additionally, you can check out equipment for temporary use, such as a car battery jump kit, moving carts, a scale to weigh your luggage, and an air pump for bicycle tires.

COMMUNITY AIDE STAFF AND COMPLEX COORDINATOR

At Family & Graduate Housing, we provide live-in staff members who reside in the community and are available to assist you in many ways. Your Community Aide can assist you by providing information about services and programs offered by Family & Graduate Housing, the local community, the Family Housing Council, and other University organizations. Community Aides also plan many popular activities and can help you by answering questions about different cultures and traditions. There are Community Aides assigned to each apartment complex: two at Ashton Woods, two at Goodwin-Green and thirteen at Orchard Downs.

The Complex Coordinator for University Apartments provides supervision to the Community Aide staff and provides on-call assistance when the Family & Graduate Housing office is closed. An on-call staff member can be reached at 217-649-7705 for assistance after 5 p.m. on weekdays, on weekends, and on holidays. If you have an emergency, lose your keys, or need other assistance, please call. Feel free to contact the on-call staff member if you have a problem or a question. To find specific contact information regarding your Community Aide or the Complex Coordinator, contact the Family & Graduate Housing office or see our website for a staff listing.

ASHTON WOODS COMMUNITY BUILDING

The Community Building (2221 S. First St.) is located at the entrance of the Ashton Woods apartment complex. This space serves as a gathering place for social programs, meetings, and educational classes sponsored by Family & Graduate Housing staff. Check our website or contact the Family & Graduate Housing office for details.

ORCHARD DOWNS COMMUNITY CENTER

The Community Center, located at the south end of the Orchard Downs complex, is the site of many Family & Graduate Housing programs, including the Orchard Downs Preschool and the after-school Kids’ Club Program. Residents may also reserve the Community Center for their own personal use for up to four hours. Many people use it for birthday parties, dinners, meetings, and other events. The Center also offers wireless access to the University Internet. This space may be reserved by visiting the Space Reservation System on the Housing website.

LEARNING RESOURCE CENTER

The Learning Resource Center is located at 2044-A Orchard Street in Orchard Downs. This conference room setting is used for educational workshops, International Friendship Group, English classes, and the Family Housing Council Sewing Room. Many people use this space for birthday parties, dinners, meetings, and other events. This space may be reserved by visiting the Space Reservation System on the Housing website.

FAMILY RESOURCE CENTER

The Family Resource Center is located at 1834-A in Orchard Downs. It is available to all Family & Graduate Housing residents and offers information on a variety of topics that relate to families and their concerns.

STUDY ROOM

Residents at Family & Graduate Housing can access the study room located at apartment 2102-104 in Orchard South by using their laundry room key. The Study Room is available at any time throughout the year for quiet study. We encourage residents to utilize this valuable space that directly supports student academic success.

MULTICULTURAL HEALTH CENTER

The Multicultural Health Center (MCHC) is a space where community organization provides limited health care service and referral. All University apartment residents may use this program. The Multicultural Health Center is located at 2040-A Orchard Street. For more information, contact the Center by email MCHC@illinois.edu.

GOODWIN-GREEN LOUNGE

There is a lounge in the basement of 300 S. Goodwin that serves as a gathering place for social programs, meetings, and educational classes. Many residents enjoy using the lounge to watch television, hold social gatherings, or play table tennis. In addition, there is a kitchen available for residents to use. You may reserve the lounge and kitchen by visiting the Space Reservation System on the Housing website. Many people use this space for birthday parties, dinners, meetings, and other events. In addition, this lounge offers wireless access to the University Internet.
COMPUTER LABS
Computer labs are open 24 hours a day and are operated by University Housing. Our fast computers, software library, and high-resolution laser printers can be important resources for residents. Stuck with a computer or software problem? Ask a Computer Center consultant to help or consult our tutorials. Residents are responsible for the supervision of their children in the Computer Center and are expected to follow all Computer Center guidelines as posted. Residents with a University login are eligible to use the Computer Centers.

Residents of Orchard Downs may access the Computer Lab located at 2030-A Orchard Street with their laundry key, or their apartment key if they were not issued a laundry key. In addition, wireless access is also available in the Computer Center as well as the North and South Laundry Buildings.

Goodwin-Green residents will find the Computer Center in the lobby of the 300 W. Goodwin building.

RECREATIONAL FACILITIES
All apartment locations have picnic areas and outdoor grills throughout the community. The site maps indicate specific locations. Please help maintain these areas by disposing of trash in an appropriate trash receptacle. At Orchard Downs, playground facilities are scattered throughout the community. Residents are encouraged to use these for fun and safe spaces to play. Young children must always be supervised by an adult. For residents who enjoy playing basketball, courts are located near each of the buildings. At Goodwin-Green there is a small playground on the southeast corner of the property.

NEWSLETTERS
The "Neighborly News" is a monthly newsletter created by the Family & Graduate Housing staff for our apartment residents. It contains current information that affects you, such as items about upcoming maintenance, exciting monthly programs for you and your family, community resources, health information, and news from the Family Housing Council. The monthly newsletters for each of our three apartment communities are sent via email to residents. Each community newsletter is also available on the University Housing website.

ORCHARD DOWNS PRESCHOOL
Orchard Downs Preschool offers structured educational activities to enhance the social, emotional, physical, and mental growth of children ages 3–5. Set in Orchard Downs with its unique blending of social and cultural backgrounds, the school provides a stimulating environment for the individual growth of each child. The program stresses educational play and social development.

The Preschool operates as a part of University Housing with low monthly tuition rates and follows the University calendar. Visit us at the Orchard Downs Preschool, located in the Family & Graduate Housing Community Center, 510 W. George Huff Court, Urbana. For questions about registration or to register your child, call 217-333-3497 or contact the Family & Graduate Housing office at 217-333-5656. Registration forms are available at the school, the Family & Graduate Housing office, and online on the housing website. All registration forms must be completed before children may attend. Health forms require a current physical exam, immunization records, and a T.B. skin test, even if the child has had a BCG vaccination.

PROGRAMS FOR ALL AGES
An exciting and vital part of community life in Family & Graduate Housing includes the many free activities and programs offered for residents of all ages. We enjoy offering these opportunities to you and your family and hope that you will have time to get involved. Hundreds of activities take place each year.

Kids Club After School Program
At Orchard Downs, the Kids Club is our after-school program for children ages five through twelve. The program meets Monday through Friday from 3 to 5:30 p.m. at the Community Center. The children participate in various activities, such as crafts, games, sports, cooking, and field trips. Parents are always welcome to participate. Please see the "Neighborly News" for registration times and dates.

Parent-Child Playgroups
Parent-Child Playgroups provide support, educational resources, health information, and development activities to parents, expecting parents, and young children from birth to five years old. Children are welcome to attend our meetings with their parents. Playgroup is a good way to meet and share experiences with other parents, and to encourage development of their child’s social skills. Meeting times and days are promoted in the "Neighborly News" and on the Orchard Downs calendar.

Learning Opportunities
A variety of workshops are offered each year such as winter preparedness, health education, English classes, and parenting classes. If there is a topic that is of particular interest to you, please contact the Family & Graduate Housing office, since it is possible that a workshop could be developed on that topic.
Social Programs
Wide varieties of free social programs are available in the apartments. Cultural events celebrating the diversity of our residents are often the most popular activities we offer. We host programs that highlight food from the many cultures represented in our community, and hold theme parties, bingo nights, music nights, celebration of cultural holidays, and informal gatherings for residents. Ashton Woods and Goodwin-Green apartment complexes offer Social Hours that provide residents with the opportunity to meet new people and socialize. Details are advertised in the newsletter for each apartment community.

COMMUNITY ORGANIZATIONS

FAMILY HOUSING COUNCIL
The Family Housing Council (FHC) is the residents’ council for the Orchard Downs community. The Council is a registered student organization at the University and was formed to communicate the residents’ needs and interests to the Family & Graduate Housing staff. FHC consists of members from the Orchard Downs community who are elected annually by the community. FHC offers financial support for numerous community programs, operates a sewing room, and offers a weekly social program every Saturday evening. The Council holds a public meeting the second Friday of each month at the Orchard Downs Community Center. See the newsletter for details. All residents are invited and encouraged to attend.

Family Housing Council Garden Program
The Garden Program is available to all residents. The garden plots are located south of the Orchard Downs apartments. Each year residents participating in the Garden Program may grow flowers and vegetables in the garden plots and are responsible for following all Garden Program regulations. The FHC is responsible for assigning garden plots, collecting garden plot rental fees, and managing the garden. The “Neighborly News” and the Council website will have all the details.

Family Housing Council Sewing Room Program
Residents who wish to repair clothing or want to make fabric decorations are welcome to come to the Sewing Room, 2044-A Orchard Street, every Saturday (please check the Neighborly News for operating hours). There is no cost to Orchard Downs residents to use the sewing room. Almost everything needed for sewing is available, including sewing machines, serger (overlocker), iron, chalk, scissors, thread, pins, etc. There is also a Sewing Room Monitor present to help residents use the machines.

Family Housing Council Facebook
The Family Housing Council website, provides information to residents about programs currently being offered, the monthly calendar, and the weekly events.

INTERNATIONAL HONORARY FOR LEADERS IN UNIVERSITY APARTMENT COMMUNITIES
The International Honorary for Leaders in University Apartment Communities (IHLUAC) is a program that recognizes the unique and valuable accomplishments of residents living in university apartment communities throughout the United States as well as in Canada and other nations. At the University of Illinois, IHLUAC acknowledges residents who have made outstanding contributions to the Family & Graduate Housing community through service, leadership, initiative in community development, and a positive attitude toward other residents. The selection of IHLUAC members takes place in the spring semester. Outstanding residents will be selected for IHLUAC on the basis of their leadership, service, volunteerism, and participation. For more information, contact the Complex Coordinator for University Apartments.

INTERNATIONAL HOSPITALITY COMMITTEE
The International Hospitality Committee (IHC) is a local volunteer organization whose members are interested in the well-being of international visitors during their stay in Champaign-Urbana. This group has been serving international students and their families for over forty years and has been quite successful in their mission. They offer many opportunities and activities for international visitors. Information about programs offered by the International Hospitality Committee is available at the Family & Graduate Housing office. Residents may participate in any of the following activities or classes.

IHC - English Conversation Groups
English Conversation Groups are small, informal groups of international men or women who meet weekly to gain practical experience and confidence in speaking the English language. Classes are free and may be joined at any time. Schedules are available at the Family & Graduate Housing office, the Goodwin-Green office, the International Student and Scholars office, and on our website.

IHC - International Friends
Through the International Friends Program, local American families are paired with an international family. Along with the International Hospitality Committee, the International Student and Scholars office sponsors this program. Families share experiences together, such as picnics, holiday dinners, or an informal family get-together. It is up to the families to meet as often as they like. This experience is a wonderful learning opportunity for both families as they share their cultures with each other.
IHC – Lending Storeroom
Community volunteers operate the Lending Storeroom for the benefit of University of Illinois international students, staff, and faculty and their families. Various household articles are loaned free of charge, to be used as long as needed by these individuals, while at least one person is involved with the University of Illinois. Items such as dishes, pots and pans, tableware, kitchen utensils are regularly available. Glassware, baby items, and small appliances are sometimes available. Individuals are asked to return these items when they are no longer needed so that others may use them. The storeroom is located at 2044-A Orchard Street, Urbana on the west side for the building. The hours are 9–11 a.m. every Saturday, except during winter break. From mid-July through August, the storeroom is also open Wednesday evenings.

SAFETY INFORMATION

CHILD SAFETY
Between 1.3 and 1.8 million children are reported missing in the United States every year. Some run away, while others are abducted by strangers or by parents. Each year, between 20,000 and 50,000 cases of missing children remain unsolved by the police. Parents can take positive actions to protect their children.

They can teach them:
• That no adult has authority over them simply by virtue of size—that children can say no.
• To know their home address, including apartment number, street address, city and state, and phone number with area code. Children should also know their parents’ names.
• How to use a phone for local and long distance calls.
• To memorize emergency phone number, 9-1-1.
• To run to the nearest public place, store, or police station, if they feel unsafe.
• To avoid enticements from strangers—like candy, gifts, money, or requests to help find a lost dog or cat.
• Not to get close to a car if a stranger calls out for directions or anything else. It is easy for a stranger to pull a child into a car.
• Not to open the apartment door to strangers.
• Not to tell callers that mom or dad are not home. Instruct your child to say their parents are unable to accept a telephone call and will call back at a later time.
• Not to walk alone whenever possible.
• If a child is old enough to walk alone, to walk near the curb, on well-lighted streets at night, and against the traffic, and to travel known routes.
• To run away, scream, and make lots of noise if they are followed or grabbed by a stranger. The last thing a dangerous stranger wants is a lot of attention.
• To go to the checkout counter and wait if they are separated from you in a store.
• Never to go out to a parking lot alone.
• To tell parents immediately if anyone or any incident has made them feel uncomfortable or frightened.

(Information from the McGruff “Take a Bite Out of Crime“ series supplied by the University of Illinois Police Department.)

Finally, parents should keep recent, clear photographs of their children. It is helpful to have pictures of the children in several different poses.

PERSONAL SAFETY
While safety is one of the reasons cited as to why residents choose to live in Family & Graduate Housing, all residents are encouraged to take basic safety precautions. First of all, be alert to suspicious people or circumstances. If something or someone doesn’t seem right to you, go to a well-lit, populated area and notify the police. Travel in well-lit, well-traveled areas and try not to walk alone. Familiarize yourself with the locations of emergency phones around campus—if you ever have a problem, these are a direct line to the University Police.

Here are a few tips for keeping you and your family safe:

• Get to know your neighbors.
• When away on vacation, have a friend pick up your newspapers and place your mail on vacation hold by calling 1-800-275-8777 or visit www.usps.com.
• If someone comes to your house claiming to be a repairman, ask for identification. (University Housing Facilities Maintenance employees always wear identification.)
• Keep windows and doors locked even when you are at home.
• Report any suspicious activity to the police immediately.

Outdoors
Avoid jogging, walking, or riding bicycles at night, and consider carrying a panic alarm or whistle.

Don’t wear stereo headphones when walking alone.
Vary your walking or jogging route and schedule.

Walking
Use well-lit, busy paths.
Know your neighborhood and walk facing traffic.
If you feel you’re being followed, go to a well-lit store and call the police.

In the Car
Keep the gas tank at least 1/2 full.
If your car breaks down, stay in your car and have someone who stops to help you call the police.
If you’re being followed, turn around and go to an open gas station to call the police.
Drive with the doors locked and your windows rolled up, and don’t pick up hitchhikers.

FIRE SAFETY
If you discover a fire:
• Manually activate the building’s fire alarm system immediately.
• Evacuate the building, closing doors and windows in your immediate area.
• Assist those who need help, but carefully consider whether you may put yourself at risk.
• Evacuate to an Evacuation Assembly Area. If not known, exit the building and find a safe location.
• If you are not able to evacuate, go to an Area of Rescue Assistance, if you can.
• Call 911.
• Alert authorities to those who may need assistance.
• Do not re-enter building until informed by emergency response personnel that it is safe to return.

If a fire alarm is activated:
• Evacuations are mandatory for fire alarms and when directed by authorities. No exceptions!
• Take critical personal items only (keys, purse, and outwear) and close doors behind you.
• Assist those who need help, but carefully consider whether you may put yourself at risk.
• Evacuate to an Evacuation Assembly Area. If not known, exit the building and find a safe location.
• If you are not able to evacuate, go to an Area of Rescue Assistance, if you can.
• Alert authorities to those who may need assistance.
• Do not re-enter building until informed by emergency response personnel that it is safe to return.

If caught in smoke:
• Drop to your knees and crawl to the closest safe exit.
• Breathe through your nose, and use a shirt or towel to breathe through, if possible.

If trapped in a building:
• Close all doors and windows.
• Place something under the door to prevent smoke from entering.
• Attempt to go to a window to signal people outside of the building.
• Call 911.

Using a fire extinguisher:
• Report the fire first. Call 911 before attempting to use an extinguisher.
• Use a fire extinguisher only if you have been trained to do so. Improper use of an extinguisher can increase the hazard.
• If you have any doubt in your ability to fight the fire, exit immediately.
• If you decide to use a fire extinguisher, place yourself between the fire and your exit from the area.

To use the fire extinguisher, follow the PASS method:
Pull the pin. This will break the tamper seal if one is provided.
Aim low, pointing the extinguisher nozzle (or the horn or hose) at the base of the fire.
Squeeze the handle to release the extinguishing agent.
Sweep from side to side at the base of the fire until the fire is out.

TORNADO AND WEATHER EMERGENCIES
Tornado Watch means tornadoes are possible in your area. Remain alert for approaching storms, and be prepared to act quickly if a warning is issued. Review and discuss your emergency plans with others.
**DOMESTIC VIOLENCE**

Domestic violence refers to violence that occurs within a home: husbands and wives, boyfriends and girlfriends, parents and children. The abuse is often in the form of physical injury, but also may be in the form of sexual assault, emotional mistreatment, threats, isolation, and deprivation. Although this violence is usually hidden, it is extremely common and affects a large number of families. Domestic violence gets worse with time. It does not go away on its own. You are not responsible for the abuse being inflicted upon you, but you can take action to stop it. Both domestic violence and child abuse are violations of the University Code of Policies and Regulations, against Illinois State Law and a breach of the Family & Graduate Housing lease. All perpetrators of these crimes are held accountable by University policy, the police, and Family & Graduate Housing.

Family & Graduate Housing at the University of Illinois has a very low tolerance for domestic violence. If you or someone you know is in a violent relationship or having problems with domestic violence, please contact the University Housing on-call staff member at 217-649-7705. We offer support, counseling, and resource referrals to residents in stressful situations.

**CAMPUS SERVICES AND RESOURCES**

**BUS SERVICE**

The [Mass Transit District (MTD)](http://mtdtransit.org) is a local bus service, serving Champaign-Urbana with a variety of routes covering the cities, including campus. Students and staff at the University only need to show their University ID card to ride the bus. No additional bus fare or fee is required. Fare information for non-students may be found on [MTD website](http://mtdtransit.org) or call 217-384-8188.

**CHILD CARE**

The Child Care Resource Service can be reached by calling 217-333-3252 or 1-800-325-5516. This service helps parents find childcare by searching their database of childcare providers and matching the needs of the parents with the providers. The Child Care Resource Service will provide a list of suggested childcare providers. They also offer payment subsidy for childcare to those who qualify. Located at CCRS, 314 Bevier, 905 S. Goodwin, Urbana, IL 61801. Web: [http://ccrs.hcd.uiuc.edu](http://ccrs.hcd.uiuc.edu). Family & Graduate Housing also operates the Orchard Downs Pre-School and the Kids’ Club After-School Program.

**LIBRARIES**

In Champaign-Urbana, there are two wonderful public libraries for residents to enjoy. The libraries have thousands of books, magazines, newspapers, videos, and music resources. In addition, the libraries offer wonderful programs for families. All individuals can apply for a library card to utilize these services. Residents will need a photo identification card and proof of residence to apply for a card. A proof of residence letter, which lists your name, the names of any family members residing with...
you, apartment address, and monthly rent, can be requested at the Family & Graduate Housing office.


SCHOOLS
The Orchard Downs and Goodwin-Green apartment communities are in the Urbana School District (#116). The District Central Office is located at 205 North Race Street, Urbana. You can call the Urbana School District Administrative Office with questions at 217-384-3600 or check their website at www.usd116.org/home for registration requirements and school calendars.

The Ashton Woods apartment community is in the Champaign School District (Unit 4). The district administrative office is located at 703 South New Street, Champaign. You can call the district administrative office with questions at 217-351-3800 or visit their website at www.champoignschool.org for registration requirements and school calendars.
MOVING OUT

VACATING PROCEDURES
The Family & Graduate Housing staff has designed procedure for you to use when you are preparing to leave your apartment. The Vacating Your Apartment brochure is available online and at the Family & Graduate Housing office. Your apartment will be inspected the first working day after keys have been returned to Family & Graduate Housing. Any charges for cleaning, damages, and/or repairs will be assessed and will be charged to your University account. All items left in the apartment at the time of inspection will be removed and disposed of by the University. If you have been using a locker in the basement of Goodwin-Green, please remember to remove all of your personal items. If you have any questions about these vacating procedures, please contact us at the Family & Graduate Housing office.

ABANDONED PROPERTY
All items left on the premises (including bicycles and automobiles) at the time of vacating will be removed and disposed of according to University policies. This includes the Goodwin Green lockers area in the lower level.

CHECK-OUT PROCEDURE
After you move out of your apartment, it will be inspected by Housing Facilities staff for damages and cleanliness. In order to avoid damage charges, please complete all of the following items before you move out:

- Review the vacating brochure on our website; this brochure will outline the cleaning procedures and charges.
- Leave the cable modem, power supply unit, coaxial cables, and Ethernet cable in the apartment (you will be charged if they are missing).
- Remove personal items (toys, bikes, grills) from balconies, stairwells, and storage areas, including storage lockers at Goodwin-Green. At Goodwin-Green, storage areas should be cleaned.
- Place all garbage and personal items you wish to dispose of (couches, beds, chairs, etc.) directly into the dumpsters.
- Clean your apartment well prior to your departure. Your apartment should be in the same condition as the day you moved in.

DEPOSIT RETURN
If you are terminating your lease early, the deposit will be returned to your student account once the termination paperwork is approved. If you do not renew your lease for the following lease term, the deposit will be returned at the end of June so that you may use this toward your last month’s rent. If damage charges are assessed after you have moved out, your account will be billed, and you will be contacted by Student Accounts to pay the outstanding charges.

FORWARDING ADDRESS
In order to serve you better, it is important for you to provide a forwarding address to the Student Accounts Receivable office. Also, remember to inform the United States Postal Service of your forwarding address.

KEY RETURN
When you vacate your apartment, all keys (including mailbox and laundry keys) must be returned to the Family & Graduate Housing office. If you vacate your apartment on the last day of your lease, all keys must be returned to the office by noon on that day. If you leave during hours the office is closed, please place your keys in an envelope, write your name and address on the envelope, and place it in the drop box outside the front door of the Family & Graduate Housing office by noon on your termination date. Ashton Woods residents may place keys in the slot on the front door of the Community Building at 2221 First Street, and Goodwin-Green residents may drop off their keys at the office at 300 Goodwin Street, Room 100.

If all apartment keys are not returned on the day you vacate your apartment, you will be assessed charges for missing keys and for the installation of a new lock. Residents will also be assessed charges for mailbox keys and laundry keys that are not returned. Please refer to the Family & Graduate Housing vacating brochure for current charges.
### PHONE NUMBERS

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergencies</td>
<td>911</td>
<td>Area Code is (217) unless indicated</td>
</tr>
<tr>
<td>University Police (Non-Emergency)</td>
<td>333-1216</td>
<td>U of I Counseling Center</td>
</tr>
<tr>
<td>Family &amp; Graduate Housing</td>
<td>333-5656</td>
<td>U of I Faculty Staff Assistance</td>
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<tr>
<td>Housing Facilities Maintenance</td>
<td>333-2779</td>
<td>U of I Student Legal Services</td>
</tr>
<tr>
<td>Orchard Downs Pre-School</td>
<td>333-3497</td>
<td>Office of International Student Affairs</td>
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<tr>
<td>Multicultural Health Center</td>
<td>265-6267</td>
<td>University Directory Assistance</td>
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<tr>
<td>Learning Resource Center</td>
<td>265-0428</td>
<td>Champaign-Urbana Directory Assistance</td>
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<tr>
<td>Orchard Downs Community Center</td>
<td>333-6176</td>
<td>Event Services</td>
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<tr>
<td>Orchard Downs Computer Center</td>
<td>265-5607</td>
<td>State Farm Center Ticket Information</td>
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<td>Daniels Residence Hall</td>
<td>333-0464</td>
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<tr>
<td>McKinley Health Center Dial-A-Nurse</td>
<td>333-2700</td>
<td>Mass Transit District (MTD)</td>
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<tr>
<td>Frances Nelson Health Center</td>
<td>356-1558</td>
<td>Ameren/Illinois Power (IP)</td>
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<td>Champaign-Urbana Public Health District</td>
<td>352-7961</td>
<td>Comcast Cable/Internet</td>
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<td>Mental Health Crisis Line</td>
<td>359-4141</td>
<td>Time and Temperature</td>
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<td>National Rape Crisis Line</td>
<td>1-800-656-HOPE</td>
<td>Campus Parking and Transportation</td>
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<td>C-U Rape Crisis Hotline (RACES)</td>
<td>384-4444</td>
<td>Child Care Resource Service</td>
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<td>Domestic Violence Rape Crisis Hotline</td>
<td>384-4390</td>
<td>Urbana School District</td>
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<tr>
<td>Poison Control Center</td>
<td>1-800-222-1222</td>
<td>Urbana Free Library</td>
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<td></td>
<td>OR TEXT POISON to 797979</td>
<td>Champaign Public Library</td>
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<tr>
<td></td>
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<td>Douglass Branch Library</td>
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</tbody>
</table>

### EMAIL CONTACT

Family & Graduate Housing  
apartments@illinois.edu

### UNIVERSITY HOUSING WEBSITE

Visit us online at [http://www.housing.illinois.edu](http://www.housing.illinois.edu). To view information about our services for apartment residents, read your current newsletter and check out what's happening on the community calendar, visit your apartment homepage:
FAMILY & GRADUATE HOUSING
1841 Orchard Place
Urbana, Illinois 61801
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WWW.HOUSING.ILLINOIS.EDU