

Texas A&M University
Department of Residence Life
Resident Handbook
Residence Halls and University Apartments
2021-2022
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@tamureslife

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EXECUTIVE DIRECTOR'S WELCOME

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

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



Chareny Rydl
Executive Director of Residence Life

THE ON-CAMPUS COMMUNITY

The Residence Halls and University Apartments are vibrant parts of the Aggie Community. The Department of Residence Life is committed to helping you succeed in your academic pursuits. Throughout the year, you will have the opportunity to take advantage of a wide array of programs, resources, and services in the residence halls and apartments to help you meet the academic standards of Texas A&M University. Do not hesitate to seek out your RA for assistance with class-related problems and do not be surprised if the staff approaches you about your academic progress. We care about your success and we hope to be of assistance to you throughout your tenure at Texas A&M University.

VISION, MISSION and COMMITMENTS

Vision

To offer a **world class** transformational living and learning experience for on campus residents.

Mission

The Department of Residence Life supports student success through exceptional service, facilities, and experiences, empowering students to develop as leaders, scholars, and citizens.

Commitments

Students are the focus of our work. To best serve students, we are committed to excellence in:

Student Success

The continued enhancement of on-campus student success through integrative learning and holistic care to aid in institutional persistence.

Social Justice and Inclusion

The creation of an equitable, diverse, and inclusive community.

Safety & Sustainability

The provision of a safe, secure, and sustainable community.

Service & Stewardship

The provision of service and care to stakeholders through responsible stewardship of our resources and facilities.

DIVERSITY STATEMENT

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

THE COMMUNITY LIVING CREED

Living in the University Apartments on the Texas A&M University campus means living in a community of students. This community is a dynamic place, composed of various people with different values, cultures, lifestyles, and attitudes. As members of the community, we must strive to understand the individuality and life choices of those among us. We can best learn from one another in an atmosphere of positive encouragement and mutual respect. We must possess a genuine desire to learn from those around us as well as give others the respect and tolerance we desire. Each person has a role to play in our apartment community and should be allowed to do so.

All Residence Life communities incorporate the following:

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

Your rights in our community include:

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

Your responsibilities in our community include:

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

Living on campus at Texas A&M University provides you many opportunities to face challenges head on, achieve in a variety of areas, and grow as an individual. However, these things only happen when you actively participate and support the community ideals stated here.

COVID-19 POLICIES AND PROCEDURES*

Cleaning

Residents are responsible for keeping their room and themselves clean in order to combat COVID-19 and to maintain one's personal hygiene. It is essential that messes be cleaned up quickly and thoroughly using appropriate cleaning and disinfecting materials, such as Clorox Wipes or Lysol spray with paper towels.

Hands should be washed regularly, especially after cleaning, disinfecting, using the restroom, preparing food, before eating, after coming in from outside, after touching anything that is dirty or might not be disinfected, after coming into physical contact with another person or animal, etc. Hands should be washed for at least 20 seconds using warm water and soap.

SSC custodial staff will clean suite and semi-private bathrooms (those shared by 2-4 residents in a room or suite) once a week. Residents should maintain bathroom cleanliness between SSC cleanings by regularly wiping down items such as door handles, counter tops, and toilets.

Hand sanitizer dispensers are available for use throughout most Residence Halls and Apartments, including at the entries/exits of the facilities and on upper floors in close proximity to the stairwells in order for residents to be able to use hand sanitizer on the way to their rooms after coming in contact with doors, handrails, etc. Hand sanitizer is also available for use in every laundry room facility. Residents are encouraged to bring their own hand sanitizer supply for their individual residences and to carry on their person at all times.

Face Coverings

Facial coverings are strongly encouraged indoors, particularly for those who are not fully vaccinated, but they are not required. The TAMU policy on facial coverings, along with face covering frequently asked questions, [can be located here](#).

Isolation

If an On-Campus Resident Tests Positive for Covid-19 or is Considered a "Close Contact"

On-campus residents must inform their hall or apartment staff as soon as they are aware they have tested positive for COVID-19 or are considered a "close contact" and are required to self-isolate. On-campus residents should also [self-report their health status using the COVID-19 Report Form](#).

On-campus residents will follow the same [healthcare guidelines as published by the University](#) including any requirements to self-isolate for a designated period of time per CDC, TAMU and Brazos County Health Department guidance.

On-campus residents who test positive for COVID-19 must complete a required isolation period at one of the following:

- an off-campus location
- at home with parents/guardians
- a temporary isolation room (designated by Residence Life) on campus

Non-infected "close contact" roommate(s) of an on-campus resident who tests positive for COVID-19 must complete the required quarantine at one of the following:

- their permanent assigned on-campus room (only an option for residents who do not live in a facility with a communal/shared bathroom)
- an off-campus location
- at home with parents/guardians
- a temporary quarantine room (designated by Residence Life) on campus (or in a hotel if on-campus space is full)

On-campus residents determined to be a "close contact" as defined by the CDC or local public health entities must complete a required quarantine at one of the following:

- their permanent assigned on-campus room (only an option for residents who do not have a roommate or live in a facility with a communal/shared bathroom)
- an off-campus location
- at home with parents/guardians
- a temporary quarantine room (designated by Residence Life) on campus (or in a hotel if on-campus space is full)

Residents who live in a private residence hall room with a private bath or live in an apartment with a private bedroom and private bathroom or live at The Gardens Apartments should consult with their hall or apartment staff as their isolation/quarantine options may be different than what is described above.

While in isolation or quarantine, residents may only leave to seek medical attention (including to take a COVID-19 test), in the event of an emergency evacuation, or to care for a service or assistance animal. If a resident chooses to complete their isolation or quarantine period off campus, they may not return to campus until the isolation or quarantine period is complete.

SSC will clean and disinfect the permanent room assignment where a student testing positive for COVID-19 has been living unless the residents of the room/suite/apartment object to SSC entering the space to clean and disinfect.

Students who isolate on campus can acquire most over the counter and prescription medications from the [SHS pharmacy](#). The SHS pharmacy can deliver those to the isolating student if needed or arrange for pick up by another individual.

Texas A&M University Dining is able to provide food delivery as needed to students who are isolating or in quarantine on campus.

Residence Life staff will conduct regular welfare checks on isolating students during their entire isolation/quarantine period and provide [information and assistance](#) where needed.

If a student is in a situation in which isolation or quarantine is necessary, more details and resources will be provided in order to ensure that information is the most up to date and accurate depending on current CDC, state, local, and University guidelines.

Physical Distancing

It is imperative to maintain physical distancing by staying 6 feet away from others. You and your roommate are in the same “household,” so it is not expected for roommates to maintain physical distancing. Suitemates are not considered to be in the same household, so it is important to be cognizant of physical distancing while in any shared spaces, such as the bathroom. Physical distancing should be maintained in hallways, stairwells, elevators, lounge/study spaces, community kitchens, and community bathrooms as much as possible.

Public Spaces

It is imperative for residents to clean up after themselves while in public spaces. Residents should use provided wipes, follow guidance as posted in the space, practice physical distancing, wear facial coverings in accordance with Department and University guidelines, and take care to leave the spaces cleaner than they were found. As outlined in the previous section on cleaning, SSC custodial staff will be conducting enhanced cleaning efforts to all public spaces. If a resident has any concerns about the cleanliness of a space, that can be addressed with a live-in staff member, such as a Resident Advisor, Community Director, Graduate Hall Director, or Resident Manager. If it is determined residents are not able to respect public spaces by cleaning up after themselves, such as in community kitchens or lounge spaces, those spaces may be locked and closed as necessary in order to further combat the spread of COVID-19. **Residents may use public kitchens to prepare food, but must take the food back to their room to consume it.**

Work Orders

Routine work orders will not be completed until 24 hours after a student is no longer infected or isolating in the room. If emergency maintenance/custodial (e.g. circuit breaker blown, lock doesn't work, pipe break, sewer backup, no heat/air) is needed, the student is to contact the CD/GHD/RM who will then contact SSC regarding the emergency need. If SSC needs to enter the room in order to make the repair, the student will be moved temporarily, in order to help prevent virus spread, while SSC is working in the room. If a move is deemed necessary, more information will be provided by the CD/GHD/RM about the process and location to which the student will be moved, as well as the duration. Students are also able to submit an AggieWorks work request to have SSC Custodial Staff drop cleaning supplies at the door.

If a work order is submitted for a room housing a person who is infected with COVID-19, and the work order is deemed urgent, the person occupying the room will be relocated to a temporary assignment in order for the work to be completed. Staff will wait 24 hours before entering to room to complete the necessary work. The resident will be notified upon completion of the work and able to return after 24 hours. If the work order is deemed to be not urgent, the work order will be held until Facilities & Operations staff receives confirmation the resident is no longer testing positive for COVID-19, at which time, the work order will be released for completion 24 hours following a negative test.

***Updated information, including executive orders from the Governor or policies by the University, released by local, state, and federal agencies may impact these policies. Please be sure you are always following University policy and local, state, and federal laws.**

HOUSING CONTRACT INFORMATION

The Department of Residence Life offers several different contract types depending on which property in which you live. The Residence Halls and the White Creek Apartments have pay by semester contracts. These contracts are for the entire academic year (typically mid-August to late May). Housing charges for the pay by semester contracts are added to your student account and must be paid in accordance with Student Business Services payment schedules and rules. Residents at the Gardens Apartments have pay by month contracts that can either be 9 ½ or 12 months in duration. Gardens Apartment residents will pay monthly rent and electric charges through their housing portal. Rent and electric charges are due by the 7th day of each month. Late fees will be imposed on the 8th day of the month.

Accommodations for Students with Disabilities

Specially equipped rooms and apartments are available for students with disabilities in the Residence Halls and the University Apartments. Contact Disability Resources, located in Suite 122 of the Student Services Building, or call (979) 845-1637 for further information.

Apartment or Room Assignment

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

Assistance Animals

The Department of Residence Life works in conjunction with Disability Services to authorize the use of an assistance/emotional support animal. Please contact Disability Resources, , located in Suite 122 of the Student Services Building, or call (979) 845-1637 to initiate the approval process if you need an assistance animal in the residence hall or university apartments.

Consolidation

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

Contract Cancellation

Housing Contracts may only be cancelled by residents for the following reasons: graduation, study abroad, exchange program, internship or practicum, military service, or student teaching outside the local area. Residents needing to cancel for one of these reasons need to provide notice to the Housing Assignments Office or Gardens Apartments a minimum of 30 days prior to the end of the current semester in residence. Notice will include official University documentation of the reason the cancellation is being requested. Please refer to your housing contract for contact cancellations timelines and penalties (paragraphs 4 and 5). A copy of your contract can be found on your housing portal at <https://oncampusaggies.tamu.edu> log in with your NetID, then click on the “3 hash marks” on the top left hand side. Additionally copy of the lease can also be found on our website at: <https://reslife.tamu.edu/apply/> then scroll to the Contracts section (middle of the page).

Contract Types

Residence Halls: Contracts are 9 months long, and they begin approximately a week prior to the first day of class in the fall and end graduation weekend. The residence halls are closed over the winter break (approximately mid-December to mid-January each year).

White Creek Apartments: Contracts are 9 ½ months long, beginning approximately 1-2 weeks before the first day of class in the fall and ending approximately 4 days to a week after graduation. The White Creek Apartments are open year round. Students are not required to leave over the winter break.

Gardens Apartments: Offers 9 ½ or 12 month contracts that can be assigned by the bedroom or the apartment. Rent and electric charges for these units are paid each month. The 9 ½ month contracts end in May while the 12 month contracts end in July 31, regardless of when they begin.

Summer: Residents in the White Creek Apartments and Gardens Apartments will be able to sign up for summer housing during the contract renewal process. Gardens residents who sign a 12-month contract do not have to sign up for summer school during contract renewal. Students who want to live on campus in the residence halls for the summer are required to be enrolled Texas A&M University for summer classes (exceptions can be made on a case-by-case basis as long the student is enrolled in classes for the upcoming fall term). Students who live at White Creek Apartments are not required to be enrolled in classes for the summer as long as the student is enrolled in classes for the upcoming fall term. Residence Hall students will be notified about summer housing in the spring semester.

Contract Renewal

All current residents are provided an opportunity to remain on campus for the follow year if they go through Contract Renewal. Contract Renewal usually takes place in mid-January/early February for the following summer and academic year. Residents will receive email notifications about contract renewal closer to the contract renewal period. If a current resident does not renew his/her contract during the contract renewal process, s/he will lose their priority status and could be put at the end of the list to be offered a space on campus, behind all of the new applicants.

Dining Plan Requirement

Students living in a residence hall or White Creek apartments identified by the University as ‘New First Time Freshman’ (regardless of the number of college credit hours) are required to have a minimum dining plan for the full Academic Year. All Corps of Cadet members are required to have a minimum Corps Dining Plan for the full Academic Year.

Dining Plan purchases are subject to the Texas A&M Tuition and Fee Adjustment schedule. Students withdrawing from school or moving off campus or cancelling a non-required plan will be refunded the unused portion of their Dining Plan according to the Texas A&M Tuition and Fee Adjustment Schedule. It is the student's responsibility to cancel or modify their dining plan through University Dining if the housing contract is terminated early. Refer to Texas A&M University Dining website at <https://www.dineoncampus.com/tamu/> and Appendix 1 (Dining Plan Policies) for full details about dining plans.

Emergency Event Closures

If there is an emergency event and the University decides closure of the student housing facilities is necessary, the University may terminate or suspend the Housing Contract and the students must vacate the facility and remove their belongings, then they may request a Housing Adjustment (refund/credit). However, if there is an emergency event and the University does not close the facilities or require students to vacate, the students may still do so, but the Housing Contract will remain in full effect and the students will not be entitled to a Housing Adjustment (refund/credit) even if they voluntarily chose to vacate. See Appendix 2 (Emergency Event Closures) for full details of this policy and procedure.

Housing Charges and Rent Payments

Housing charges for the Residence Halls and White Creek Apartments (all pay by semester properties) are all-inclusive and include electric, internet, cable or IPTV, water and laundry. Housing charges for all pay by semester properties will be posted to the student's TAMU student account and are paid in accordance with Student Business Services rules. Failure to pay the required housing charges could result in immediate removal from University Housing, loss of future housing priority, and/or registration and transcript blocks. Refer to Student Business Services Billing & Payments website at <https://sbs.tamu.edu/billing-payments/> and Appendix 3 (Student Business Services Student Account Policies) for full details about payment methods, payment deadlines and failure to make payment penalties.

Rent payments for the Gardens Apartments include internet, cable or IPTV and water. Residents in the Gardens pay their monthly electric bill in addition to rent. Rent and electric payments are due by the 7th day of each month. Rent and electric are paid online in the housing portal. A late fee of \$40 will be added to the resident's bill on the 8th day of the month. First month's rent is due on the day of move in. Gardens Apartments residents pay rent and electric through the housing portal by electronic check, credit or debit card. A \$30 fee will be charged for insufficient funds. Refer to the University Housing Contract for The Gardens at <https://reslife.tamu.edu/apply/> for more details regarding payment methods, payment deadlines and failure to make payment penalties.

Subletting/Renting Out

Subletting renting out your apartment/ room is not permitted under any circumstances. Residents may not allow anyone to live in their apartment or room who has not signed a housing contract for that space.

Summer School Housing

Summer School housing is offered in the residence halls or the White Creek Apartments. Applications for summer school housing are available in the spring semester. White Creek and Gardens Apartments offer year-round housing. Residents who need summer school housing should contact the Housing Assignments Office for summer school accommodations. Gardens residents who sign a 12-month contract does not have to sign up for summer school during contract renewal. Gardens residents who did not sign a 12-month contract and need summer school housing should contact the Gardens Apartments as soon as they know they need summer housing. Contract extensions are made on a first-come, first-served basis, as long as the apartment has not been rented for the following term.

Eligible students may contract to live on campus during the summer. Please check the summer application for eligibility. To request summer information, please visit <http://reslife.tamu.edu>.

Vacating/Move-Out

Residents may check out with a staff member or choose the express check out option. Residence Hall students must follow the move out guidelines provided in the closing notice and check out via the express check out option. If you have questions, please ask your hall staff. White Creek and Gardens Apartments residents may sign up for a check out appointment through the housing portal. Check out appointments will be available to schedule about a month before the end of each semester.

During the check-out appointment or when the key is turned in for an express checkout, the RA staff will conduct a check-out inspection of the apartment/room to determine the cleanliness of the apartment/room and the condition of the university-owned property and furnishings. All personal property must be removed from the apartment/room before the check-out inspection will be made. All keys must be returned during the check-out appointment. Detailed cleaning information is available in this handbook. Residents will have any charges for damage to the property and any additional cleaning charges added to their student account. Labor charges will be added as well for cleaning and/or repair that are necessary. The hourly labor rate is approximately \$27 per hour. Improper or Failure to check out will result in a charge as well.

Withdrawal from Texas A&M University

Residents living in the White Creek Apartments or the Residence Halls who are considering withdrawing from Texas A&M University are encouraged to contact the Housing Assignments Office for contract implications. Gardens residents should contact the Gardens Apartments office for contract implications. Once you have withdrawn, you must check out of your room/apartment within 48 hours. Be sure to contact your Apartments/Hall staff to check out properly and return your key.

The Gardens Apartments – Pay By Month Contracts

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

Cancellation of an Apartment Assignment at White Creek Apartments and at the Gardens Apartments

The housing contract is for the entire academic year (Fall and Spring semesters) and may include the summer if a 12-month contract was signed. Students must fulfill the contract obligations and pay through the end of the contract.

Housing Contracts may only be cancelled by residents for the following reasons: graduation, study abroad, exchange program, internship or practicum, military service or student teaching outside the local area. Residents needing to cancel for one of these reasons need to provide notice to the Housing Assignments or Gardens Apartments a minimum of 30 days prior to the end of the current semester in residence. Notice will include official University documentation of the reason the cancellation is being requested. Please refer to your housing contract for contact cancellations timelines and penalties (paragraphs 4 and 5). A copy of your contract can be found on your housing portal at <https://oncampusaggies.tamu.edu> log in with your NetID, then click on the “3 hash marks” on the top left hand side. Additionally copy of the lease can also be found on our website at: <https://reslife.tamu.edu/apply/> then scroll to the Contracts section (middle of the page).

Electric Payments

Gardens residents pay rent and electric charges on a monthly basis. Payment for rent and electric charges is due by the 7th day of each month. Late charges will be applied to the resident’s ledger beginning on the 8th day of the month that rent and electric charges are not paid in full. Each apartment has its own meter, which is read at check-in, monthly, and

at check-out. Electric charges will be divided between each of the apartment contract signers. Utility rates are set by Texas A&M University and are adjusted as needed with a minimum of 6 months advance notice to residents.

Transfers from One Apartment to Another at the Gardens Apartments

Residents may request to transfer from one apartment to another. Transfers will be granted based on availability. Transfers are not allowed during the peak move-in/move-out period, which occurs during the end and beginning of semesters. Any resident granted permission transfer must agree to accomplish the move from one apartment to another within 48 hours of the day the new keys are issued. If the move is not done within 48 hours, the resident must pay rent for both apartments for any period that the apartments are being used in excess of 48 hours from the time the new apartment key is issued. If you are renting by apartment with a roommate, the roommate must agree to the request to transfer to another apartment.

Transfers may be offered near the end of an existing rental contract term if the resident who has requested a transfer has a 9 ½ or 12 month contract. Students approved to change rooms/apartments must pay any difference in rental fees. If the new rent is lower, the resident will receive a refund. The new rate will begin with the keys are issued to the resident who is moving.

Residence Halls and White Creek Apartment Housing Contracts

The housing contract is for the entire academic year (August to May). Housing charges are billed each semester and are subject to change without notice. Housing charges are added to the student account and need to be paid in accordance with payment schedules and rules established by Student Business Services.

Apartment/Residence Hall Room Change and Hall Change Process and Procedure for Residence Halls and White Creek Apartments

Apartment/Room changes may take place after the self-select process is over in early August for the Fall term or early January for the Spring term. Requests for room/apartment changes are submitted to the Housing Assignments Office by filling out a Request for Room Change form. Students approved to change rooms/apartments must pay any difference in rental fees. If the new rent is lower, the resident will receive a refund.

Room changes within an apartment can be submitted to the Resident Manager in the White Creek Apartments Office. Room switches within an apartment will only be approved if all residents of the apartment agree. Residents are not allowed to switch rooms or move apartments without prior approval from the Resident Manager/Community Director/Graduate Hall Director or the Housing Assignments Office.

APARTMENT AND RESIDENCE HALL ROOM CARE

It is recognized some wear on the room or apartment will occur in the course of living. However, residents must exercise care in the use of the facilities. If it is determined residents willfully or through negligence caused damage to the room/apartment and/or fixtures, a repair or replacement charge will be assessed. Residents should be aware that maintenance issues are a shared responsibility, and the resident needs to complete a work order at <https://aggieworks.tamu.edu/> to report any issues in their apartment or room. See the Maintenance section of this handbook for instructions on how to submit a work order.

Note: Apartment residents who are leaving their apartment for more than two days should leave the thermostat set at 76 degrees and in the AUTO position.

Apartment Cleaning

The apartment should be kept clean during occupancy and must be clean when keys are turned in upon vacating. Residents not keeping a clean apartment and/or contributing to a pest problem may receive a notice from the University

Apartments staff to correct the situation or vacate the apartment. Residents not keeping a clean apartment may be documented and in extreme cases, referred for a conduct meeting. Residents will be billed for the cost of damages, pest control treatments that exceed the regular make-ready process, and excessive cleaning.

The proper cleaning of your apartment and its furnishings is beneficial in a variety of ways:

1. Proper cleaning reduces the potential for safety violations and health issues.
2. Proper cleaning helps reduce the number of bugs/insects.
3. Proper cleaning on a daily/weekly and periodic basis reduces the amount of time you will need to spend cleaning before you move out of your apartment.
4. Proper daily/weekly and periodic cleaning may result in less cleaning charges assessed at move-out.

The University Apartments staff offers periodic classes on cleaning techniques and cleaning products. Check at the Gardens Community Center for the next class.

The following information provides guidelines and directions for daily, weekly and periodic cleaning, as well as instructions for cleaning when you are moving out of your apartment.

Cleaning: Daily in Apartments

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

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

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

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

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

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

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

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

Sink: The sink should not have any food remnants. The sink should be wiped out with water and dish detergent once all of the dishes, pots, pans and utensils have been washed. Once you have finished washing the dishes, run the cold water and turn on the garbage disposal for 15 to 30 seconds to make sure it is empty. Let the water continue to run for 10

seconds after you have turned off the garbage disposal. Do not dump bones or any solid material in the garbage disposal at any time.

Stove: The kitchen should be cleaned after each use. The stove/oven and surrounding areas should be cleaned with a grease-cutting all-purpose cleaner. Flat-top stoves should be cleaned with an appropriate cleaner.

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

Cleaning: Weekly in Apartments

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

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

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

To reduce washing machine odors, leave the door open slightly when not in use. Wipe the rubber liner once a month with a Clorox (or equivalent) disinfecting wipe, and run the "basket clean" cycle once a month with Affresh (or equivalent) cleaning tablet.

Cleaning: Move-Out in Apartments

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

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

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

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

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

Doors and Walls: Wash all walls, doors and doorframes to remove any marks or dirt. Most cleaning agents work for this.

Floors: All linoleum/tile floors should be swept and then mopped or scrubbed with an all-purpose cleaner such as Pinesol or Mr. Clean. Carpeted floors should be thoroughly vacuumed, especially at the edges.

Furniture: All of the furniture should be dusted with a clean cotton towel. The cushions on the couch and chair should be removed and the area underneath vacuumed.

Refrigerator: The inside of the refrigerator should be wiped down periodically and specifically when something has spilled. Remove the racks and drawers. Wash them in the kitchen sink. Wipe down the inside of the refrigerator with a towel all-purpose cleaner such as Lysol or 409.

Replace the racks and drawers. Clean behind and underneath the refrigerator as well. On the outside of the refrigerator, use a grease-cutting, all-purpose cleaner such as 409, Pinesol or Orange Clean.

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

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

Residence Hall Room Cleaning

Residents are responsible for cleaning their own rooms. In the residence halls, custodial staff will clean suite and private bathrooms once a week. Community bathrooms are cleaned daily. Custodial staff will notify students at least one day in advance when the bathroom is going to be cleaned. In order to cancel your cleaning, you must speak with your roommate/suitemates and then the custodial supervisor.

Residents must remove personal items from the counters and floors so that the custodial staff can thoroughly clean the bathroom. If your personal items have not been removed from the top of the vanity and the floor, the custodial staff will not clean your bathroom. Do your part to help keep your space tidy by cleaning up spills when they occur, sweeping and/or vacuuming periodically and cleaning the sink vanity in your bedroom (if applicable).

Cleaning: Move-Out in the Residence Halls

Remove all personal belongings. The Department of Residence Life is not responsible for items left behind. Follow all procedures provided on the closing/move-out notice.

Appliance Safety

For questions or to report problems with the operation of any appliances, please contact the North Area Office at (979) 845-4768, the South Area Office at (979) 845-2235, the White Creek Apartments Office at (979) 458-8500 or the Gardens Apartments Office at (979) 845-2261. You can also stop by any of these offices between 8:00 a.m. and 5:00 p.m. weekdays. Do not attempt to make repairs yourself. Dial 911 immediately in the event any appliance-related fire occurs.

Dishwasher Safety

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

Dryer Safety

- Clean the lint filter before or after each load (if able to reach filter)
- Do not overload the dryer
- Only use the dryer when you are home or present in the laundry facilities

Garbage Disposal Safety

- Food to be disposed of should be placed in the disposal while the disposal is off.
- Turn on the cold water.
- Turn on the garbage disposal. The switch is located on the wall beside the sink.
- Let the food clear the disposal. You can hear when it is clear.
- Turn off the disposal. Let the water run for 10 seconds more to flush the pipe.
- Turn the water off.
- Always run water while using the disposal.
- Starchy foods such as rice and pasta can cause disposals to clog up and create plumbing problems. Limit the quantities of this type of food that you dispose of in your garbage disposal.
- Bones, corn husks and other high- fiber items should not be put into the disposal as they may clog the drain.
- Keep utensils and other non-food items from falling into the disposal.

Stove and Oven Safety

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

Stoves in the Gardens Apartments have flat-top cooking surfaces. To help protect your stovetop from damage follow these guidelines:

- Do not use cast iron cookware on a smooth top cooktop or range. The bottoms of cast iron cookware are usually very rough and any movement of the pot on the cooktop can leave scratches.
- Other cookware that can scratch the glass are ceramic and stoneware that have unfinished, rough bases. Keep these instead for oven bakeware.
- Skillets or pans with rounded edge bottoms are not recommended. Pans that sit flat on the cooktop will perform better when it comes to even heat distribution. They will also be more stable on the smooth top. The same is true of rounded edge stovetop griddles; some tend to rock and heat does not distribute properly.
- Never use abrasive cleaners or metal pads which can scratch; instead use a soft sponge or cloth and cream cleaning solutions made for ceramic or glass cooktops.
- Avoid dragging heavy pots on the cooktop; rather lift and transfer to another area of the cooktop to reduce the risk of scratching.
- Keep the bottoms of skillets and pots very clean. A build-up of grease on pan bottoms can leave aluminum-looking rings or cause marks on the cooktop. These sometimes can be removed with cooktop cleaner, but they are often very difficult to clean off.

- When boiling or cooking with sugary substances, take care not to spill these on a smooth top cooktop. A sugar substance can discolor the cooktop, leaving yellowish areas that are impossible to remove. This is more noticeable on white or light gray cooktops. Clean up such spills quickly.
- Never stand on top of (to reach ceiling height) or place anything overly heavy on a smooth top cooktop, even temporarily. The glass may appear to sustain the weight for the time being, until the cooktop is heated, at which time it could break or shatter when the glass or ceramic expands.
- Avoid placing stirring utensils on a warm cooktop while you cook. Food on these utensils can mark or burn on the cooktop, leaving a mess that needs more time to clean.
- Do not place a hot glass bakeware (from the oven or microwave) to cool on a smooth top cooktop. Glass bakeware must be placed on a dry towel on a counter to cool.
- Always place your pan on the cook top before turning on the heat. Placing a hot pan on a cold glass surface creates a thermal shock that can cause the surface to crack.
- Select the proper burner size for the radius of the pan you choose. Placing a large pan on a smaller burner will leave the cook top struggling to maintain the heat level, which can cause the surface to overheat and crack.

Washing Machine Safety

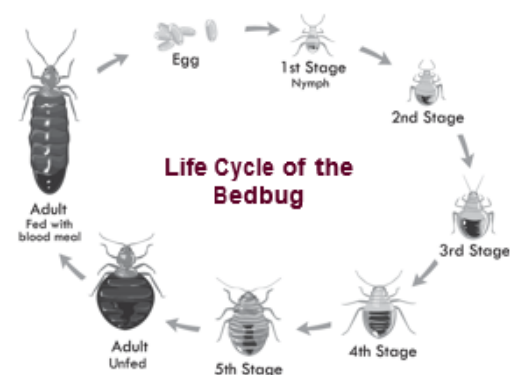
- Empty all clothes pockets before putting clothes in washer.
- Fill the washer so clothes can move around; don't pack the clothes in.
- If using pods of laundry detergent, toss them in the washer drum, not in the soap dispenser.
- Leave to door and detergent compartment open slightly when the washing machine is not in use.
- If using color safe sheets, put them in a small mesh bag and then toss in the washer.

Bedbugs

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

What is a bedbug?

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



Are bedbugs a concern here?

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

Can bedbugs hurt me?

Although bites can cause severe itching, they are relatively harmless. When a bedbug bites, it releases a salivary fluid that can irritate skin and cause allergic reactions over time. Scratching the bites can cause secondary infections and scarring. Washing the bite area with soap and water and applying an anti-itch/antihistamine cream is recommended. If infection occurs, seek medical attention. Bedbugs are not known to transmit any blood borne diseases such as HIV or AIDS.

Do I have bedbugs?

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

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

What if I have bedbugs?

Please contact a staff member in your building or the administrative staff in the office as soon as possible. The staff member will contact the proper entity to evaluate and treat your room, if necessary. Bedbugs can be controlled with vigilance and constant inspection and treatment by professional pest control technicians.

How do I prevent getting bedbugs?

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

If you should have any questions or concerns, do not hesitate to ask a staff member in your building or the administrative staff in the office.

Drain Clogs

Grease or oil should never be poured down the drains or into toilets. Cooking grease and oil should be disposed of in a sealed container and placed with the trash outside in the dumpsters. In the event of a clogged drain, submit an Aggieworks maintenance request. Do NOT pour any chemicals down any drain in an attempt to fix a clog yourself, as they may pose a significant health risk to you or maintenance staff.

Toilet Clogs

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

Mold and Mildew

Humidity inside buildings in Texas is often high, which encourages the growth of mold and mildew. Mold is a fungus that produces spores that float and spread easily through the air. These spores can cause allergic reactions and other health issues. Mold and mildew grow in dark and moist areas.

The following are suggestions for preventing and treating mold and mildew:

- The key to prevention is to keep everything clean, well-lit and dry.
- Hang up damp towels and clothes to dry completely.
- Leave the bathroom door and shower curtain open to allow the walls to dry after showering.
- Select cleaning products specifically designed to treat/prevent mold and mildew.
- Most shower curtains can be cleaned in a washing machine with detergent and warm water.

Pest Control

Pest control services are contracted through SSC Services. Please submit an AggieWorks work request if you need pest control services. The directions are below.

- If building wide treatments need to take place, SSC will post treatment notices in or around each building that is being treated. Residence Hall treatment notices will be posted on the entrance doors and near the office of each building.
- White Creek treatment notices will be posted in the elevator lobbies in each White Creek building.
- The Gardens treatment notices will be posted by the mailboxes, in the activity and community centers.
- Pest control requests will be addressed on the Wednesday or Friday following the submission of the request. Emergency requests will be addressed as necessary.
- Reduce the number of pests in your room/ apartment by emptying garbage cans nightly, keeping food sealed in plastic containers and maintaining a clean room/apartment. The use of foggers is not allowed as the vapor from these could activate or damage the smoke detection/fire alarm equipment.

If you have problems or questions about pests, call your area office number. For the residence halls call the 24 hour service desk (979) 845-2821. In the apartments call (979) 458-8500 for White Creek Apartments or (979) 845-2261 for the Gardens. For more information see <http://reslife.tamu.edu/living/maintenance/>.

Trash Removal

Aston, Dunn, Hullabaloo, Krueger and Mosher Halls and White Creek residents should dispose of all trash in the trash chutes or trash rooms located on each floor. Gardens residents should take trash to the dumpsters located in the parking lots. Do not use the small trash cans in the court yards for personal apartment trash. Residence Hall students must place garbage in trash cans provided. All trash must be bagged. Do not leave garbage in the hallways or breezeway, unless it is in a trashcan provided by the Department of Residence Life.

Maintenance Requests

Student residents and family members shall permit entry into the apartment by authorized university maintenance staff members without prior notice during reasonable hours when entry is necessary to provide maintenance (pest control treatments, preventative maintenance procedures, work orders, ongoing repairs, improvements or other similar reasons).

Residents are required to submit work orders for issues in and around their apartments, including pest control. To submit a work order:

- Log into the AggieWorks system at <http://aggieworks.tamu.edu/>. Click the profile button and make sure your email and phone number are provided and are correct.
- Click on the begin request.
- Check circle for inside or outside a building.
- Search for the building by name.
- Enter your room/apartment number and room number (if request is located inside a bedroom) in the next box.
- Enter student in the next box.
- Enter description of problem, issue or repair needed in the next box. The more detail provided the better.
- Choose a time preference. This is most likely the time when a maintenance person will show up to make the repair.
- Click on next.
- Review the information, and if correct, click the submit button.
- Write down the confirmation number in case follow-up is needed.

If the maintenance request is an emergency and needs immediate attention, please call (979) 845-4311.

LEADERSHIP OPPORTUNITIES

Aggie EcoReps

Founded in 2011, the Aggie Eco-Reps is a student organization, sponsored and supported by the Department of Residence Life, for the purpose of educating their peers about how to live a more sustainable lifestyle on campus. The Aggie Eco-Reps host outreach programs in the University Apartments and Residence Halls, participate in Earth Day and campus-wide events such as Campus Sustainability Day and Texas Recycles, and promote a sustainable lifestyle by living as an example for fellow students.

The Aggie Eco-Reps work to encourage students to make small changes in the way they live, such as turning electronics off when not in use, using a reusable water bottle, reducing food waste, taking advantage of alternative transportation, and recycling bottles and cans on-campus. The Aggie Eco-Reps mission is “providing on-campus students with the education and opportunity to promote and continue sustainability,” and establishing sustainable practices as an Aggie tradition for our residents. Follow the Aggie EcoReps at <https://www.aggiecoreps.com/>.

Encouraging Respect, Acceptance and Support through Education (ERASE)

[ERASE is a social justice and diversity committee](#) comprised of undergraduate and graduate students within the Department of Residence Life. This committee is dedicated to creating more inclusive residential communities, grounded in respect and appreciation for all individual differences. It provides programming opportunities and resources to educate, enhance, and encourage the appreciation of diversity and social justice within the apartments and residence halls.

Community Councils

Each residence hall and the White Creek and Gardens Apartments have community councils that are recognized student organizations comprised of the student residents. The groups’ mission is to create a positive and supportive environment within each community through advocacy and programming efforts that promote education, cultural awareness and socialization.

Membership in community councils is open to everyone who lives within that specific hall or apartment community. Student residents have an outlet to develop their leadership skills by becoming active members on their Community Council as executive board members. We hope all residents will make a difference in the on-campus community by

getting involved. It is a great way for residents to meet neighbors and make friends. Community councils, with the exception of the Gardens Apartments, are members of the Residential Housing Association (RHA).

National Residence Hall Honorary (NRHH)

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

NRHH is the primary way to recognize students and staff for outstanding service and exceptional leadership. Every month, awards are given at Texas A&M University to praise those who have made an impact in the lives of our on campus students in our residence halls or apartment communities. Anyone can write an Of the Month Award (OTM) bid for someone who makes a difference. These OTM awards are eligible for recognition at the regional and national level once they are selected. To learn more about NRHH, visit <https://nrhh.tamu.edu/>.

Residential Housing Association (RHA)

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

RHA provides opportunities to serve fellow students and the community, create engaging programming for residents, provide funding for hall improvements, and learn what it takes to be an inclusive leader and community member. RHA is a state, regional, and national award-winning organization that focuses on leadership and community development. RHA focuses on empowering students and creating positive change at Texas A&M University.

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

To become an active student leader in RHA, visit the RHA website at <https://rha.tamu.edu/>.

HEALTH AND PERSONAL SAFETY

Health and personal safety is the responsibility of each person on campus. The Department of Residence Life will make every reasonable effort to promote a safe living environment for all residents.

Access Card System

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

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

The activity building, weight room and laundry building at the Gardens Apartments have card reader access. The Activity Center at White Creek is card accessible after 10:00 p.m.

Features of the Aggie Access Card System and related security policies are:

- Doors propped or remaining open longer than 45 seconds will trigger a local alarm at the door.
- Infrared motion detectors are located on the inside of each door. As you approach to exit the hall, the door will automatically unlock. Do not stand within three feet of the door while waiting for guests or the door will remain unlocked.
- In case the motion detectors should ever fail, touch silver hand plates, located next to the doors, to open the doors and exit the hall.
- ID card cancellation for lost cards is available at <https://myaggiecard.tamu.edu/>. A loaner card (for residence hall or apartment building access only) may be obtained from a staff member at one of the residence hall 24-hour desks or at the White Creek or Gardens Apartments Office.
- If your ID is not working, please visit your area office to have it reactivated.
- Do not give or loan your ID card to anyone; doing so could result in disciplinary action

Bats

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

- First, do not panic. Never touch a bat or attempt to trap/kill a bat!
- Call the SSC Service Solutions Communications Center at (979) 845-4311. Be sure to tell them the specific location of the bat in as much detail as possible.
- Find a staff member and alert him/her of the bat's presence. If you cannot find a staff member in the Residence halls call the 24 hour desk at (979) 845-2821. For White Creek Office, call (979) 458-8500 or for the Gardens Office, call (979) 845-2261.
- If you come into contact with a bat, are bitten by a bat, or wake up to find a bat in your room, it is strongly recommended that you seek medical attention at Student Health Services or with your health care provider, as some bats may carry rabies. While rabies can be fatal, a doctor's treatment after a bat encounter is very effective.

Code Maroon

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

Communicable Diseases

Students living in the Residence Halls or University Apartments who are diagnosed with a communicable disease, including but not limited to COVID-19, chicken pox, measles, mumps, mononucleosis, Ebola, and SARS that proves to be a health threat to other residents may be relocated to an alternate apartment/room on campus until such time when it is determined the student is no longer contagious.

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

Emergency Contact Information

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

Students may update their emergency contact information at any time by going to Online Services at <https://oncampusaggies.tamu.edu>. Students are also encouraged to register their emergency contact information at <http://howdy.tamu.edu>.

Emergency Equipment

Tampering with, damaging or inhibiting the use of emergency equipment is prohibited. Residents may not use emergency equipment for any purpose other than emergency use. This includes fire extinguishers, heat, gas and smoke detectors, exit signs, or any other emergency equipment.

Residents are not permitted to hang anything from or around sprinkler heads. Because of the potential safety threat, residents found responsible for tampering with or damaging emergency equipment may be subject to university disciplinary action and/or contract cancellation.

Emergency Phones

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

FOR EMERGENCIES: Press the button or dial 911. The University Police will immediately know your exact location. Talk directly into the speaker.

FOR NON-EMERGENCIES: to dial a local, non-emergency number, press the key pad numbers. The phone call will time out after three minutes. Appropriate non-emergency calls include vehicle repair help, calling for Corps escort services, or calling a friend for assistance.

Emergency Phone Numbers

To report an emergency dial 911 if you are on campus, off campus, or on a cell phone.

You should dial 911 to:

- Report emergencies that jeopardize the safety of life or property
- Receive emergency medical attention
- Report crimes in progress or that have just occurred
- Report accidents
- Report fires

Examples of non-emergency calls are:

- Burglaries (unless they are in progress)
- Reports of property theft
- Routine reports and information requests.
- Remember, dialing 911 is for emergencies only! If your call is not an emergency you should dial (979) 845-2345.

- This is the non-emergency phone number at the University Police Department.

Emergency Preparedness

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

In light of COVID-19, residents should follow current guidelines related to face coverings, physical distancing, hand hygiene and respiratory etiquette as well as possible during emergencies.

Area Evacuation for Emergencies

An area evacuation is an organized withdrawal from a building or area to go to an assigned safe location. You are required to evacuate the building or area when instructed to do so by a university authority, police or firefighter, or when a fire or smoke alarm sounds. Upon notification to evacuate, quickly:

- Dress appropriately for the weather.
- Take only essentials with you, e.g., eye- glasses, medications, keys, identification and money (cash/checkbook/ credit cards). Do not take time to pack belongings.
- Turn off computers, unnecessary equipment and appliances.
- Close and lock the door as you exit your room/apartment.
- Follow the directions provided for safe routes of evacuation.
- Listen to the radio to monitor emergency status.
- Do not use your personal vehicle for evacuation unless specifically instructed to do so.
- If you need special assistance, contact your resident advisor, professional staff members or other appropriate emergency contacts. If these staff members are not available, call the University Police Department at (979) 845-2345 for assistance.

Sheltering in Place for Emergencies

When emergency conditions do not warrant or allow evacuation, the safest method to protect individuals may be to take shelter inside a campus building or apartment and await further instructions. For more information, refer to <http://reslife.tamu.edu/living/safety/>.

If asked to shelter in place, quickly:

- Move indoors or remain there. Avoid windows and areas with glass.
- If available, take a radio, computer or mobile device to the room to track emergency status.
- Keep telephone lines free for emergency responders. Do not call 911 for information.
- If hazardous materials are involved:
 - Turn off ventilation/AC systems (if accessible) and close or seal all air inlets and cracks from the outside.
 - Select a room that is easy to seal and, if possible, has a water supply and access to restrooms.
 - If you smell gas or vapor, hold a wet cloth loosely over your nose and mouth and breathe through it as normally as possible.

Fire Extinguishers

Fire extinguishers can be found in each hallway or breezeway. Before attempting to use a fire extinguisher, pull a pull station.

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

- **PULL** the pin: This unlocks the operating lever and allows you to discharge the extinguisher. The pin should be held in place with a safety or tamper seal.
- **AIM** low: Point the extinguisher nozzle or hose at the base of the fire.
- **SQUEEZE** the lever above the handle: This discharges the extinguishing agent. Releasing the level will stop the discharge. Completely compress the lever when discharging the extinguisher.
- **SWEEP** from side to side: Moving carefully toward the fire, keep the extinguisher aimed at the base of the fire and sweep back and forth until the flames appear to be out. If the fire reignites, repeat the process. Never turn your back on a fire, even if it is extinguished, because it can reignite.

Fire and Life Safety Inspections

Environmental Health and Safety (EHS), in cooperation with the Department of Residence Life staff, will conduct fire and life safety inspections annually.

The intent of the inspections is to increase the level of safety and safety awareness for all residents, safety practices in general and the fire and life safety rules found in the resident contract and this resident handbook will be the primary focus of the inspections.

All inspections will be conducted between the hours of 9:00 a.m. to 5:00 p.m. Monday through Friday. All inspections will be performed by a staff member from the Environmental Health and Safety Department and a Department of Residence Life staff member.

Residents will be notified of specific dates of the inspections. Here is a list of some things the safety officers will be looking for during the inspection:

- Entrances/exits must be free of furniture. Furniture may not block windows, and doors must be able to open 90 degrees without interference. There should be a clear path of egress in the room.
- All stored items in the closet and on top of the kitchen cabinet must be at least 18 inches below the ceiling.
- Electrical: Use of extension cords is prohibited. Multi-plug adapters must have a built-in circuit breaker. Microwaves/refrigerators must be plugged directly into the wall outlet (except in balcony style halls). Surge protectors/power strips must be plugged directly in to the wall outlet. All electrical cords should be kept in good repair, and must not be pinched between mattress springs. Residents should immediately report broken or damaged outlet cover plates via AggieWorks.
- All stove tops and ovens must be free of foil and kept clean at all times. Foil serves as a source of grease build up around the stove top that may be a potential fire hazard.
- Fire Alarm Equipment: The smoke detector should be unobstructed (min. 24 -inch clearance) and it should not be covered or damaged. Sprinkler heads should be unobstructed and should not have things hanging from them.
- Ignition Sources/Combustible Products: The following should not be present in the room/apartment: candles/incense, flammable liquids, or prohibited appliances. Outlets should be clear of combustible materials and there should not be an excessive fire load present in the room (i.e. stacks of newspaper, piles of clothing on the floor, etc.).
- Emergency Planning The provided evacuation plan should be on the back of the room door.
- Miscellaneous: The room should be clean enough that its condition wouldn't attract insects or otherwise impair the health of those living there (i.e. dishes kept clean; laundry, including bedding, washed regularly; trash

removed from the room on a regular/timely basis. Other policies related to appliances and other prohibited items listed in the Rules and Responsibilities section of this handbook should also be followed.

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

Fire Alarm Procedures

Fire or Smoke Present

If you are in your room/apartment when the smoke alarm or fire alarm sounds:

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

If you are trapped in your room/apartment:

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

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

Whether you believe the alarm to be a drill or actual fire, everyone, including staff, must leave the building whenever the alarm sounds. In addition to violating state law, initiating false alarms and tampering with fire safety equipment could jeopardize the safety of all residents.

Illness and Injury

If you are ill or injured and need immediate help, contact Emergency Medical Services at 911 from a cell phone or campus phone. EMS will respond 24 hours a day, 365 days a year and is a service for all enrolled students.

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

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

Services available at the Student Health Center include:

SHS is also able to do COVID-19 testing and vaccinations for students, and can provide most services via Tele-Medicine for those who prefer not to make an in-clinic visit.

Medical Clinic	Dial-A-Nurse	Physical Therapy	Immediate Care
EMS/Ambulance Service	Preventive Medicine	Health Education	Nutrition Services
Specialty Clinics	Laboratory	Pharmacy	Radiology

Insurance

Health Insurance

For healthcare charges not covered by the mandatory student health fee or for treatment by health care providers other than Student Health Services, health insurance is recommended. Some sources of health insurance are group insurance coverage through employment, the parent's or guardian's health insurance, a student's individual insurance, or the Student Health Insurance Policy. The university endorses the Student Health Insurance Policy. Policy information is available online at <http://tamuintsurance.com>.

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

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

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

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

Property/Renter's Insurance

Although steps are taken to maintain all university facilities and grounds and to provide adequate security, Texas A&M University is not liable for the loss of or damage to personal property caused by acts of nature, fire, water, smoke, utility, or equipment malfunctions, or caused by the conduct of any resident or his/her guest(s). Therefore, **residents are strongly encouraged to carry a personal property or renter's insurance policy for their belongings while living on campus.** In some cases, a parent or guardian's homeowners insurance will cover loss or damage to personal belongings on campus. However, you should review policies carefully for any coverage limitations and/or applicable deductibles.

If you decide to purchase property or renter's insurance you will need to choose from a wide variety of companies and policies. To help with your choice, the University has selected Arthur J. Gallagher & Co. as its preferred property/renter's insurance company. Arthur J. Gallagher & Co. offers a variety of coverage options at reasonable prices.

Information about available policies can be found online at <http://collegestudentinsurance.com>. For more information, contact the Residence Life Assistant Director for Risk Management at (979) 862-3158.

Title IX Complaints — Reporting to the University Regarding Sexual Harassment, Sexual Assault, Dating and Domestic Violence, Stalking, or Rape

Any person may report sexual harassment, sexual assault, dating and domestic violence, stalking or rape directly to Jennifer Smith, Assistant Vice President and Title IX Coordinator, at civilrights@tamu.edu. For more information regarding the filing and processing of a sexual harassment and/or sexual misconduct report please visit <https://urc.tamu.edu/title-ix/>.

Reporting to Law Enforcement

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

University Police Department	(979) 845-2345
University Police Department Victim's Advocate	(979) 862-9767
College Station Police Department	(979) 764-3600
Bryan Police Department	(979) 209-5301
Brazos County Sheriff's Department	(979) 361-4100

Confidential Reporting Option

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

Support Services

GLBT Resource Center	(979) 862-8920
Student Assistance Services	(979) 845-3113
Student Counseling Service (SCS)	(979) 845-4427
SCS Helpline	(979) 845-2700
Student Health Services	(979) 458-8316
Women's Resource Center	(979) 845-8784

Tell Somebody Program

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

- In reference to student behavior: (979) 845-3111 (Offices of the Dean of Student Life)
- In reference to staff behavior: (979) 862-4027 (Human Resources)
- In reference to faculty behavior: (979) 845-4274 (Dean of Faculties)

Tell Somebody is not a system to be used for emergencies. If you are in an emergency situation that requires medical, psychological or police services, call 911. For more information about the Tell Somebody program, visit <http://tellsomebody.tamu.edu>.

Weather Emergencies

Texas A&M University has installed a Lightning Prediction System that will give people participating in outdoor activities advance warning of possible dangerous weather conditions. Each system is capable of sensing atmospheric conditions and predicting lightning strikes at ranges of approximately two miles. In the event of dangerous conditions, the system will give one long horn blast (approximately 15 seconds) accompanied by a flashing light.

In light of COVID-19, residents who are seeking shelter due to a weather emergency should do their best to follow current guidelines related to physical distancing, face coverings, hand hygiene and respiratory etiquette.

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

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

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

Watches and Warnings

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

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

- Review Emergency Plans.
- Be alert for changing weather conditions.
- Be prepared to act.

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

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

DEPARTMENT OF RESIDENCE LIFE STAFF

Central Administrative Office Staff

The Central Administrative Staff for the Department of Residence Life includes the Executive Director of Residence Life, the Senior Associate Director, the Director of Administrative and Support Services, the Associate Director of Residence Life, the Associate Director for Residence Education, the Assistant Director for Engagement, Support and Leadership, the Assistant Director for Risk Management, and the Senior Administrative Coordinator. These staff members are responsible for the overall leadership and direction of the Department of Residence Life.

Additionally, the Central Administrative Office houses the Business Solutions Analyst and the Project Specialist, the Creative Manager and the Web Manager, the Residential Student Support Coordinator, the Coordinator for Conferences and Guest Services, the Administrative Support Staff, and several graduate assistants. The Central Administrative Office is located in the Student Services Building, Suite 316 and can be reached at 979-862-3158

Housing Assignments Office Staff

The Housing Assignments Office is responsible for distributing and processing housing applications for students living on campus in pay-by-the-semester accommodations (residence halls and apartments). The office maintains housing notification lists and oversees and coordinates the current residents' contract renewal process, room and hall changes, rent/billing procedures, and written communications with students who have questions or concerns regarding on-campus housing.

The Housing Assignments Office is located in the Student Services Building, Suite 117. The Housing Assignments Office reached by phone at (979) 845-4744 or by email at housing@tamu.edu.

Area Office Staff

There are five area offices within the Department of Residence Life. All offices are staffed with full-time departmental personnel as well as student workers. They are responsible for administrative tasks related to the functions of our on-campus housing operation. The area offices are generally open from 8:00 a.m. to 5:00 p.m., Monday through Friday.

- The Gardens Apartments Office is located in the Community Center building. The phone number is (979) 845-2261.
- The North Area Office is located in Hullabaloo Hall, Suite 101. The phone number is (979) 845-4768.
- The South Area Office is located in the South Commons, Suite 127. The phone number is (979) 845-2235.
- The White Creek Apartments Office is located in the Activity building. The phone number is (979) 458-8500.
- The Corps Housing Office is located in Plank LLC, Suite 106. The phone number is (979) 845-3443.

Assistant Director for University Apartments

The Assistant Director for University Apartments directly supervises the University Apartments Resident Managers and is responsible for the University Apartments communities. She provides support and resources for the apartment staff.

Coordinators of Residence Life

The Coordinators of Residence Life directly supervise the Community Directors. They are responsible for a number of on-campus communities. They provide support and resources for the hall staff. There are two Coordinators on the north side of campus and two Coordinator on the south side of campus.

Gardens Apartments Assignments Staff

The Gardens Apartments Office staff is responsible for distributing and processing housing applications for students living on campus in pay-by-the-month accommodations. The office maintains housing notification lists and oversees and coordinates the current residents' contract renewal process, room and hall changes, rent/billing procedures, and written communications with students who have questions or concerns regarding on-campus housing.

The Gardens Apartments Office is located in the Gardens Apartments Community Center and can be reached at (979) 845-2261.

Resident Managers and Community Directors

The Resident Managers and Community Directors are full-time departmental staff members who live in your community. They work to establish a supportive and positive learning environment by guiding the RA staff and community council. Resident Managers and Community Directors supervise the resident advisors and/or student assistants, enforce policy, and provide administrative oversight for a designated community of on-campus housing. Please seek them out if you have questions, concerns, or suggestions about your on-campus experience. The Resident Managers and Community Directors supervise the graduate hall directors and graduate assistant resident managers.

Graduate Hall Directors and Graduate Assistant Resident Manager

The Graduate Hall Directors and Graduate Assistant Resident Managers are student staff members who live in your community, supervise the resident advisors, enforce policy and provide administrative oversight for the community. In addition to their work in the Department of Residence Life they are fulltime students.

Resident Advisors

Resident Advisors (RA) are student staff members who live on your floor, ramp, or wing in a residence hall or designated apartment in the apartments. RAs serve as a basic source of information, provide support, offer programs for residents, confront and document inappropriate behavior, and assist students in adjusting to campus life.

Staff on Duty in the Residence Halls

At least one Resident Advisor (RA) per hall and at least two Graduate Hall Directors and one full-time Community Director are on duty/on call every night of the week, with the exception of some holiday periods.

If any problem arises, please contact the staff member on duty in your hall by calling the 24-Hour Service Desk at (979) 845-2821 Monday-Friday from 5:00 pm-8:00 am or 24 hours a day on Saturday and Sunday.

If you need assistance during the business day, please contact your area office. The South Area Office can be reached at (979) 845-2235. The North Area Office can be reached at (979) 845-4768.

Staff on Duty in the University Apartments

The University Apartments have at least one Resident Advisor and one graduate or professional staff member on duty/call every night of the year.

The Gardens Apartments Resident Advisors on duty can be reached 5:00 p.m. to 8:00 a.m. Sunday through Friday and 24/7 on weekends or University Holidays by calling (979) 845-2261. If you need assistance during business hours, please call the Gardens Apartments Office at (979) 845-2261.

The White Creek Apartments Resident Advisors on duty can be reached 5:00 p.m. to 8:00 a.m. Sunday through Friday and 24/7 on weekends or University Holidays by calling (979) 458-8500. If you need assistance during business hours, please call the White Creek Office at (979) 458-8500.

CONDUCT

Philosophy Statement

Residents must understand they are responsible for their actions, and living on campus requires maturity and good judgment. To maintain a positive educational environment, there are conditions that are part of your contract that govern acceptable and unacceptable behavior. These conditions allow the Residence Life staff to terminate your contract or take other action if you don't live up to your part of the contract. Residence Life staff will address actions that appear contrary to regulations or community standards.

Our sincerest desire is that by calling attention to your behavior and its consequences, better judgment will be exercised and future problems can be avoided. Residents are responsible for the behavior of their family members and guests.

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

For a complete listing of rights and responsibilities, go to <http://student-rules.tamu.edu/rule26>. For a complete listing of sanctions, go to <http://student-rules.tamu.edu/rule27>.

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

The following rights apply to the student:

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

Student Conduct Office Conduct Proceedings

When a student is alleged to have been involved in a major infraction or has repeated allegations, he/she will be referred to the Student Conduct Office for a student conduct proceeding. The purpose of the proceeding will be to determine responsibility and an appropriate sanction. The atmosphere of the proceeding is as informal as possible while respecting the student's rights to due process. Regardless of the type of proceeding, a student conduct officer and a representative from the Department of Residence Life will be present for conduct proceedings.

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

Appeals

Every student is entitled to an appeal conference. An appeal must be submitted in written form to the appropriate university official within five (5) working days of being notified of the sanction by the conduct officer. An appeal must be based upon some specific aspect of the previous conference, for example, unjust sanction, new information, or violation of due process. Appeals based on a student's standing with the Department of Residence Life or their housing status will be heard by the Director of Residence Life or her designee.

Administrative Appeals

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

Panel Appeals

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

All appeals documents must be returned in person to the Office of the Vice President for Student Affairs in Koldus Suite 117. For more information, go to <https://studentlife.tamu.edu/sco/appeals/>.

RULES AND RESPONSIBILITIES

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

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

Residents should familiarize themselves with their rights and responsibilities as members of the on-campus community. The Community Living Creed can be found at <https://reslife.tamu.edu/about/creed/>.

Abandoned Property

Texas A&M University and the Department of Residence Life and their staff are not responsible for any student property left in any on-campus property. In the event property is left in a room or apartment after the housing contract period is over, the property will be removed and stored at the owner's expense. If possible, the student will be notified to arrange a pick-up date.

The Department of Residence Life will maintain abandoned property for 90 days, after which the property will be turned over to the University Lost and Found or to a charitable organization in the community. Residents may be charged up to \$45/month for the 90-day period during which abandoned property is maintained.

Alcohol

Residents and their guests are required to comply with state and local statutes as well as university and Department of Residence Life rules concerning possession, sale, and distribution of alcoholic beverages. Public intoxication by residents and their guests that disrupts others will not be tolerated. This behavior will be confronted by the Department of Residence Life staff and violations of rules or regulations by a family member or guest may result in disciplinary action against both the student and the family member or guest. It is expected that all students, family members and guests respectfully comply with the directions of university officials who are acting in the official performance of their duties and responsibilities. This includes, but is not limited to, producing valid identification and changing behavior when asked. Resident Advisors are considered university officials when acting in their job capacity.

Residents may be found responsible for violating the Department of Residence Life policy and university rules and regulations. In addition to this:

1. In order for alcohol to be allowed in the room, all of the residents assigned to the room must be of legal age

2. (21 or older). In addition to this, all guests present when alcohol is being consumed must be of legal age, which is defined as an individual of the age of 21 or older.
3. Alcoholic beverages may be possessed or consumed, but not sold or manufactured, in the privacy of eligible rooms by those residents of legal age and their invited guests who are of legal age.
4. All alcohol transported through public areas must be unopened. Possession of open containers or consumption of alcoholic beverages is not permitted in hallways, balconies, lounges, stairways, courtyards, community bathrooms, parking lots, or any public areas on campus.
5. Bulk or common source alcohol containers (kegs, etc.) are not allowed in the residence halls. Residents will dispose of ALL alcohol in bulk or common source containers in the presence of staff members. Kegs, even when empty, are not permitted in the residence halls.
6. If any minor is found consuming and/ or possessing alcohol in the room of legal age residents, ALL alcohol in that room will be disposed of. Any alcohol belonging to individuals of legal age that may have been confiscated may be claimed from the CD/GHD/RM after student conduct proceedings have been completed unless it is determined that the alcohol was being distributed by the legal age resident(s) to minors. In the latter case, disposal of the alcohol will occur.
7. Alcohol found in a room where alcohol consumption is prohibited will be disposed of, and ALL persons present in the room will be subject to disciplinary charges. If alcohol bottles or containers appear empty but contain small amounts or alcohol residue, they will be treated as a violation of the alcohol policy. If the alcohol bottles have been emptied and cleaned out and are being used as decorations, they are allowed.
8. Open access to alcohol may be considered to have occurred when bulk or common source alcohol containers are available or when more open containers exist than legal age persons present.

Those found in violation of Texas A&M University Student Rules regarding alcohol will, at a minimum, receive a disciplinary sanction (most likely conduct probation or higher) and be required to meet with the student Conduct Office or their CD/GHD/RM. Those found in violation will also be referred to the Health Promotion Office for required participation in an alcohol education program.

If an underage student is found responsible for violating an alcohol or drug rule on campus, a letter indicating as much will be sent to their parents or legal guardian by the Dean of Student Life. A student who is transported to a medical facility for alcohol issues may receive a mandated referral to Student Counseling Services.

Antenna/Satellite Dish

Residents may not put up an antenna or satellite dish anywhere on the outside of the apartments or residence halls.

Apartment/Room Alterations

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

Appliances and Equipment

The following appliances are not allowed in the University Apartments or Residence Halls. See additional information in the microwave and refrigerator section.

Prohibited appliances and equipment include but are not limited to the following:

- Camping stoves, electric skillets, or other items using an open heating element (except standard coffee pots)
- Griddles, grills (George Foreman type, charcoal, or propane), panini presses

- Hot plates, sandwich makers, toasters and toaster ovens (res halls only)
- Ceiling fans, unless installed by the Department of Residence Life
- Dishwashers, except where furnished in apartments by the Department of Residence Life
- Electric Power Tools (with exception of storage for use outside the buildings)
- Gas Power Tools
- Halogen Torchiere lamps
- Hot oil popcorn poppers
- Induction Cooking appliances
- Pressure Cookers, “Instant Pot” type cookers
- Space heaters
- Washers and Dryers, except where furnished by the Department of Residence Life
- Window Unit Air Conditioners, except where provided by the Department of Residence Life

Arson/Campfires

Starting a fire within an apartment or residence hall or within the immediate surroundings outside an apartment or residence hall is strictly prohibited at all times. Violations of this rule, which may also be considered violations of state law, include setting fire to items on a room door or bulletin board or any other flammable material in the hall, as well as starting outdoor fires in non-designated areas. Grilling in designated grill areas is permitted.

Assault

Physical harm to any person including physical fights and sexual assault will not be tolerated in the on-campus community.

Assistance or Service Animals

Assistance Animals (as defined by the Fair Housing Act), Service Animals (as defined by the Americans with Disabilities Act) and the official university mascot are allowed in the residence halls and university apartments. Students needing an assistance animal must be approved by the Housing Assignments Office prior to the animal arriving on campus.

Assistance Animals (as defined by the Fair Housing Act) are only allowed in a student’s apartment or room after a request has been submitted and permission has been granted by the Department of Residence Life. Requests for assistance animals must be approved in writing before the resident brings the animal on campus.

The Department of Residence Life works in conjunction with Disability Resources to authorize the use of an assistance/emotional support animal. Please contact Disability Resources, located on the first floor of the Student Services Building, or call (979) 845-1637 to initiate the approval process if you need an assistance animal in the residence hall or university apartments.

Bicycles and Motorized Vehicles

Bicycle and motorcycle parking is restricted to available motorcycle lots and bicycle racks. These vehicles may be impounded if they are left in walkways, breezeways, sidewalks, or hallways. Motorcycles and other motor vehicles are not allowed to be driven on any non-roadway area, pathway, sidewalk, handicapped ramp, etc. Mopeds are considered the same as motorcycles and should follow the same regulations. Although personal bicycles (not bike-share program bikes) may be stored in individual apartments or residence hall rooms with the consent of roommates, motorcycles, mopeds, motor scooters, and other internal combustion engine vehicles should never be brought into the residence halls, with the exception of devices used as approved ADA accommodations. Gasoline cans should never be stored in the apartments or residence halls.

Hoverboards, electric scooters, electric skateboards, and other battery-operated vehicles are not allowed to be used, stored, or charged in any Residence Life facilities due to the significant fire hazard posed by these devices. Exceptions to this include motorized vehicles that are approved ADA accommodations.

Breezeways and Patios in Gardens Apartments

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

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

Business/Private Enterprise

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

Campaigning

Campaigning rules and regulations are governed by the Student Government Association and the Residential Housing Association. If you have any questions or concerns with campaigning in the residence halls, please contact your residence hall staff or visit the RHA website at <https://rha.tamu.edu/>.

Candles/Wax Warmers/Incense/Open Flames

Candles, incense, oil lamps, and other devices which use an open flame (including potpourri pots) are not permitted in the Residence Halls or University Apartments. Ceramic wax warmers are only permitted if the heating bulb is 25 watts or less and the wax used has been manufactured specifically for use in a wax warmer. Wax warmers should never be left unattended while on.

Car Washing

Residents may not wash vehicles in the campus parking lots.

Chalking

Per [TAMU Rule 51.99.99.M0.02](#), Chalking or any other form of writing or drawing using any substance on any surface (sidewalks, streets, statues, benches, University seals or other inlays, etc.) is prohibited.

Child Supervision/Child Endangerment — Gardens Apartments

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

Parents or caregivers are responsible to see that proper supervision is provided for all children at all times. If young children are found without proper adult supervision, staff will make reasonable attempts to contact the parent or caregiver. The parent or caregiver should be prepared to show identification. If the parent or caregiver cannot be located, the University Police will be contacted.

Children under the age of 12 cannot be in the Community Center without adult supervision at any time. Children who are disruptive, display inappropriate behavior or require excessive staff attention may be asked to leave the Community Center.

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

Computing Guidelines

In addition to being a violation of university policy, the use of wireless routers severely negatively impacts the function of the Texas A&M University wireless system. Do not install and use your own wireless router. Students should also be aware of the potential liabilities in using Texas A&M University computing resources for file-sharing activities. Utilizing programs to swap songs, movies or other forms of media may place one at risk of violating both copyright protection laws and Texas A&M University student rules. Abusers of computing privileges may lose their computer access or be subject to more serious penalties, including disciplinary action by the university and referral to law enforcement agencies. The Residence Halls and University Apartments have wireless access installed. Visit <http://student-rules.tamu.edu/rule22> for more information. To report inappropriate use of computer resources or suspected illegal activity, visit <https://security.tamu.edu/index.php>.

Cooking

While cooking in the apartments and residence halls, residents are responsible for ensuring that proper sanitation, ventilation, and fire safety precautions are taken. Any damages resulting from improper food disposal will be billed to the individuals responsible. Students are responsible for cleaning up after themselves when using public spaces.

Cooperation with University Officials

Your apartment and residence hall staff members are University officials. Residents must immediately comply with any lawful directions from any University official. Verbal and/or physical abuse directed toward any University staff member will not be tolerated and violations may result in disciplinary action being taken.

Damage to University Property

Damage to or littering on University property is not permitted. Damage will be billed to individual students or groups of residents as necessary and may also result in University discipline and/or criminal charges being pursued. If a specific person cannot be determined to be responsible and billed, the entire floor/wing/community may be billed for damages to the area. Your assistance in properly utilizing the grounds outside the Department of Residence Life facilities is expected. This is best accomplished by avoiding large scale activities on the grounds during wet or rainy periods when the turf is likely to be damaged.

Dating Violence/Domestic Violence

Violence toward any member of our community is illegal and will not be tolerated. If you have knowledge or suspect acts of domestic violence, contact the University Police, the Dean of Student Life or a Department of Residence Life staff immediately.

Dating violence is defined in the Texas A&M University Student Code of Conduct as any physical abuse or sexual misconduct, other than a defensive measure to protect oneself, committed by a person who is or has been in a social relationship of a romantic or intimate nature with the complainant. For further information, please see the Title IX information in the Health and Safety section of this handbook.

Domestic violence is defined in the Texas A&M Student Code of Conduct as any physical abuse or sexual misconduct, other than a defensive measure to protect oneself, committed by a person who is or has been a current or former spouse of the complainant, person with whom the complainant shares a child in common, person who is cohabitating with or has cohabitated with the complainant as a spouse, a person similarly situated to a spouse of the complainant, or any other person against an adult or youth complainant who is part of that person's household. For further information, please see the Title IX information in the Health and Safety section of this handbook.

Decorations

No decorations may hinder the use of or restrict access to hallways, breezeways, door-ways, stairs, corridors or fire safety equipment. No one should attach anything to or tamper with light fixtures, sprinkler heads or exit signs. Staff may remove decorations, and resident(s) may be billed for cleaning or damage.

Residents may not use nails, tacks, screws, or other items that will leave holes in the walls, door frames, or furniture. Residents may use approved adhesive products, including blue painter's tape, Gaffer's tape, poster putty, and 3M Command Strips (except in Hullabaloo Hall and White Creek Apartments). These items must be applied and removed with care, as failure to apply and remove them per the manufacturer's instructions can cause damage to walls, doors, furniture, and other fixtures, which residents will be billed for. Velcro, duct tape, Gorilla brand tapes, masking tape, double-sided tapes, packing tape, scotch tape, liquid tape, super glue, and foam tape are not permitted to be used.

Hullabaloo Hall and White Creek Residents may not use 3M Command strips, as they cause significant damage to the walls in these buildings. Residents should use the tack strips provided or another approved adhesive in their rooms/apartments.

Residents may not add any permanent fixtures, wallpaper the room/apartment. Residents may be assessed the appropriate charges to bring the room/apartment back to its original condition. Flammable material (posters, cloth, etc.) may not be attached to room/ apartment ceilings or light fixtures.

Cut/live holiday décor including, but not limited to, trees and/or wreaths are not permitted in the residence hall rooms, apartments, hallways and breezeways.

Disorderly Conduct

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

Disruptive Activity

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

Drugs

Residents and their guests are required to comply with state and local statutes as well as university and Department of Residence Life rules concerning possession and use of prescription drugs. The university prohibits the manufacturing, possessing, selling, transmitting, using or being a party to any illegal drug (including medications prescribed to another person), controlled substance or drug paraphernalia use on all university property, including the Residence Halls, the White Creek and Gardens Apartments. Please refer to the Texas A&M University Student Rules (<http://student->

rules.tamu.edu) for the full regulation and sanctions for violations. Residents found violating this rule may be removed from university housing.

Electrical Power Strips and Extension Cords

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

Emergency/Safety Equipment

Tampering, damaging, or inhibiting the use of emergency/safety equipment, including exterior apartment or residence hall doors, in any apartment building or residence hall is prohibited. Residents may not use emergency equipment for any purpose other than emergency use. This regulation includes, but is not limited to, fire extinguishers, heat and smoke detectors, exit signs, fire alarm pull stations, automatic door closures, and locked exterior doors. It is a violation to cover, hang items from, throw things at or tamper with sprinkler heads. Residents involved in such activities will be subject to disciplinary action and may be removed from University housing.

Exterior Door Locking/Propping

All exterior White Creek Apartments and residence hall doors are locked 24 hours a day. Propping of exterior doors and/or tampering with locks is a serious security violation. Residents involved in such activities may be removed from University housing.

Fireworks/Explosives and Hazardous Materials

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

Furniture

The apartments and residence halls are equipped with movable and loft-able furniture, which allows residents the flexibility to arrange furniture creatively within their rooms. When rearranging furniture, students should not block access to windows, air vents, air conditioning or heating units.

Residents are welcome to loft or de-loft the Junior Lofts, Medium Lofts and Tall Lofts beds. Rubber mallets have been provided to each of the Hall Offices to assist in this process. NOTE: For safety reasons, the loft manufacturer recommends a minimum of 2 people when lofting/de-lofting beds. Please view the online instructions on setting up and adjusting loft-able/bunk-able beds and installing the loft bed guardrail at

<https://reslife.tamu.edu/living/amenities/beds-lofts/> Please contact your RA or GHD/CD if you need further assistance.

Residents may not remove furniture from their room/apartment. Residents may not take lounge or common space furniture into their own rooms or apartments. Furniture provided by the university cannot be moved outdoors or left on patios or in the hallways or breezeways. Residents will be held liable for any damages to the furniture. Residents should notify the office of any damage or need to repair university property. Normal wear and tear will not be billed, but substantial damage to departmental furniture may be billed to the residents. Group billings may occur if damage to common area furniture is found.

Grills

Only grills provided by the Department of Residence Life are allowed. In some spaces on the first floor of The Gardens Apartments, charcoal grills are allowed and must be stored only on the balcony.

Guests/Visitors

A guest is defined as a person who does not live in the apartment or residence hall room. This includes other students, residents, friends, parents, siblings, or other relatives of the residents of that room/apartment. Residents should discuss with roommates their comfort level having visitors in the room.

Residents are allowed to host guests in their apartments according to the policies outlined in this section. However, violating a roommate's right of entry into the room/apartment or hindering a roommate's ability to study and/or sleep in their room (because of a guest's presence) is considered a violation of guest privileges.

Host Responsibility

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

Escorting Guests

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

Guests left unattended or found to be unescorted may be documented and escorted out of the building. In addition to this, their hosts may be documented for leaving guests unattended. Residents should never agree to escort a person they do not know personally. This includes opening the door to allow unknown visitors to enter a residence hall or apartment building. Guests who resident in the same residence hall or apartment building are not required to be escorted.

Bathrooms and Showers

In residence halls with community bathrooms, opposite gender guests must use the bathroom designated for their gender. Showers in residence halls with community bathrooms are not available for opposite gender guests.

Overnight Guests

Overnight guest(s) in the residence halls and White Creek Apartments must of be of the same gender as the resident and are allowed only if they do not create a disturbance or violate any rules or regulations. Overnight guests(s) may not stay in an apartment or room for more than two consecutive nights.

In Gardens Apartments rented by apartment, permission for guests, including parents, to stay in the Gardens Apartment overnight must be requested in advance of the guest's stay and approved by the Gardens Apartments staff. Typically, exceptions to the guest policy will be made for assistance after an injury or medical situation or the birth/adoption of a child.

Cohabitation

Cohabitation is not allowed in the residence halls or White Creek Apartments. Cohabitation is defined as a person using a residence hall room or apartment space as if that person were living in the room/apartment but not actually being assigned as a resident of that room/suite/apartment. Examples of this may include, but are not limited to, keeping clothing and other personal belongings in the room/suite/apartment, and sleeping overnight in the room/suite/apartment on a regular basis and using the bathroom and shower facilities as if they lived in the

room/suite/apartment. Violating a roommate's right of entry into their room/apartment or hindering a roommate's ability to study and/or sleep within their space because of a guest's continual presence is a violation of this rule.

Visitation Hours for Single Gender Halls

Single-gender halls will begin the semester with "restricted visitation," which means the maximum hours during which a residence hall room or public area is open to members of the opposite gender are 9:00 am until 2:00 am. The exception is during move-in week, when visitation will begin at 8:00 am to allow family and friends to help residents move into the halls.

A visitation vote will be conducted by the residence hall staff during the fall semester hall opening week and will be completed by the end of the first day of classes. Residents will be given the option to choose 24-Hour Visitation or "restricted visitation," which is 9:00 am until 2:00 am.

It is important that all residents vote. 75 percent of your residence hall must vote in order for the vote to count as valid. Of the people who vote in your hall, 75 percent must vote "in favor of a policy change" to change the policy to 24-hour visitation. If a residence hall does not gain 75 percent approval of 24-hour visitation, then the maximum visitation hours of 9:00 am until 2:00 am will continue to be applied to all student rooms and public areas for the remainder of the academic year (visitation will begin at 8:00 am during hall closing to allow visitors to help residents move out). 24-Hour visitation is for visitation purposes only and does not permit an opposite gender guest to sleep over. The cohabitation policy, guest policy and overnight guest policy still apply to residence halls with 24-hour visitation.

Visitation for Co-Ed Halls and Apartments

24-Hour visitation is for visitation purposes only and does not permit an opposite gender guest to sleep over. The cohabitation policy, guest policy and overnight guest policy still apply to residence halls with 24-hour visitation.

Halogen Torchiere Lamps

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

Harassment

The Department of Residence Life will not tolerate verbal or written threats, intimidation, violence or other forms of illegal harassment against any member of the university community. If you experience harassment, contact your area office, the Department of Residence Life at (979) 862-3158 or the Offices of the Dean of Student Life at (979) 845-3111. For further information, please consult Texas A&M University Student Rules at <http://student-rules.tamu.edu>.

Hazing

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

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

ID Cards and Keys

All Texas A&M University students are required to have their University ID in their possession at all times. Failure to identify yourself to a University staff member upon request is a violation of Texas A&M University Student Rules.

Do not loan or give your student ID or room/apartment keys to anyone one. Any assigned keys, ID's and access cards should be kept in your possession at all times. Report any lost keys, ID's or access cards to your hall/apartment staff or the appropriate 24-hour desk or apartment office immediately. Giving your key or access card to others may result in disciplinary action. Duplication of University keys is strictly prohibited.

Lofts

All beds in the apartments and residence halls have the ability to be lofted. Therefore, students may not build or rent their own lofts. Lofted beds must be at least 24" from the sprinkler head (for wall mounted sprinklers) or ceiling (for ceiling mounted sprinklers).

Lounge Furniture

Lounge furnishings must remain in their designated areas. If lounge furniture is missing and attempts to locate it fail, the Department of Residence Life reserves the option to do a residence hall room search. Any such searches will be publicized at least 24 hours in advance. Any lounge furniture not accounted for will be assessed as a group billing. Do not move lounge furniture. Students who are found in possession of public area furniture will be subject to University disciplinary action.

Lounge Use

Lounges are community space and are considered public areas. Lounges have been provided so residents may study, work on class assignments, watch TV, hold community events, and visit with friends.

Lounges are not intended for such uses as sleeping, weekly club meetings, gaming or other such activities that dominate the lounge for long periods of time and prevent use by the greater community, unless they are Department of Residence Life sponsored. Please properly dispose of trash in these lounges.

Additionally, several meeting and/or event spaces are available for any residence hall student to reserve in the Northside Commons on the first floor of Hullabaloo Hall, in the Southside Commons, in the White Creek Community Center, and in the Gardens Apartments Community Center. Please contact the area offices for more information about reservation rules and for specific information about what spaces are available to be reserved.

Microwaves and Refrigerators

Residents may have a maximum of one microwave and two refrigerators per room (single rooms may have one microwave and one refrigerator). Residents are allowed to have 2 MicroChill units per room if both are [rented or purchased through the Department of Residence Life](#). Otherwise, a combination refrigerator/freezer/microwave appliance will be counted as one microwave and one refrigerator. In addition, the following conditions apply to microwaves and refrigerators in the residence halls:

- Microwaves must be [UL approved](#) and may not exceed a stated FCC rating of 700 watts (FCC rating placard must be intact).
- Refrigerators must be [UL approved](#) and the total size of the refrigerator and freezer combined may not exceed 4.4 cubic feet.
- Refrigerators must be kept clean for sanitation reasons.
- Refrigerators must be cleaned, defrosted, and unplugged between semesters.

- Refrigerators must be removed from the room prior to check-out unless rented from the University.
- Microwaves and refrigerators may not be plugged in and placed inside a closet.
- Microwaves and refrigerators must be plugged directly into a wall outlet. Residents in balcony style halls are the only exception to this rule due to the location of the outlets in the balcony style halls; in these halls microwaves and refrigerators may be plugged into an approved power strip with a built-in circuit breaker.

University Apartment residents may have one refrigerator, not exceeding 4.4 cubic feet, per bedroom. No additional microwaves or freezer units are allowed.

Neighbors/Conflicts

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

Noise

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

Quiet Hours

Designated quiet hours are posted in each community, and are from 8pm-7am daily, Sunday-Thursday. During quiet hours, residents should keep the level of noise to a point where it cannot be heard in another student's room or hallways.

Courtesy Hours

Courtesy hours are in effect at all times. It is important that residents are aware of their responsibility to monitor their behavior, regardless of the time of day, so as to not interfere with the lifestyles of others. If a student or staff member asks you to be quieter, regardless of the time of day, your compliance is expected.

24 Hour Quiet Hours

During finals week, 24 hour quiet hours are observed to facilitate a study oriented atmosphere. Students remaining in the halls after their last exam and alleged to be responsible for causing a disturbance may be required to leave the residence halls immediately.

Odors

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

Offensive Printed Materials

If printed material and/or posters of an offensive nature are displayed on a student's door or inside the apartment and create a threatening or otherwise degrading environment for maintenance/custodial staff working in the building, the

student(s) will be asked to remove the objectionable item from display. No disciplinary action will be taken if students refuse to remove the materials.

Painting/Contact Paper/Adhesive Tile

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

Personal Furniture/Items and Clothing

All personal items should be kept within the student rooms and should not be stored or kept in any public areas. Personal items or clothing left in public areas will be treated as trash items and may be removed.

Pets

Pets are not allowed in the halls or the University Apartments. Fish in an aquarium (20 gallon maximum) are allowed. Assistance and Service animals are not considered pets. For more information, see the Assistance and Service Animal Policy.

Plants

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

Posting Notices

There are bulletin boards located in or around all residence life facilities that are for use by the Department of Residence Life staff and other groups as approved by the department. There are also bulletin boards that can be utilized by anyone. These communal bulletin boards will generally be cleared off about once a week. Please read the signs on the bulletin board prior to posting on it.

Practical Jokes/Pranks

Practical jokes and pranks may damage property or injure other students. Practical jokes and pranks can also increase the noise level and disturb non-involved residents. Students who engage in practical jokes and pranks will be held responsible for damages, and disciplinary action may be taken.

Projectiles

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

Roofs/Exterior Walls

University building roofs and exterior walls are considered restricted University property and are off limits to students. If something is lost on a roof, contact an area office or an apartment office to have it recovered.

Room/Apartment Entry and Search

The University recognizes residents' desire for privacy, particularly in the context of their group living situation, and will do all it can to protect and guarantee their privacy. However, the University, through a Department of Residence Life staff member, reserves the right to enter a resident's room/apartment at any time for the following purposes:

- To determine compliance with all relevant health and safety regulations.
- To provide cleaning, maintenance work and/or pest control.
- To conduct an inventory of university property or search for missing university property.
- To silence unattended loud alarms or music.

- If there is an indication of imminent danger to life, health and/or property.
- If there is a reasonable cause to believe that a violation of university or housing regulations is occurring.

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

Room Modifications

Permanent fixtures and construction are not permitted. All items in the room must be free standing. Modifying electrical, cable or telephone wiring, the ceiling, walls, doors, plumbing (including installing a bidet), HVAC, Ethernet, and closet doors are prohibited. Under no circumstances should nails, screws or wall anchors be used to affix items to walls. Any materials used to affix items to walls or doors must be completely removed upon checkout (including all tape residue). See the “Decorations” policy above for more information.

Room Occupancy

The Department of Residence Life reserves the right to limit the number of individuals in an apartment or residence hall room or at a university apartments or residence hall event in cases where the safety of occupants may be a concern or where the noise level in the room violates either the quiet hours or courtesy hour rules. See the guest policy for more information.

Sexual Harassment

As described in the Texas A&M University Student Conduct Code, sexual harassment is a form of sex discrimination. Unwelcome sexual advances, requests for sexual favors, and other verbal, nonverbal or physical conduct of a sexual nature constitute sexual harassment when this conduct is so severe, persistent or pervasive that it explicitly or implicitly affects an individual’s employment, unreasonably interferes with an individual’s work or educational performance, or creates an intimidating or hostile work or educational environment. The university will use a reasonable person standard to determine these elements. For definition of sexual harassment terms see <http://student-rules.tamu.edu/rule24> or <http://urc.tamu.edu/title-ix>.

Smoking

Texas A&M University prohibits smoking and all forms of tobacco on University Property. The University has a vital interest in maintaining a healthy and safe environment for its students, staff, faculty and visitors. Per Texas state law, unless a person is active military personnel, it is illegal for persons younger than 21 years of age to purchase cigarettes, e-cigarettes, or tobacco products. Residents who are legally able to purchase and use tobacco products must use them off university grounds. For more information, please consult the [University Rule on smoking and tobacco use](#).

Soliciting

The term “solicit” is defined as advertising, the taking of orders, sales, donations, proselytizing, campaigning (political or other), collection and distribution of literature. Door-to-door solicitation by individuals, non-Department of Residence Life organizations, or companies, is prohibited in the University Apartments and all Residence Halls. If you are approached by sales personnel, do NOT allow them to enter your hall or apartment and inform the University Police Department or a Department of Residence Life staff member immediately.

Stalking

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

Storage

Residents cannot store personally owned property outside of the apartment/room except for bicycles, which should be stored in designated areas. Gardens Apartments residents can rent a small storage closet for a monthly fee. The storage closets are assigned on a first-come first-served basis. Contact the Gardens Office for more information.

Theft

Stealing of public or private property is not tolerated. Individuals accused of theft of public or private property as well as university services may be referred to both the University Police Department and the Student Conduct Office. Please assist in protecting the community by reporting suspicious behavior, and securing exterior and apartment or room doors.

Title IX

Texas A&M University is committed to providing an environment of academic study and employment free from harassment or discrimination to all segments of its community — its faculty, staff, students, guests and vendors — and will promptly address all complaints of discrimination, sexual harassment, and related retaliation in accordance with applicable federal and state laws.

Harassment and discrimination, including sexual harassment and discrimination, are illegal under federal and state statutes, including but not limited to Title IX of the Educational Amendment of 1972, and are prohibited by Texas A&M University. For more information see <http://urc.tamu.edu/title-ix> or <http://student-rules.tamu.edu/rule24> or see the Title IX section of this handbook.

Tools—Electrical or Power

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

Video Copyright Guidelines

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

Water Fights

Water fights, water balloons, or any activities historically associated with water fights (throwing mud, rocks, or use of scalding water) are not allowed in or near the apartments or residence halls. Water shall not be thrown inside the hallways, onto or from balconies, stoops, or windows. Additionally, instigation or participation in such activities could result in disciplinary action and/or billing of damages.

Weapons/Firearms

Students may NOT bring into the residence halls or University Apartments, for any reason, any firearm (except as permitted by law; see below for details), illegal knife, club, or any other weapon (not restricted to legal definitions) that may be hazardous to the health or safety of residents. This includes, but is not limited to: rifles (including drill rifles), pistols, shotguns, pellet guns, BB guns, taser/stun guns, bows and arrows, sling shots, martial arts weapons such as nun chucks or throwing stars, axes, machetes, swords, spears, switchblades, or knives with a blade 4 -inches or longer. Residence Life staff or University Police may confiscate these items.

In addition, the following items are prohibited from being used inside of any residence hall, University Apartment or public area: airsoft guns, paintball guns and Nerf guns. These items may be stored in an apartment or storage closet, but may not be used in or around any residential buildings.

Those legally permitted to possess and carry a handgun must follow all state and federal laws concerning owning and possessing a handgun on campus. Any resident who is legally permitted to carry a handgun and chooses to bring the handgun into their room/apartment must store the handgun and ammunition in an electronic locking steel safe that has been rented or purchased from the Department of Residence Life. For information regarding safe rentals/purchases, visit <https://reslife.tamu.edu/living/amenities/add-ons/>.

Residents found violating any part of this rule may be subject to both University and criminal charges and may be removed from University housing.

Windows and Screens

Residents may not remove the screens or windows. For safety reasons, nothing should be thrown out of windows. Nothing can hang from outside a window.

SERVICES

Engagement, Learning, and Support

The Office of Residential Engagement, Learning, and Support (ELS) includes programs, professional staff, facilities, and learning environments that contribute to student learning and success on-campus. Our mission is to provide a wide array of programs and services to enhance the academic experience and pursuits of on-campus Aggies. The initiatives include interventions that support residents, study spaces, faculty engagement and involvement, and academic achievement events. These types of resources and focus on academics you will not find off-campus. Learn more at <http://reslife.tamu.edu/academics>.

Community Learning Centers (CLC)

CLCs provide a “community commons” environment in four locations across campus. These comfortable spaces are reserved primarily for student study and are conducive to both individual study and group work. In addition select academic programs and services are presented in the CLCs during the fall and spring semesters. Each CLC is equipped with computer workstations that are connected to University software and the AggiePrint Network so residents may access the wide range of digital resources on campus. Students will also find Resource Libraries in each CLC featuring writing manuals, assorted test prep books (such as GRE, MCAT, LSAT, DAT), and other items to help you during your time at A&M and beyond.

Living Learning Programs (LLP)

An LLP is a residential clustering of students who share academic or social and cultural interests. Texas A&M University provides residential experiences commonly referred to as the Living Learning Program. Residents in our LLPs benefit

from additional resources, support, and enhanced activities, centered around a specific focus in order to elevate their Aggie experience.

Residential Tutoring

The Residential Tutoring program is designed to provide academic services for students living on campus at Texas A&M University. Residential Tutoring is a completely free service provided for all on-campus students during convenient hours and close to home. For specific hours and locations, visit <https://reslife.tamu.edu/living/academics/services/>. This service is provided through a partnership between the Department of Residence Life and the Academic Success Center. Course tutoring offerings are typically for the following: Freshman Biology, Chemistry, Economics, Geography, History, Math, Physics and Political Science, though there are frequently tutors available to assist with Engineering and other upper level courses. Tutoring is open to current students with a valid student ID.

Academic Peer Mentors (APM)

APMs live in the residence halls and apartments, and help other students succeed academically. The Academic Peer Mentor program is certified by the College Reading & Learning Association and extensively trains its mentors who offer a variety of academic support services. APMs offer guidance through academic programs and events including: Academic Check Ups, Academic Skills Presentations, Office Hours (in person and online), peer panels, and resource tabling.

Dinner with a Prof

Dinner with a Prof is monthly event in which on-campus residents have the opportunity to engage in dialogue with faculty, outside of the classroom. Set in front of the fireplace in Hullabaloo Hall on the first Tuesday of the month during the academic year, faculty are invited to share their field of study, their personal journey, or live advice through engaging conversation with students. Students who attend can enjoy a delicious meal, meet other students, and learn that faculty members are real people, too, who can and want to be approached! Watch your TAMU email for monthly invitations, or visit our Event Registration System to see the upcoming month's event.

Study Spectacular

Study Spectacular occurs at the end of each semester from 8:00 am on Reading Day through 5:00 pm on the last day of finals. Large meeting rooms are open 24/7 during this time frame in order to provide our on-campus residents with a quiet environment that is conducive to their studying. Some rooms that are opened include the Multipurpose Rooms in Hullabaloo Hall, the Commons, the White Creek Activity Center, the White Creek Community Center, and the Community Learning Center at the Gardens Apartments. Free coffee and snacks are provided throughout the event to keep you fueled for finals. Students from Engineering Honors are available in some locations to provide moral support, assistance, and upperclassman guidance!

White Creek Community Center

The White Creek Community Center serves as the living room for the on-campus residents of White Creek Apartments. Featuring a [Community Learning Center](#), [game room with video gaming pods](#), music practice rooms, [multipurpose rooms](#), study and lounge space, outdoor basketball and volleyball courts, the [Academic Support Initiatives Office](#), as well as the [Creekside Market](#), the White Creek Community Center is here for your academic and recreational needs.

Bus Service

Campus Bus Service is provided by Transportation Services. There are multiple routes serving campus and portions of Bryan/College Station. Riding the bus to or from the main campus is free of charge for all Texas A&M students. Route maps and schedules are available at <http://transport.tamu.edu/transit/service.aspx>.

Dining Services

Dining on campus is an essential part of the on-campus living experience. All campus dining is run by Chartwells. There are many locations and food options for flexibility and value in on-campus dining. All first-year students living on campus (including White Creek residents) are required to select a dining plan. For a complete listing of meal plan options, dining locations and dining policies, please visit <http://dining.tamu.edu>.

Ethernet/Internet

Internet connections are available in each room/apartment via the Ethernet jacks that have been installed in the bedrooms and in apartment living rooms. Wireless is also provided in each residence hall and apartment, including in lounges and other public spaces. If residents have issues with their internet, including broken Ethernet cover plates, they should visit helpdesk.tamu.edu to submit a work order. Work orders for internet, wireless, or Ethernet ports should not be reported via AggieWorks.

Game Rooms and Outdoor Amenities

Commons Game Room

Three game rooms are located throughout on-campus facilities: the Commons Game Room, Hullabaloo Hangout, and the White Creek Community Center Game Room. These spaces offer residents the opportunity to build a community of friends with other residents across campus. These amenities include ping pong tables and equipment, pool tables and equipment, board games, card games, Xboxes, PS4, Switch consoles and a large variety of games. At these desks, you can check out footballs, soccer balls, and other large outdoor equipment like giant Jenga.

Outdoor Amenities on Northside

Outdoor spaces on the north side of campus are used on a first come first serve basis and may not be reserved. These amenities include a Basketball court, Soccer areas, GaGa Ball pits, sand Volleyball courts, hammock posts, outdoor seating and community spaces.

Outdoor Amenities on Southside

Outdoor spaces on the south side of campus are used on a first come first serve basis and may not be reserved. They are used on a first come first serve basis. These amenities include a Soccer areas, hammock posts, outdoor seating and community spaces.

Outdoor Amenities at White Creek Community Center

Outdoor spaces on the west side of campus are used on a first come first serve basis and may not be reserved. They are used on a first come first serve basis. These amenities include a Basketball court, Soccer areas, sand Volleyball courts, hammock posts, outdoor seating and community spaces.

Green Dot Program

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

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

Information Dissemination

The Department of Residence Life communicates to residents through Texas A&M University student email accounts. Residents of the University Apartments may sign up for the University Apartments listserv. Residence Hall students can contact their individual hall staff to find out about communication from individual halls. Please read all communications carefully, as they include information residents are responsible for knowing.

Keys/Lockouts

When a resident is assigned to an apartment or residence hall room, they are issued one key. Residents may not give or loan their apartment keys to another person. Duplication of university keys is strictly prohibited and is subject to disciplinary action.

If a key has been lost, the lock will be re-cored to ensure your security. There is a charge for making new keys or re-coring a lock (\$100 to \$150 depending on number of bedrooms). A bent or broken key will be replaced at no charge as long as there is no evidence of vandalism and the damaged key is brought to the 24-hour desk or apartment office.

Keys must be turned in at the time of check-out. If keys are not turned in at the time of check-out, there will be a charge for the cost of changing the locks.

Gardens Apartments only: Additional keys for a spouse may be requested through the resident manager/graduate resident manager in the Gardens Apartments Office.

Lock-Outs

Residence Halls: Visit the 24 hour desk at in Hullabaloo Hall or the Southside Commons to obtain a loaner key. Charges may be applied to a resident's bill after multiple lock outs.

University Apartments: Monday through Friday during working hours, contact the either the Gardens Apartments office located in the Community Center or the White Creek Apartments office located in the Activity Building. Outside of regular working hours, contact the on duty staff by calling (979) 845-2261 for the Gardens and (979) 458-8500 for White Creek.

Lost Keys

In case you have lost your key, please report it to a residence hall or apartment staff member or the Duty RA. Staff will assign you a temporary key. You will have three days to find the lost key, and after three days the door(s) will be rekeyed at the resident's cost. You may also opt to have your room/apartment rekeyed immediately. Cost of lock changes are as follows:

- Residence Hall Room or 1 Bedroom Apartment: \$100
- 2 Bedroom Apartment: \$125
- 4 Bedroom Apartment: \$150
- Automatic Door Remote: \$150

Laundry

Residence Halls: All on campus residence halls are equipped with a common laundry facility, usually located on the first floor of every building. Laundry and dryer machines are not coin operated, as their cost is included in the price of rent. Residents should follow signs posted in laundry rooms related to physical distancing and cleaning in the laundry rooms. To report issues with laundry machines in the residence halls, contact Caldwell/Gregory at 800-927-9274.

The Gardens Apartments: Washers and dryers are provided in each premium apartment. There is a laundry facility located between buildings G and L.

The White Creek Apartments have a washer and dryer set in each apartment.

To report issues with laundry machines in the apartments, please submit a work order via AggieWorks.

Mailboxes and Mailbox Codes

Mail (other than packages delivered by UPS; see below for details) is not delivered to individual apartments or rooms. Residents in the Residence Halls may contract for a post office box through Student Mail Services at www.studentmailservice.com or the U.S. Post Office. Each apartment is assigned one mailbox for the residents to share. Residents are assigned a mailbox code in order to open their mailbox. Do not share your mailbox code with anyone else. There is a charge to change a mailbox code.

The Residence Halls: The Department of Residence Life does not provide mailboxes for residents, however residence hall students may rent mailboxes. Residents may rent mailboxes, buy postage, ship packages at the private mail facilities located in Hullabaloo Hall and in the Southside Commons. Box sizes, rental rates, services and hours of operation vary. Visit <http://reslife.tamu.edu/living/amenities/mail/> for information about mail services.

The University Apartments have centralized mailboxes. The mailboxes for White Creek are located on the outside of Building A. The Gardens Apartments mailboxes for Buildings F through L are located on the outside of the laundry building. Mailboxes for Buildings M-Q are located on the outside of the community learning center building. Each student resident is issued a mailbox combination upon moving into an apartment. There is one mailbox per apartment. The apartment community also has several package mailboxes. If you receive a key in your mailbox, this indicates you have received a large package and must pick it up in the large mailboxes.

Gardens Buildings F, G, H, J, K and L

Resident Name
302 Ball Street Apt. # ____
College Station, TX 77840

Gardens Buildings M, N, P, and Q

Resident Name
1100 Hensel Apt. # ____
College Station, TX 77840

White Creek Apartments

Resident Name
225 Discovery Drive
Building ____ Apt. # ____
College Station, TX 77845

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

UPS is allowed to make deliveries to student rooms* and apartments. We suggest that residents are in their room or apartment at the time of delivery. UPS is not allowed to leave packages for residents at the office. Area offices will not accept packages for residents. UPS packages should be addressed as follows:

Residence Halls

Student's First and Last Name
Hall Name and Room Number
Texas A&M University
College Station, TX 77840

White Creek Apartments

Student's First and Last Name
White Creek Apartments
Building Letter and Apt Number
Texas A&M University
College Station, TX 77840

Gardens Apartments

Student's First and Last Name
Gardens Apartments
Building Letter and Apt Number
Texas A&M University
College Station, TX 77840

Meeting Room Reservations

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

Rooms may only be reserved by students living in on-campus housing, Department of Residence Life (DRL) student organizations, DRL staff, DRL sponsored camps/conferences and Texas A&M University departments. For information regarding room reservations, visit <https://reslife.tamu.edu/guests/events/>.

Parking

The Department of Residence Life is not responsible for the regulation of on-campus parking. For more information on parking, contact the Department of Transportation Services at (979)862- PARK located in room 108 of the John J. Koldus Building, or visit them online at transport.tamu.edu. All vehicles including motorcycles and scooters parked on campus are required to have a valid parking permit.

Bicycle Parking

Bicycle parking is restricted to available bicycle racks located throughout campus. Bikes should not be left in walkways or on sidewalks because these areas are designated as fire escapes. Blocking these fire escapes is a violation of Texas law. Bicycles, with the exception of bikes that are part of the campus bike share program, can be stored inside an apartment or residence hall room.

Visitor Parking

Visitor parking passes can be purchased at <http://transport.tamu.edu/parking/visitor.aspx>.

ResNet (Residential Network)

ResNet allows connection to the Internet as well as other campus resources. Connecting to ResNet requires a network cable to connect the computer to the room's network connection. You may have a personal router as long as the wireless feature is turned off. Wireless items can be used as long as the wireless feature is turned off. This includes, but is not limited to, printers and gaming systems, personal assistant type devices (Google home, Amazon Alexa, etc.), DVD and Blu-Ray players, etc.

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

Sustainability

The Department of Residence Life is committed to sustainability and educating residents on what they can do to lead more sustainable lives. There are several programs and events outlined below that residents can take part in throughout the year.

1. Sustainability Plan

- Mirrors themes of the Campus Master Plan and is the first of its kind for a Department of Residence Life
- Aim to education residents/staff on ways they can impact and promote sustainability
- Document available at https://reslife.tamu.edu/wp-content/uploads/SUSTAINABILITY_ResLife_Sustainability_Plan.pdf

2. On-Campus Living Guide

- Tool tailored to on-campus residents
- Demonstrates various ways residents can be sustainable while living on-campus

- Includes information such as organizations to join, recycling information, and define sustainability
 - Document available at https://reslife.tamu.edu/wp-content/uploads/SUSTAINABILITY_Guide.pdf
3. Donate, Don't Dump
 - Residents donate unwanted, durable goods (i.e. furniture, clothes, etc.) at bins located throughout campus
 - Residence Life works to bring local and national nonprofits to collect resident donations
 4. Grocery Give & Grab (G3)
 - Effort to address food insecurity among students in residence halls
 - Residents donate unopened, unexpired, nonperishable foods in bins placed across halls/apartments
 - Students can take any food from the bins
 - All remaining food is taken to the Brazos Valley Food Bank and the 12th Can
 5. U-Challenge (Utilities Challenge)
 - Research competition held by Residence Life and Utility & Energy Services annually
 - Teams of students are assigned to a hall, provided with utility consumption data, and tasked with researching both infrastructure and student engagement
 - Compiled research and recommendations to improve infrastructure and student engagement are presented to a panel of judges
 - Team recommendations are noted and reviewed for potential implementation in the future
 6. Trex Plastic Film Challenge
 - Challenge held in the fall over the course of 6 months in partnership with the company Trex
 - Goal: collect 500 lbs. of plastic film (i.e. Ziploc bags, bread bags, plastic wrap, etc.)
 - If goal is met, Trex provides a bench made from recycled film to be placed in residential areas
 7. Recycling
 - Done in partnership with Utility & Energy Services (UES) and SSC Custodial to promote recycling efforts in the halls and waste minimization across campus
 - UES also hosts a cardboard collection during both move-in and move-out
 8. Aggie Green Fund Grants
 - Grants open to Texas A&M students, faculty, and staff to develop sustainability initiatives
 - Regularly applies for and receives grants from the Aggie Green Fund to serve on-campus residents
 - Grants are used to develop new sustainability programs and infrastructure within the halls/apartments
 - The Graduate Assistant Sustainability Coordinator for Residence Life is available to residents who would like to submit a grant
 9. Sustainability LLP (SA – Sustainable Aggies)
 - Connects students from all majors and classifications who share an interest in learning more about sustainability globally and how to live a more sustainable lifestyle now and in the future while living together in a community
 - Dedicated to promoting sustainability through educating residents and showing them the power of collective individual actions
 - Activities and programs for SA will incorporate at least one of the three pillars of sustainability (economic, environmental, and social)
 10. Aggies Going Green
 - Residence Life Sustainability's official Facebook page
 - Dynamic content including videos, events, and other educational information uploaded every other day

11. Aggie Eco Reps (AER)

- Student organization sponsored and supported by Residence Life
- Each hall council has an Eco Rep position that residents can apply for or residents can be a general member
- Peer educators who host outreach programs and bulletin boards to assist their fellow residents on what it means to live a sustainable lifestyle

12. Sustainability Newsletter/Calendar

- Both on the Residence Life Sustainability webpage
- Newsletter covers a different topic each month
- Events relating to sustainability are added regularly including the name, location, summary, and cost of (if applicable) events across campus relating to one of the three pillars of sustainability
- Meets STARS (<https://stars.aashe.org/>) outreach credits for the university

Additional sustainability efforts and events can be found online at <https://reslife.tamu.edu/living/sustainability/>. If you have any questions you are also welcome to email sustainability@housing.tamu.edu.

Television

Television service is available in all residence hall rooms and apartments on campus and is included in your rent. Residents will need to bring their own television (and in some cases, their own streaming devices). Television service is provided by traditional coaxial cable TV in some buildings and by IPTV via the Internet in other buildings. Reference the information below to find out how television service is being delivered to your assigned room or apartment and to find out what you will need to bring to campus to watch television.

Corps Dorms 1-5 and 9-12 and White Creek Apartments:

IPTV Service Only: <https://u.tamu.edu/KB0012096>

Northside Residence Halls, Southside Residence Halls, Corps Dorms 6-8 and Gardens Apartments:

Choice of Cable TV or IPTV: <https://u.tamu.edu/KB0010498> or <https://u.tamu.edu/KB0012096>

Channel 2.1 will offer a Channel Lineup and programming information. You can get also get a current lineup for TV programming by going to <https://u.tamu.edu/KB0011134>.

For all of your Cable TV and IPTV questions and service needs, contact TAMU-IT Help Desk Central at (979) 845-8300 or helpdesk@tamu.edu.

Telephones

Convenience Phones

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

Emergency/Blue Light Phones

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

- For Emergencies: Press the button or dial 911. The University Police will immediately know your exact location. Talk directly into the speaker.

- For Non-Emergencies: Blue light phones may be used for requesting vehicle repair help, calling Corps escorts or calling a friend for assistance. Push the desired local telephone number on the touch tone pad. There is no charge. You have three minutes before the phone automatically shuts off.

Local Phone Service

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

The cost is \$ 90 for the fall and spring semesters, or \$45 for either the spring semester or the summer. Once the service is connected, the full amount of the payment is non-refundable. Additional information can be found at <https://reslife.tamu.edu/living/amenities/add-ons/>.

Vending Machines

Vending machines for snacks and drinks are located in community spaces in the apartments and residence halls. Ask your hall or apartment staff members for specific locations. Refunds for vending machine malfunctions are handled by the Memorial Student Center. The Department of Residence Life cannot assist with refunds or other monetary issues.

Appendix 1 – Dining Plan Policies

Dining Plan Policies 2019-2020

- Students living in a Residence Hall and White Creek only: All students identified by Texas A&M as ‘New First Time Freshman’ (regardless of the number of college credit hours) are required to have a minimum dining plan for the full Academic Year (or remainder of the Academic Year for those that apply for housing after the beginning of the fall semester). Any exceptions to the dining plan requirement will be determined by the Executive Director of Facilities and Dining Administration or designee. If a plan is not selected by August 1, 2019 for the fall, the Block 130 with 300 Dining Dollars plan will be assigned. If a spring meal plan is not selected by January 1, 2020, the plan selected for the fall semester, or defaulted if no selection was made, will be added in the spring semester.
- Corps of Cadets members only: All Corps of Cadet members are required to have a minimum Corps Dining Plan for the full Academic Year (or remainder of the Academic Year for those that apply for the Corps after the beginning of the fall semester). Any exceptions to the minimum Corps Dining Plan requirement must be approved by the Commandant of Cadets or designee. Corps Cadets are required to select a Block 165, Block 200, or Block 240 Dining Plan. If a plan is not selected by August 1, 2019 for the fall, the Block 200 with 300 Dining Dollars will be assigned. If a spring meal plan is not selected by January 1, 2020, the plan selected for the fall semester, or defaulted if no selection was made, will be added in the spring semester.
- Students in the Corps of Cadets are required to purchase a dining plan as designated by the Office of the Commandant in order to meet requirements of mandatory march-in meals with the Corps. March-in meals are automatically deducted at the beginning of each semester from dining plans.
- Dining Plan selections may be downgraded within the first four weeks of the fall and spring semesters. The final date to request a Dining Plan downgrade for the fall semester is September 20, 2019. The final date to request a Dining Plan downgrade for the spring semester is February 7, 2020. To request a Dining Plan downgrade, please email TAMUMealPlans@compass-usa.com or call 979-845-0152.
- Dining Plan selections may be upgraded within the first nine week of the fall and spring semesters. The final date to request a Dining Plan upgrade for fall semester is October 25, 2019. The final date to request a Dining Plan upgrade for the spring semester is March 13, 2020. To request a Dining Plan upgrade, please email TAMUMealPlans@compass-usa.com or call 979-845-0152.
- Each Block 100 or higher plan comes with 5 Guest Meals per semester. Guest Meals may be used to treat guests at Sbisa, Commons, and Duncan Dining Centers.

- Dining Plan purchases are subject to the Texas A&M Tuition and Fee Adjustment schedule. Students withdrawing from school or moving off campus or cancelling a non-required plan will be refunded the unused portion of their Dining Plan according to the Texas A&M Tuition and Fee Adjustment Schedule.
- Dining Plans are not transferrable. Aggie ID cards must be present to access your Dining Plan. Any attempt to use an Aggie ID Card by someone other than the cardholder will be reported to Texas A&M University.
- Dining Plan meals may be used as a meal trade or swipe at our all-you-care-to eat facilities up to four total times per day at participating locations; daily Dining Dollar usage is unlimited.
- Meals cannot be converted to Dining Dollars and Dining Dollars cannot be converted to cash.
- Additional Dining Dollars can be purchased and billed to the student account until October 25, 2019 for fall semester and March 13, 2020 for spring semester. After these dates, additional Dining Dollars must be purchased online using a credit card.
- Dining Plans with Block Meals are single semester only.
- Dining Dollar Only Plans remain active for fall and spring within one academic year.
- University Dining will make every reasonable effort to continue dining operations during weather emergencies or power outages. Hours are subject to change. Advance notice of schedule changes will be given when possible. Please visit dining.tamu.edu for updated hours.
- **IN THE EVENT THE HOUSING CONTRACT IS TERMINATED FOR ANY REASON PRIOR TO THE END OF THE ACADEMIC YEAR, THE STUDENT MUST CONTACT UNIVERSITY DINING TO CANCEL/MODIFY THEIR DINING PLAN.** It is the Student's responsibility to cancel or modify their dining plan through University Dining upon early termination of the Housing Contract.

Dining Plan Roll Over and Add-Ons

- For Dining Plans with Block Meals, Dining Dollars left over at the end of the fall semester will roll over to the spring semester within the same academic year ***with the purchase of a spring semester Dining Plan.***
- Dining Dollar Only Plans purchased in the fall semester will roll over to the same semester within the same academic year.
- Dining Plan "Meals" do not roll over semester to semester, they expire by the end of each semester.
- Dining Plan "Dining Dollars" will not roll over to the summer semester or to the next academic year.
- Additional Dining Dollars may be added to an existing plan in increments of \$25.

Meal Trades

- Dining Plan meals can be used as a Meal Trade at participating retail locations. A meal trade generally consists of an entrée, side item, and beverage.
- Meal Trades are accepted at the following retail dining locations:
 - MSC Upper Level Food Court
 - Rev's American Grill
 - Chick-n-Grill and Panda Express (after 4pm) in the MSC Lower Level Food Court
 - Underground Food Court (excluding Smoothie King)
 - Ag Café
 - Creekside Market
 - Southside Market

Special Diets

- Dining Services has a staff dietitian available for private consultation, nutrition questions and meal planning. Email or set up an appointment.

Summer Meal Plans

- SUMMER Dining Plans (Meals or Dining dollars) are to be used ONLY during Summer Sessions I and II. Summer plans will not roll over to fall semester.
- Plans will be activate from May 28, 2019 to August 9, 2019.
- July 8, 2019 is the last day to purchase a summer dining plan or additional dining dollars with student account billing, any purchase after July 9, 2019 must be with a Credit card only.
- Summer Dining plans "Meals" will only be accepted at Duncan Dining Hall.
- Summer Dining plans "Dining Dollars" will be accepted at all open locations.
- Dining Plan purchases are subject to the Texas A&M Tuition and Fee Adjustment schedule. Students withdrawing from school or moving off campus or cancelling a non-required plan will be refunded the unused portion of their Dining Plan according to the Texas A&M Tuition and Fee Adjustment Schedule.

University Dining follows the University Tuition and Fee Refund Schedule for Dining Plan Cancellations:

Fall and Spring Semester and 10 Week Summer Session

Time Period	Refund
Prior to 5:00 pm on the last business day before classes begin	100 percent
During the first five class days	80 percent
During the second five class days	70 percent
During the third five class days	50 percent
During the fourth five class days	25 percent
After the fourth five class days	None

5 Week Summer Term

Time Period	Refund
Prior to 5:00 pm on the last business day before classes begin	100 percent
During the first, second or third class day	80 percent
During the fourth, fifth or sixth class day	50 percent
After the sixth class day	None

Appendix 2 – Emergency Event Closures

Policy and Procedure for Termination or Suspension of University Housing Contract Due to Emergency Event

TERMINATION OR SUSPENSION DUE TO EMERGENCY EVENT:

If, at any time during the Term of a University Housing Contract (the “Contract”), the University determines that closure of Texas A&M University residence halls, Corps of Cadets halls, White Creek Apartments and/or Gardens Apartments or vacating same (“Closure”) is necessary or advisable due to an emergency; as a result of any governmental order or action; or a Force Majeure event (“Emergency Event”), the University may terminate or suspend the Contract. Suspension of the Contract does not extend the Contract Term. Upon cessation of the Emergency Event, as determined

by the University, the Contract suspension will cease and the Contract and all of its terms and conditions continue in full force and effect.

Force Majeure. Force Majeure is defined as: 1) acts of God; 2) war; 3) act(s) of terrorism; 4) fires; 5) explosions; 6) natural disasters, to include without limitation, hurricanes, floods, and tornadoes; 7) failure of transportation; 8) strike(s); 9) loss or shortage of transportation facilities; 10) lockout, or commandeering of materials, products, plants or facilities by the government or other order (both federal and state); 11) interruptions by government or court orders (both federal and state); 12) present and future orders of any regulatory body having proper jurisdiction; 13) civil disturbances, to include without limitation, riots, rebellions, and insurrections; 14) epidemic(s), pandemic(s), or other national, state, or regional emergency(ies); and 15) any other cause not enumerated above, but which is beyond the reasonable control of the University and which by the exercise of all reasonable due diligence, the University is unable to overcome.

MOVE-OUT PROCEDURES:

Upon notification of an Emergency Event that necessitates Closure, the student will be required to remove all of the student's personal property and vacate the room/apartment no later than 15 days after notification by the University of such Emergency Event. The student must move out and return all keys per express checkout procedures, which will be provided to the student in the notification of the Emergency Event sent to the student.

If the student's personal property is not completely removed from the student's assigned room/apartment by the specified deadline, such personal property will be deemed abandoned. If there has been abandonment of the student's personal property in connection with the student's room/apartment, the University may remove, dispose of, and/or store all such property remaining in the student's room/apartment. The University is not responsible for loss of or damages to the student's abandoned personal property. The student is responsible for costs associated with the removal, disposal, and storage of the abandoned personal property as well as the cost of remediating any unsafe, unsanitary, or odiferous condition of the student's room/apartment due to the student's failure to vacate the student's room/apartment by the specified deadline.

Failure to follow the specified move-out/check-out procedures may result in the denial of a housing charge refund or credit ("Housing Adjustment") request. The University may, at its sole discretion, issue a credit in lieu of a refund.

The date upon which the student removes all of the student's personal property, returns the room/apartment key, and vacates the room/apartment will constitute the basis for determining compliance with any and all deadlines herein, including but not limited to the amount of the Housing Adjustment, if any.

HOUSING ADJUSTMENT REQUESTS:

If the University terminates or suspends the Contract due to an Emergency Event, the student must submit a request for a Housing Adjustment within 15 days of the University's termination or suspension notice via their housing portal (specific instructions will be provided in the notification of the Emergency Event sent to the student). Requests for Housing Adjustments submitted via any other method DO NOT comply with this requirement and may result in a denial of or delay in receiving any Housing Adjustment.

Housing Adjustment amounts, if any, will be prorated based upon the time remaining in the Contract term (or the end of the month for the Gardens Apartments) and the actual date the student's personal property is completely removed from the room/apartment and the key is returned. No Housing Adjustment will be made if the date of termination or suspension of the Contract occurs after the last day of classes if finals are being given online. Furthermore, in the event the Contract is suspended and NOT terminated, monthly payments and/or payment plan payments ("Payments") may be suspended by the University, at its sole discretion. If the University elects to suspend Payments, Payments will

resume upon cessation of the Emergency Event, as determined by University, and the Contract and all of its terms and conditions continue in full force and effect. Students will be eligible for a Housing Adjustment, if any, only to the extent that the student's overall account with the University is settled and results in a credit balance.

Housing Adjustments exclude, without limitation, deposits and other fees or charges associated with the applicable housing.

Notwithstanding the foregoing, if an Emergency Event results in the University switching to a remote-teaching environment but the University determines not to close residence halls, Corps of Cadets halls, White Creek Apartments and/or Gardens Apartments and not to suspend or terminate the Contract, the student may still remove all of the student's personal property and vacate the room/apartment, but in such a case the student will not be entitled to a Housing Adjustment and all of the terms and conditions of the Contract will remain in full force and effect. Furthermore, if the student elects to vacate the premises under these circumstances, the student must submit a contract cancellation request via their housing portal and notify the Housing Assignments Office, or designee, in a timely manner and must follow all specified move-out procedures.

Appendix 3 – Student Business Services Student Account Policies

Housing Charges posted to Student Business Services student accounts are subject to the following conditions:

- The student accepts full responsibility to pay all housing charges and other associated costs assessed as a result of living on-campus.
- If payment is rejected by the bank, credit card company or other financial institution, a returned item charge of \$30.00 will be assessed for each instance in addition to other late charges.
- If enrollment is terminated on or after the first day of classes for any reason, by the student or the University, all unpaid housing charges are due and payable immediately.
- If the student fails to pay any monies due and owing Texas A&M University by the scheduled due date, and fails to make acceptable payment arrangements to bring account current, the university may refer the delinquent account to a collection agency. If Texas A&M University refers the student account balance to a third party for collection, a collection fee will be assessed and will be due in full at the time of the referral to the third party. The collection fee will be calculated at the maximum amount permitted by applicable law, but not to exceed 30% of the amount outstanding. The delinquent account may be reported to one or more of the national credit bureaus.
- If the student fails to pay the student account bill or any monies due and owed to Texas A&M University by the scheduled due date, Texas A&M University will place a financial hold on the student account, preventing the student from registering for future classes, requesting transcripts or receiving a diploma.
- Financial aid received by the student will pay any and all charges assessed to the student account at Texas A&M University such as tuition, fees, campus housing and meal plans, student health insurance, parking permits, service fees, fines, bookstore charges or any other amount, in accordance with the terms of the aid.
- Financial Aid State 529 plans and third party sponsors may not pay certain charges on the student account and the student will be responsible for ensuring that all payment is remitted for all charges on or before the due date.
- Administrative, clerical or technical billing errors do not absolve the student of the financial responsibility to pay the correct amount of housing charges and other associated financial obligations assessed as a result of living on-campus at Texas A&M University.
- If a lawsuit is filed to recover an outstanding balance, the student will be responsible for all the costs associated with the lawsuit including court costs.
- Texas A&M University and its agents and contractors are authorized to contact the student at any current and any future cellular phone number(s), email address(es) or wireless device(s) regarding delinquent student

account(s)/loan(s), any other debt owed to Texas A&M. Texas A&M University and its agents and contractors are authorized to use automated telephone dialing equipment, artificial or pre-recorded voice or text messages, and personal calls and emails, in their efforts to contact the student.