

guide to living in



Family Student Housing
Residential and Student Service Programs
University of California, Berkeley
2610 Channing Way
Berkeley, CA 94720-2272
housing.berkeley.edu

University Village
1125 Jackson Street
Albany, CA 94706
universityvillage.berkeley.edu

**FAMILY
STUDENT
HOUSING**

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I. General Information

Village Office & University Contacts

University Village Office
1125 Jackson St.
Albany, CA 94706

Phone: (510) 526-8505 Fax: (510) 527-9934
Email: village@berkeley.edu
<http://universityvillage.berkeley.edu>

<u>Who to Call : Quick Reference Guide</u>	
Emergencies Police (UCPD), Fire or Medical	911 if using a landline (510) 642-3333 if using a cellphone*
Non-Urgent Police, Fire or Medical	UCPD: (510) 642-6760 Albany Police: (510) 525-7300 Albany Fire: (510) 528-5770
After-Hours Emergency Maintenance	(510) 642-2828
Maintenance Requests	Online Maintenance Request Form at: Maintenance.housing.berkeley.edu Village Office at: (510) 526-8505 village@berkeley.edu
General Information, Questions, Problems Extra Keys Lock-outs during Office Hours	Village Office (510) 526-8505 village@berkeley.edu
After-Hour Lock-outs (Fees apply: see Lock Outs section)	Community Advisor (CA) on Duty (510) 224-8298
Billing and Rent Payments	Cal Student Central: (510) 664-9181 studentcentral.berkeley.edu studentbilling.berkeley.edu Student Affairs Cashier: (510) 642-1524 busops@berkeley.edu
Apartment Transfers/Leasing/Contracts	Cal Housing (510) 642-4109
Conduct/Hearing Officer	Community Director (510) 526-8505

****Dialing 911 from a cell phone will route the call to Highway Patrol, delaying response time.***

University Village

University Village, Albany (UVA), is a 50-acre complex with 974 apartments in East and West Village. The units are designed to be family friendly and are located around courtyards with an open-space greenway connecting the playground and the community gardens on the western edge of the property with the Village Plaza and Facility Office.

A Village map and history of the village can be found in [Map and History](#) section of this handbook.

The UC Berkeley Housing website has information on available facilities and floor plans at <http://housing2.berkeley.edu/universityvillage>.

Village Staff

The Village employs maintenance workers, custodians, gardeners, administrative staff, residential programs staff, recreation instructors and a variety of student workers. You may find contact information for Village Staff members at: http://universityvillage.berkeley.edu/uv_office.htm

- The **maintenance staff** reconditions vacant apartments and makes apartment repairs.
- The **custodial staff** provides custodial services for apartment turnover, the community laundry rooms, and the administrative offices.
- The **grounds staff** maintains the lawn areas, courtyards, parks, playgrounds and parking lots.
- The **community advisors (CAs)** are Village residents who serve as a resource (and after-hour resource) to residents and assist with mediating and resolving Village-related issues. CAs plan social and educational events and programs to help build a sense of community
- The **administrative team** staffs the Village Office to support your needs as residents on-site including: submitting maintenance requests, answering common questions, directing residents to resources, and addressing security concerns.

II. Family Student Housing Eligibility

Family Student Housing residents are registered UC Berkeley undergraduates, graduates and postdoctoral fellows, and must be:

- ☐ Single and living with child(ren) under the age of 18 or dependent minor(s) for at least 50 percent of the year
- ☐ Single and under the age of 18, dependent and living with parent or guardian
- ☐ Single and living with a dependent over the age of 18
- ☐ Married or partnered and living with child(ren) or dependent minor(s) under the age of 18 for at least 50 percent of the year
- ☐ Married and living with a spouse or a domestic partner.
- ☐ Single re-entry undergraduate or graduate students (eligible only for one-bedroom WVA apartments according to availability).

A single parent or guardian must have at least 50 percent physical custody and the child(ren) must live in family student housing at least 50 percent of the year. Proof of custody for biological parents includes a custody agreement and local preschool or school enrollment verification showing the parent's home address. Proof of custody for non-parent guardianship will include a statement from the biological parents as to how the guardian provides support, an affidavit or a notarized statement of legal guardianship, a Medical Power of Attorney, local preschool or school enrollment verification showing the local home address.

Dependent over 18 applies to a student tenant who resides with a parent, child or sibling, etc. over the age of 18. The student tenant is responsible (demonstrated financial or medical need) for support of this dependent (as demonstrated on income tax records and medical records), and not just living together for convenience.

To maintain your eligibility for Family Student Housing, at least one spouse/partner must be a registered student. Your registration will be verified each semester. If the eligible spouse/partner does not maintain registered student status, the other spouse/partner may assume responsibility for the family's eligibility by providing proof of registration at the University.

Undergraduate students are eligible to live in Family Student Housing for five years ***and graduate students*** for six years. Upon completion of your academic work at Berkeley, your eligibility expires and you will be required to vacate the apartment one month after graduation. You may request an extension by contacting the Family Student Cal Housing Office (510) 642-4109.

Post-Doctoral Fellows

When the student waiting list has been exhausted, eligible postdoctoral fellows will be assigned apartments for a minimum of one year with an expiration date of June 30 of the following year. Eligibility guidelines are subject to change based on student demand.

Tenants with Disabilities

In East Village apartments, there are 20 wheelchair-accessible apartments for tenants of which five contain roll-in showers and eight are equipped for the hearing impaired. All of the ground floor units in East and West Village are adaptable for tenants with disabilities. Students with disabilities and their families will get priority for these designated apartments.

If there are no students with disabilities on the waiting list, others will be assigned these apartments. Should a student with a disability request such an apartment, the current tenant will be required to transfer to an apartment comparable in rent. The University will attempt to give as much notice as possible but will give no less than 30 days' notice. Rental charges will be pro-rated for those days that the tenant actually occupies the apartment but no other compensation will be forthcoming.

The UC Berkeley Housing website has more information on available facilities and floor plans at <http://housing2.berkeley.edu/universityvillage>.

Apartment Transfers

New eligible applicants on the waiting list receive priority for vacant apartments.

Transfer requests from tenants who are current in rent may be considered for one of the following reasons:

- Community Director or staff-mediated agreement
- Medical and/or psychiatric justification with documentation
- Change in family size (transfer to a unit with more or fewer bedrooms, depending on whether family size has increased or decreased)
- Emergency maintenance issue
- Documented change in finances from when rental agreement was signed
- Change in eligibility status
- Accommodation request from a student with disabilities (documentation verification by the Disabled Students Program specialist is required)
- Tenants can apply for a transfer at portal.housing.berkeley.edu

III. Village/Campus Policies Quick Overview

Know Your Rights and Responsibilities

Know your RIGHTS and RESPONSIBILITIES as a resident on University Property. This information can be accessed on the web, and in your rental agreement. Violation(s) of any and all policies are subject to judicial action.



Please see the Section V of this document, "[Village Living](#)" for further information on these policies.

Tobacco-free Campus (including UC Village) – Smoking Prohibited

UC Berkeley became a tobacco-free campus on January 1, 2014. The Policy in Brief states: "Consistent with its emphasis on health and environmental protection, the University of California, Berkeley is tobacco-free, meaning the use of tobacco, smokeless tobacco, or unregulated nicotine products (i.e. "e-cigarettes") is strictly prohibited in indoor and outdoor spaces owned or leased by UC Berkeley.

Pets Prohibited

No pets, except for fish in tanks under 20 gallons and caged birds, are permitted in the Village unless approved by the University as an assistive animal (service animals and emotional support animals). For more information on assistive animals, see [Pets and Assistive Animal section](#) of this document.

Major Appliances Prohibited

All University apartments were not built to accommodate washers, dryers, dishwashers, disposals, extra freezers, refrigerators or air conditioners. Installing any of these appliances is a violation of your rental agreement and you may be subject to administrative fines plus structural damage costs to the apartment.

Parking Assignment

Due to limited parking space, each apartment is assigned ONE designated, reserved parking space.

Speed Limit 15mph throughout Family Student Housing complexes

University Police Department: (510) 642-6760

Unauthorized Subleasing

Subleasing is prohibited unless approved by Cal Housing for summer months only (June to August). Refer to [Section VI](#) of this document for more information.

Conduct

You are subject to both the *Campus Code of Student Conduct* and the *Residential Code of Conduct*. Refer to [Section VI](#) of this document for details.

East Village Town House Limitation

Due to the structure of townhouses in buildings 100-117, the stairwell cannot accommodate queen-size box springs. Tenants are advised to use a split or adjustable bed frame for queen size beds.

IV. Moving In

Move-In Checklist

On Your Official Move-in Day

After you have completed all requirements of your rental agreement with the Cal Housing office, you will come to the Village Office in Albany on the day of your scheduled move-in to receive your keys, parking assignment, laundry card, provide your contact information, and receive and review other important village information. You may pick up keys later but you will be charged rent per your contract. If you have pre-arranged for an after-hours move-in, you will contact your Community Advisor at (510) 224-8298.



NOTE to tenants moving into buildings 100-117: Due to the structure of townhouses in these buildings, the stairwell cannot accommodate queen-size box springs. Tenants are advised to use a split or adjustable bed frame for queen size beds.

Contact Information & Apartment Access Sheet

Fill out the Contact Information Sheet with your email address, and emergency contact information. The access list can be left blank and added to as you have people come visit who may need to be let in if locked out. You may request others, like family or babysitters to have access. If you no longer want someone to have access to your apartment, please notify the Village Office. This list allows people to enter your apartment with a loaner key, so be sure to keep it updated!

If your guests, babysitter, or visiting relatives lock themselves out of your apartment, they will not be let back in unless their names are listed in your file.

This policy is enforced without exception.

Your grandmother or your brother will be stuck outside if you have not added their names to your file in advance.

Apartment Condition Form

Fill out the University Village Apartment Condition Form (to document the condition in which you found the apartment at move-in) and return it to the Village Office within 3-5 days of moving in.

Update in Bearfacts

Update your student University address by changing your address online at bearfacts.berkeley.edu or at the registrar's Office at 120 Sproul Hall.

Keys, Extra Keys & Lost Keys

You are provided with two keys (or two sets of keys if you have a keyed backdoor).

- Duplication of University of California keys is prohibited
- Any additional keys must be ordered through the Village Office by filling out a maintenance request. The cost is a one-time fee of \$5 for each key and will be charged to your CARS account or rent.
- For security reasons, if you lose a key outside your apartment, please inform the village office and we will have your locks changed and issue new keys. A fee of \$50 will be charged to your CAR account or rent. *(Please note that this fee also applies if all keys issued to you or purchased by you are not returned when you vacate your apartment on your move-out day.)*

Your Parking Space Assignment

Your parking space assignment will be provided at the time of move-in. Each apartment is assigned to one reserved parking space. [See Vehicles and Parking](#) in this document for further information and policies.

- Provide the office with your contact and vehicle license plate number, which will be used during time of emergencies when we may need you to move your vehicle. *(Always have your current contact information on file with the office.)*
- While moving, please **do not drive cars, trucks, or trailers on the lawn or sidewalks**. Underground water lines could be broken and you will be charged for any damages.

Mail

Building and Apartment Number

The office needs to know your **building and apartment number** in order to conduct daily business (e.g., keys, maintenance, and other requests made for your apartment). This information, along with your laundry room number and mailbox location number is included on the Village Move In Packet information sheet provided to you at move-in.

Mailing Address

The United States Post Office (USPS) uses the **street address and apartment number** for mail (e.g., 735 Ohlone Ave., apt 408). Please do not add building number to mailing address.

Know both your building and apartment numbers AND your mailing address.

Mail Box Locations

Mailboxes are found in central locations for each building. Your apartment front door key will open both the mailbox and the laundry rooms, as well as the two village study rooms.

- East Village mailboxes are located on the outside wall of your laundry room. *(The box next to your front door is for newspapers, fliers, etc.)*
- West Village mailboxes are located under the staircase of the building.
- Make sure your mail is sent to your own mailing address—**the Village Office is unable to accept any mail or packages for residents.**

- If you receive someone else's mail, please write "Return to Sender" on the envelope, cross off the bar codes and drop it in the blue U.S. Postal Service mailbox (there is one in front of the village office).

Change of Address with the US Post Office

- Fill out a USPS Change-of-Address card at least two weeks before you move out so that the new tenants will not receive your mail (*you will no longer have access to your mailbox once you move out*). You may change your address online by going to: <https://www.usps.com/manage/forward.htm>

Getting Connected – Internet, Telephone, Cable TV, and Satellite

The apartments are wired with live direct data cabling and ports. You may not move this port, open the port plate, add extensions, or nail/staple corded extensions to the wall. If modifications are left behind after move-out, you will be charged for removal.

Internet

For assistance with activating your connection, see the Residential Computing (ResComp) packet folder provided by the Village Office upon move-in, or visit

<http://www.rescomp.berkeley.edu/getconnected/uva-ckc/>.

You may call Residential Computing at (510) 642-HELP (4357), or visit the Village Academic Center for additional assistance. The Village study centers (Bldg. 123-Apt 456 & Bldg. 160-Apt 105) are equipped with Wi-Fi.

Telephone Service

AT&T is the only service provider who is allowed to install your telephone service at University Village. Call (800) 310-2355 or visit <https://www.att.com/shop/home-phone.html> for installation.

If you need phone line repairs, call (800) 303-0103. If you have questions regarding a phone line repair reimbursement, contact the Village Office.

Telephone Wiring: Pursuant to Civil Code Section 1941.4:

- The University is responsible for installing one usable telephone jack and for placing and maintaining the inside telephone wiring in good working order in residential dwellings.
- The tenant remains responsible for the telephone and wiring between the telephone and the telephone jack.
- If there is a problem with the telephone service, the tenant must notify AT&T at (800) 303-0103 as well as the Village Office. AT&T will determine the cause of the problem. If the repair is determined to be the responsibility of the University, the resident will be reimbursed for repair charges to their CARS account upon presentation of the actual bill.
- If the tenant does not report such problems to the University (Village) and incurs a cost arranging a repair, the University shall not be liable for reimbursement to the tenant.

Television - Cable

Residential and Student Services Programs (RSSP) is currently providing basic cable to all residents at no charge. A list of channels is provided in the Move In Packet folder.

- No other cable providers are allowed to service the Village.
- Call Residential Computing (ResComp) at (510) 642-HELP (4357) for more information about cable service.

Satellite Installation

The Village allows for the purchase and installation of satellite dishes by University Village residents. The guidelines listed below are established in accordance with the FCC regulations for satellite dishes. The contracted resident and installer must abide by the conditions listed below regarding the installation and use of satellite dishes.

- **Notify the Village Office** at (510) 526-8505 **in advance** of plans to have a satellite dish installed. Maintenance staff will inspect your unit and provide specific installation guidelines to be followed by your installer. Satellite dishes may be no larger than 1 meter (39.37 inches) in diameter.
- **The contracted resident is responsible for the installation/ removal of the satellite dish** as well as all costs related to the purchase and maintenance of the satellite dish agreement with the provider. Any damages resulting from satellite dish hardware installation (including damages from attaching the dish or running cable into the unit) or removal will be charged to the tenant.
- **Place satellite dishes on porches and balconies only.** No satellite dish is to be installed on any roof or permanently attached to any exterior walls, railings, poles, etc. without written permission by the Village Office.
 - If the contracted resident wishes to attach a satellite dish to their porch balcony railing, they may do so by utilizing a “C” clamp or other pre-authorized clamp which does not require drilling into the exterior walls. Alternate attachment recommendations may be approved by Village maintenance staff during the pre-installation appointment.
- Do not staple cable from the satellite dish to the TV to the building exterior. Run the cable into the apartment as close to the dish placement as possible. The hole in the building exterior must be water and pest proof.
- Do not cut down, trim or remove trees or shrubs to increase reception of a satellite dish.
- We will re-inspect each satellite dish installation within one week of its installation by the resident or satellite dish provider. Any non-compliance with the guidelines listed above may result in the requested removal of the satellite dish by the contracted residents until the satellite dish is installed utilizing these guidelines.
- Install **only** one satellite dish for use by each apartment. No coaxial splicing by neighboring apartments is permitted. All unapproved satellite dishes (without Village Office approval) will be removed at tenant’s expense.

V. Rent Payments and Accounts

Billing and payment information for students and post-docs is listed below.

Cal Student Central (Students)	Student Affairs Cashier (Students and Non-Students)
120 Sproul Hall, Berkeley Campus	2610 Channing Way, Berkeley, CA
Phone: (510) 664-9181	Phone: (510) 642-1524
Website: studentcentral.berkeley.edu	Email: busops@berkeley.edu
Hours: Mon-Fri, 9 a.m. – 4 p.m.	Hours: Mon-Fri, 10 a.m. – 4 p.m.

Payment Options

Your rent is due on the 1st of every month and you have 15 days to make the payment.

Students

Please make sure that your registration fees have been paid in full, otherwise your payment for rent will pay for registration first and you will be considered delinquent on your rent payment. If you have pending registration fees, you may submit your payment through mail or use the drop box at University Hall, and attach a separate note requesting to have your payment applied directly to your housing fees.

Family Student Housing for students is billed through CARS (Campus Accounts Receivable System). The CARS statement is viewed online and can be ***paid with an e-check*** (for a complete listing of payments options visit [Student Billing Services](#)). The e-bill is produced once a month and once created, it does not update. Before making a payment, we recommend that you verify your current CARS balance by logging into [Bear Facts](#), selecting the CARS tab and clicking on the Quick Statement link.

To view and pay your CARS e-bill, log into Bear Facts, select the CARS tab, click on the monthly e-bill link and click the “I agree” button located at the bottom of the page and proceed.

Payment by Check: Make checks payable to UC Regents. (For proper processing, please include Student ID number on the memo line of check.)

Checks can be mailed or placed in drop box at University Hall, located on Oxford St. between University Ave. and Addison Street:

To Mail Check:	Or, Drop Box Location for Check:
University of California Berkeley Payment Services 140 University Hall Berkeley, CA 94720-1111	Entrance of University Hall (on Addison Street side) #2199 Addison Street Berkeley, CA

Non-Students

Family Student Housing for non-students is billed through the Berkeley Financial System (BFS). ***Your rent invoice will be mailed to your residential address***, unless you have signed up for online billing access at ebill.berkeley.edu. Once registered for online account access you may view all invoices and opt out of paper invoicing. To set-up access, please complete the Request Form at eBill. Your user name and temporary password will be emailed to you in 3-5 business days. (Please note that the pay by e-Check option is not yet available to non-students.)

Payment by Check: Make checks payable to UC Regents. (For proper processing, please include your 8-digit BFS Number & Invoice Number on the memo line of check.)

Checks can be mailed to Payment Services at 140 University Hall, or placed in drop box (see the mail and drop-box location information above, under student payment section).

Non-student billing questions can be directed to:

Student Affairs Cashier
2610 Channing Way located on the 2nd floor
Berkeley, CA 94720
Phone: (510) 642-1524
Email: busops@berkeley.edu
Hours: 10am-4pm Monday-Friday

Three Day Notice to pay Rent or Quit

If your rent payment is delinquent, you may receive a *Three-Day Notice to Pay Rent or Quit*. This notice is sent by the Leasing Officer and is the first step in the legal process to evict. If you receive this notice, you must pay your rent immediately by cash, cashier's check or money order payable to "UC Regents" at the Housing Cashier's Office at 2610 Channing Way, Berkeley. ***Personal checks will not be accepted for delinquent accounts***. If you fail to respond to the *Three-Day Notice*, you will be considered an "unlawful tenant" and your case will be referred to the University General Counsel for court proceedings. If you have questions regarding your notice, please contact Cal Housing at (510) 642-4109.

VI. Village Living

Know your RIGHTS and RESPONSIBILITIES as a University Village resident. Information can be accessed on the web, rental agreement, and in this document. Violation(s) of any and all policies are subject to judicial action, termination and eviction proceedings.

Smoking: A No-Smoking Campus

A tobacco-free campus creates a healthier environment for students, student families, faculty, staff, and visitors; helps support tobacco users who are trying to quit; and reduces the number of new tobacco users by promoting the social norm of a tobacco-free environment.



Effective January 1, 2014, UC Berkeley became a tobacco-free campus. The policy states: “Consistent with its emphasis on health and environmental protection, the University of California, Berkeley is tobacco-free, meaning the use of tobacco, smokeless tobacco, or unregulated nicotine products (i.e. “e-cigarettes”) is strictly prohibited in indoor and outdoor spaces owned or leased by UC Berkeley. In addition, the sale and advertising of tobacco products on UC Berkeley owned or leased property is not permitted.” Residents will be responsible for ensuring that their family, other occupants, and guests comply with the tobacco-free policy. Failure to comply with this policy may result in forfeiture of your right to occupy the premises.

Pets and Assistive Animals

No pets are permitted in the Village. In compliance with State and Federal laws, tenants requiring service or emotional support animals may submit an application for consideration. For more information and information regarding the application requirements on assistive animals, contact Cal Housing Office at (510) 642-4109. You can access the Animal Accommodations Forms at housing.berkeley.edu/form

- **Do not** bring a dog or cat into the Village to live or to visit without approval. Pet problems (e.g., biting & scratching children, odors, carpet damage, fleas, allergies and landscape damage) are time consuming and costly to rectify. **If approved for an assistive animal, tenants must follow procedures and requirements for having an assistive animal.**



- Fish in tanks under 20 gallons and caged birds, are permitted on the premises.

Bicycles

Register your bike for exterior parking with UCPD. At UC Berkeley and in the City of Berkeley, bicycles are required to have a California Bicycle License. Check bicycle registration rules with the City of Albany. Refer to [Safety, Security, Emergencies](#) section of this document for tips on keeping your bikes secure.

Vehicles and Parking

Parking

Due to limited parking space, each apartment is assigned ONE designated, reserved parking space.

Your parking space assignment will be provided during the move-in process. You are responsible for having your contact information up to date with the Village Office in case the office needs to contact you regarding the vehicle parked in your assigned space, or if the space is needed during emergency situations.

Parking Policies in University Village



- Vehicles illegally parked in **RESERVED** spots may be ticketed and towed by UCPD. Please take the time to read the following Parking Policies to make sure you don't receive a ticket.
- All vehicles, including motorcycles and mopeds, parked in the Village must have license plates with current registration tags and be operational. This includes vehicles parked in RESERVED spaces and all other Village parking spaces. Vehicles in violation may be cited and/or towed at the owner's expense.
- Never park motorcycles or mopeds next to or inside any Village buildings; parking near buildings is a violation of State Fire Code. Vehicles parked on sidewalks, lawns, curbs and other unmarked areas will be ticketed and towed at owner's expense.
- Space is only provided for ONE vehicle. If you own a second vehicle, a trailer, and/or a boat, park in an UNMARKED space on Monroe or Jackson St. or even outside the Village on 8th St., 6th St. or San Pablo Ave. They cannot be parked or stored in the Village. Note that the City of Berkeley will ticket cars parked in one spot for longer than 72 hours. (BMC Section 14.36.050)
- The 72-hour regulation also applies within the Village. (CVC 22651.) All abandoned vehicles parked anywhere in the Village will be ticketed and towed at the owner's expense.
- In order to expedite maintenance repairs, University Staff Vehicles may occasionally park in your assigned parking space. If this happens, please park temporarily in a guest space and contact the Village Office for assistance.
- Guest spaces are reserved for **GUESTS ONLY** who are visiting the village. Cars that are parked or left for more than 72 hours in non-reserved spaces may be ticketed and towed.
- Please be conscientious of where and how you are parking. **Do not** park in a reserved space if someone is parked in yours. If someone parks in your assigned space, leave a note on the car window, or call U.C. Police at (510) 642-6760. Please leave enough space around your vehicle for your neighbors to park and get out.
- Special parking accommodation requests are not accepted unless for tenants with disabilities with the supporting documentation.
- You may be assigned to a parking space designated as one for those with disabilities. Should a tenant with a disability request such a space, you will be required to move to another assigned space that might be less desirable.

Electric Vehicle Outlets

Plug-In Electric Vehicles (Hybrid and EV battery-operated cars)

- As of December 2015, solar panels are being built along West End Way and Red Oak Ave. Once the construction is completed, a plan to install charging stations for plug-in cars is being investigated. Updates on this plan are forthcoming. .

Car Washing

Car Washing is **not** allowed in the Village. This applies to self-washing of vehicles or hiring of car cleaning services; there is no approved site for cleaning of vehicle interiors or exteriors. There are good reasons for this policy.

- The dirty, soapy water goes directly into the creeks and harms plants and fish.
- Water bill increases for all residents via rent increases.
- During drought years, this saves additional water.
- Please wash vehicles at commercial car wash facilities where the wash water is properly disposed of in the sanitary sewer.

Speed Limit 15mph in the Village

University Police Department Non-emergency Line: (510) 642-6760

There is a speed limit of 15 mph throughout University Village. Please obey this rule and remember that there are many children living in Family Student Housing and their safety is everyone's responsibility. If you see a speeding car, please report the license number to UCPD. If your property is damaged by a neighbor's vehicle, the University will not cover losses nor be responsible for collecting payment. You may report the incident to UCPD.

Apartment Upkeep

Be a responsible tenant and take care of our facilities. To help ensure cost-effective, quality maintenance services, and to ensure that you do not have additional maintenance charges upon moving out, we need your cooperation. After your occupancy, please return your apartment to the Village in its original move-in condition. Negligent use increases apartment rehabilitation expenses and wastes staff time and finances. We thank you in advance for your cooperation and consideration.

Appliance Restrictions

All University apartments were not built to accommodate washers, dryers, dishwashers, disposals, extra freezers, refrigerators or air conditioners. ***Installing any of these appliances is a violation of your rental agreement and you may be subject to labor and administrative costs plus structural damage repair costs to the apartment. Repeat violators, or violators responsible for serious damage to the apartment, will be appropriately charged and served with a termination notice. Additionally, none of these appliances may be stored on the premises. At no time should spare refrigerators or freezers be left out on patios. Working or not, these pose a safety hazard to young children.***

Appliance Repairs

Refrigerators and ranges are provided in every apartment. These should be clean and in good working order at the time of occupancy. Should these appliances require service, please report this to the Village Office. Appliance repair service is sometimes performed by contractors and must be scheduled. While waiting for repairs, cost of food replacement is not provided. Decisions to repair or replace is at the University's discretion.

General Apartment Upkeep Guidelines

- Know what the [exterior storage guidelines](#) are for stairs, balconies, and patios
- Pianos are allowed only on the ground floor, but are subject to noise regulations.
- **Do not** pour cooking GREASE and OIL down the drain. Grease clogs and ruins our pipes and causes sewer backups into apts.
- **Do not** flush anything but TOILET PAPER down the toilets. Anything but toilet paper not only clogs our pipes but blocks our sewer lines.
- **Do not** let your children climb or hang on our trees. Such activities break, injure and even kill the trees. Pulling the bark off of the trees leaves them vulnerable to disease and blight.
- **Do not** let your children play in the laundry rooms or throw handballs against exterior walls.
- **Do not** use sidewalk chalk on building exteriors or rubber surfaces; sidewalks are ok.
- **Do not** wash your car or change oil in the Village; it is **not** permitted in the Village.

Alterations of Interiors and Exteriors

Per the **Family Housing Rental Agreement**, building interiors and exteriors **may not be altered**. You may not make any repairs yourself. If your apartment needs repairs or alterations, contact the Village Office and your request will be forwarded to our maintenance staff.

- This includes but is not limited to paint, wallpaper, scotch tape, adhesive-backed picture hangers, construction, latticework, vines, plantings, tarps, dividers, fences, patios, roofs, sheds, artwork, etc.
- Gardens and plants of any kind may not be planted around buildings.
- Potted plants with liners may only be placed on patios and balconies, not on the common area landscape or walkways.
- Do not tamper with electrical or data & phone wiring
- Do not install any additional locks on doors or windows. (Twist locks for your windows are available at the Village Office.)
- If you wish to install blinds or shades, contact the Village Office for approval.
- Fire regulations require a minimum of 36-inch clearance on all walkways, stairs, balconies and patios at all times for fire exits. Property is not allowed in or on stairwells and will be tagged and removed. You are responsible for keeping stairways and walkways clean and safe!

Kitchen Cabinet Care

In order to keep your cabinets looking good, the Custodial staff requests that you spend a little time every few months cleaning them. Here are the manufacturer's recommendations for cleaning your kitchen cabinets.



- All hardwood exteriors of the cabinets can be cleaned with warm water and a soft cloth or sponge. Absolutely no Scotch Brite or similar products are to be used. A mild soap solution can also be used, if needed.
- After cleaning with a soap solution, wood should be rinsed then treated with lemon oil. Using lemon oil every 3 to 6 months will preserve the beauty and finish of the cabinets.

- The cabinet interiors are water resistant, although water left standing for a prolonged length of time (20 minutes or more) will damage shelves. These shelves can be cleaned with common household cleaners with a cloth or sponge. There is no need to use lemon oil on the interior adjustable shelves.

Summary of the TOP 5 Costliest Facilities Policy Violations

Below is a breakdown of the top five costliest facilities policy violations. Please be aware that if damages occur due to a violation of your rental agreement and housing and facilities policies, you may be financially responsible for repairs and other liabilities. Contact information regarding billing questions follow this summary.

SUMMARY of the TOP 5 COSTLIEST (PHYSICAL DAMAGES)

Topic	Policy	Rationale
Pets	No pets, except for fish in tanks under 20 gallons and caged birds, are permitted on the premises. Service animals and emotional support animals are allowed with approval from the Cal Housing office.	Intrusive issues have included: allergens, pet hair in the washers/dryers, children attacked, pets injured on roadways, pets abandoned at move out, carpet and floor damage, hard to remove pet odor, and fleas.
Appliances	Washers, dryers, dishwashers, refrigerator, freezer, disposal, air conditioners, etc. are not permitted in Village apartments.	Our plumbing & electrical systems are not equipped for this. Tenants may be charged tens of thousands of dollars from damages caused by overwhelming the plumbing system and flooding their apartment and those around them; over and above the cost of extra utility load
Propane Grills	Propane grills with tanks are not permitted on the premises. Charcoal grilling is permitted (inside fire-approved fire grills) and must be 25 feet away from buildings.	Propane is an extreme fire hazard. There is a high risk of children tampering with containers. Fire codes prohibit their use locally.
<u>Exterior Storage</u>	Flammable or improperly stored items (stacked boxes, mattresses, trash, hazardous materials) are not permitted on balconies, stairs, hallways/corridors, entryways, or patios. Items that can combust or add fuel to the fire are not permitted in these common areas.	Nothing should potentially hinder or block paths of egress during a potential fire or earthquake. During an earthquake items may fall and injure small children, or prevent a person from exiting.

Planting	Residents are not permitted to plant, interfere with, or alter the Village landscape in any way.	In the past residents have planted intrusive plants, opportunistic species, and raised diseased plants, which have then infected, competed with and compromised our own species. See Table of Contents: Resident Programs and Services for information about the Community Garden.
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Questions about damage charges and billing may be directed to the following contacts:

Energy/Water Conservation

Help the Village go GREEN.

- Turn off lights behind you.
- Turn down thermostat (heater) when you leave the apartment. Note: there is no air conditioning, even though the thermostat indicates an AC option.
- Use energy-efficient light bulbs in personal lamps; ceiling light fixture bulbs are replaced by UVA maintenance.
- **Do not** leave the water running while doing dishes, brushing your teeth, etc.
- Take short showers.
- Report leaks immediately to the Village Office at (510) 526-8505 ext. 210.

Laundry

Tenants may not install washers or dryers in their apartment. *Laundry machines, provided and serviced by WASH Multifamily Systems, are in 28 locations throughout the Village. A map is available in the Village Office. Your apartment door key will open the laundry rooms in both East and West Village.*

The machines, washers and dryers, are operated with an Access Card (issued at move-in). Value can be added at the card reader/Add Value stations in the Village Office (using cash, or credit or debit), or at the Add Value station located at Study room, Bldg. 160-Apt. 105 at 420 Kula Gulf Way (credit or debit only). Instructions were also provided on the WASH information sheet on how to add value online and where to download the access code WASH will issue to you with the online method.

For service needs, i.e. machine(s) not working properly, please call **WASH at (800) 824-7780**. Be prepared to give the following information when making the call: laundry room #, dryer or washer #, and your email contact information. The fastest way to file a service request is via the WASH app or online at <http://www.washlaundry.com/residents/service-request/>. Any refunds will be processed through WASH.

- **Washer and Dryers are not permitted in your apartment.** Village apartments and pipes are not designed to handle the load. Flooding has occurred due to residents who violated this policy, resulting in major damages and repair costs to the tenant.
- Do not leave clothes unattended on the counter; they will be disposed of after two days.

- Do not leave laundry products, i.e. bleach, soap, softener, etc. on top of washer, dryers or counters.

Right to Enter

Staff will enter your apartment for routine inspections, performed for your safety, with 24-hour prior notice posted outside of your door.

- Family Student Housing staff may enter your apartment for health and safety emergencies after first trying to notify you. We have defined health and safety emergencies as visible, audible or reasonable evidence of danger or damage.
- There are approximately four annualized inspections on separate calendar rotations where we must enter to inspect your unit to: test various fire and life safety equipment (fire extinguishers, smoke detectors, fire sprinklers, fire and heat alarm systems), replace furnace filters, and to inspect general conditions for repair and habitability.
- Staff will enter your apartment to show it to prospective tenants (after you have filed your *30-Day Intent to Vacate*) with approximately 24 hours written notice.
- Staff will enter your apartment when you have requested maintenance for a repair. A notice explaining the repairs will be left inside your apartment after the work has been completed.

Maintenance

Maintenance Problems

- With the exception of laundry machines, report all maintenance problems to the Village Office as soon as possible. This includes clogged drains, dripping pipes or faucets, broken shades, broken windows, leaks, electrical problems, burned out lights inside and outside, etc. Problems left unattended often get worse and cause bigger troubles. Repairs are made as quickly as possible, and in most cases, repairs are free unless tenant negligence is a factor. You may not make any repairs yourself, and you may not alter the interior or exterior of the building.
- If you are not home when maintenance arrives to make repair(s), the worker(s) will enter your apartment and complete the work. In such an instance, you will find a note on your door telling you if someone is inside. Once the work is complete, maintenance staff will leave a note inside explaining what was done.
- For health and safety reasons, maintenance workers are required to wear shoes or boots. **Please do not ask them to remove shoes or boots when entering your apartment. We cannot always offer to remove work shoes when entering your unit to perform work. We apologize if this is not culturally consistent with your home traditions.** Our staff members are equipped with shoe covers they can use to accommodate this request.
- A 24-hour notice will be given to residents for routine scheduled maintenance such as semi-annual apartment inspections. On occasion, maintenance may have to enter an apartment without 24-hour notice. This will only be for emergencies such as sewer backups in adjacent units or when they have to clear out drain pipes to correct a problem. A notice will be left in your apartment informing you that

they were there. Staff will enter your apartment to show it to prospective tenants (after you have filed your *30-Day Intent to Vacate*) with approximately 24 hours written notice.

- Staff will enter your apartment at your request for maintenance. A notice explaining the repairs will be left inside your apartment after the work has been completed.

How to Request Maintenance- When the Office is open

You will need to provide your building and apartment number and contact information along with a description of the problem. Here are several ways to submit a work request:

- Call (510) 526-8505 or visit the Village Office to fill out a request
- Use the online request form at: <https://maintenance.housing.berkeley.edu/>. You will need a Berkeley email address in order to submit a request.
- Send an email to: rssp_servrequest@berkeley.edu

How to Report Emergency Maintenance - When the Office is closed

Call (510) 642-2828 for emergency maintenance only.

After-hour emergencies include (but are not limited to):

No heat, power or water	Flood in apartment
Toilet backups	Broken pipe, furnace, or water heater
Broken windows	Suspect a gas leak

Mold and Mildew

Mildew and mold spores are everywhere in the outdoor and indoor environment. It is important to minimize mold growth indoors because excessive airborne mold can lead to respiratory problems in sensitive individuals. Some individuals can be particularly sensitive and develop health problems when exposed to high levels of certain types of mold over a prolonged period of time. Therefore, it is important to minimize mold growth indoors for everyone. Since mold can grow wherever there is moisture, the key to minimizing mold growth indoors is to minimize moisture. See University Health Services (UHS) Resources regarding Health Information about Mold at:

<http://uhs.berkeley.edu/home/healthtopics/PDF%20Handouts/Facts%20About%20Mold.pdf>

Tips to Help Control Mold Growth in Apartments

Control moisture

- Wipe up any water spills onto the bath floor from the shower. Use a shower squeegee to wipe down tub wall after showering. Clean shower frequently; letting mold and mildew settle in at the shower can only increase the possibility of spreading mold spores.
- Avoid running humidifiers or letting a kettle boil for long periods of time; run the fan over the stove to remove steam when cooking.
- **Do not** over-water indoor plants.
- Clean up water spilled on floors or carpets.

Increase ventilation

- Even a little natural ventilation will limit mold growth. Open windows and blinds every day. Ventilate apartments frequently on warm and/or dry days to reduce the relative humidity in the apartment, especially in the kitchen and bathroom. Apartments that are warm, dark, not appropriately venting moisture created inside the unit and usually have the windows closed are much more likely to have mold growth.
- Run the bathroom fan at least 20-30 minutes after showering, open windows (if present in bathroom) and keep the bathroom door closed when showering.
- Overheating can contribute to mold growth. Keep apartment temperatures at 68-70 degrees or lower during the day and overnight, especially when not home. If security is a concern, the Village Office has window locks that allow a window to be opened a few inches but locked as well. (However, NEVER leave windows open and unattended; close and lock sliding doors and windows when you go out.)

Increase air circulation

- Use a small room fan to move air inside the unit. West Village units have fan only settings on the heater thermostat.
- Keep personal items & furniture a few inches away from walls to allow air to circulate. Problem areas include bathrooms, dark closets, cluttered areas along walls, and corners and windows.
- Do not pile lots of items on closet floors; do not store boxes of items under beds. It is best to have mattresses off the floor and slightly away from the walls. All these things restrict air flow and inhibit ventilation.

Remove moldy items

- Remove moldy items from closets and cabinets; dispose of moldy food or water damaged materials.

Clean-off visible mold weekly

- Wipe up visible mold with a clean sponge and household disinfectant, general cleaner or even soap and water. This will kill most molds. Be sure to dry area completely.
- **NOTE** – *contact the Village Office at (510) 526-8505 if:*
 - *there is extensive visible mold growth and you believe that cleaning this area will affect your health.*
 - *the mold continues to grow back in the same location.*
- See next section “Removing Visible Mold in Apartments” for more specific instructions.

Keep vents and vent covers clean and dust free, especially in the bathroom and the furnace unit.

- Vacuum dust and debris from furnace air return and bath fan grille covers.
- Vacuum the entire apartment regularly. This can help reduce airborne dusts and other allergens as well as limiting the amount of dust attaching to these vent covers.
- Call the Village Office at (510) 526-8505 for service when stove hood or bathroom fans are not working or are in need of repair.

- Apartment furnace filters are changed twice yearly by maintenance staff. (Note: these are not HEPA filter units, nor do they provide constant filtration of air; they simply keep dusts from circulating via the heating system.)

Do not create new holes in walls

- Seal holes in walls and call in water leaks to the village office at (510) 526-8505.

Removal of Visible Mold in Apartments

Listed below are recommended materials and procedures to be used to clean visible mold from building components such as walls, cabinets and similar hard surfaces. Use care if treating carpet or other fabric that has mold growth, as they need to dry out thoroughly after any treatment. Cleaning trouble spots like bathtubs and windowsills once a week will inhibit mold growth.

Tools and Equipment Required

- A drop cloth like plastic sheeting or a trash bag is most appropriate if a bleach solution is being used. Newspaper may be adequate for non-bleach solutions.
- A clean, new sponge (perhaps with a sturdy scrub pad on the backside)
- A dry cloth for blotting or wiping down any wet areas after treatment
- A bucket to rinse the sponge or rag
- Spray bottle with 10% bleach solution (1/4 to 1/2 cup bleach per quart of water) or a similar disinfectant or antimicrobial solution. Lysol and Clorox both make disinfectant wipes for this purpose.
- Sink for cleaning hands, face, and tools when treatment is complete; dump rinse water down the toilet

Protective Equipment

Use protection if you are sensitive to the bleach or antibacterial solution you have chosen. Some people are sensitive to bleach and it can irritate the skin, and respiratory system as well as cause eye damage, if it splashes into the eyes.

- Plastic or latex gloves
- Long sleeved shirt
- Eye protection

Procedures

- Keep children away while using any chemicals/cleaning products in the home.
- Open windows to provide natural ventilation. (If the window is the area affected, treat it first, dry it down and then open it for ventilation purposes. If the window is a fixed, non-opening window, open a nearby window in the same room.)
- Move furniture far enough away from the wall to access the mold, if necessary.
- **Lay down the drop cloth to prevent the bleach from discoloring a carpet or other belongings.**
- **Spray the mold area with the bleach or disinfectant solution.**

- Wait approximately 5 - 10 minutes to allow the bleach or disinfectant solution to work. If more than one area has mold, it may be a good idea to move furniture and lay down a drop cloth in another room or another area while waiting for the disinfectant solution to soak.
- Scrub with an abrasive pad or nylon brush if necessary (be sure the area is wetted with solution).
- Wipe the area with a dry paper towel or clean rag using a one-direction and blotting technique.
- **Re-treat heavy mold growth with the antibacterial solution and repeat steps bolded above.**
- Dispose of paper towels and drop cloths in a plastic garbage bag.
- Wash tools.
- DO NOT use the sponge for any other cleaning besides mold cleanup.
- Wash face and hands when finished.

Waste Management

Trash enclosures are located throughout the Village. In each location, there are recycling, trash, and compost bins. Make sure you are familiar with recycling bins so that our recycling efforts are not wasted.

It is especially important to keep our refuse areas neat and orderly to prevent rodent, insect and other pest problems in the village!



Here's what should go in each bin:

<u>RECYCLE</u>	<u>TRASH</u>	<u>COMPOST</u>	<u>HAZARDOUS WASTE</u> (Bring to Village Office/Community Center)
Cans Glass Paper Plastic #1-5,7 Mixed paper Juice & milk cartons	Household garbage Styrofoam Packaging "peanuts" Plastic bags* Recyclables with food on them Waxed cardboard	Food Waste Yard Waste Paper towels & tissues Food contaminated paper (i.e., pizza boxes)	TV sets (Village Office) Computer monitors (Village Office) Fluorescent light bulbs (Village Office) Household batteries (Community Center)
* Clean, dry plastic bags with the can be returned to Safeway or other grocer's bins for recycling.			

Pest Control

Pests can be nuisance as well as a health concern. If you have a problem with any pests (ants, mice, etc.) in or around your apartment, please contact the Village Office at (510) 526-8505. Our Pest Management crew visits the Village once a week to take care of any reported problems. Here is some information to help prevent a problem from occurring.

- **FACT:** Fleas, roundworm infestations, and animal feces can cause the spread of infectious diseases.
 - **SOLUTION:** To control the population growth of rodents, ants, raccoons, etc., it is important that all trash be put into the garbage dumpster, and that the lid be kept closed. Be especially careful when disposing of food scraps in the compost bins. Layering with newspaper or paper bag can help keep flies and smell to a minimum.
- **FACT:** Mice can chew through paper, plastic, wood, cardboard, and styrofoam containers; they can also get into most desks and files. Mice are highly talented climbers and escape artists who can squeeze through holes the size of a dime.
 - **SOLUTION:** Store all food in tightly-sealed containers, or in the refrigerator. Glass jars and metal containers such as cookie tins are best.
- **FACT:** Rodents and roaches like to use cardboard boxes, paper bags, and newspapers as nesting materials, especially if they are on the floor.
 - **SOLUTION:** Store materials at least 12 inches from the floor.
- **FACT:** When you go to bed, mice and other nocturnal pests come out to hunt for food.
 - **SOLUTION:** To keep a nutrient free environment for your neighborhood pests, clean, sweep, wipe up, and mop down your kitchen floors/counters, refrigerator, and bathrooms; also empty trash, wash dishes. Keep your unit free of crumbs and food scraps.
- **FACT:** Bird seed is a favorite food for rats and mice.
 - **SOLUTION:** Avoid feeding birds near buildings.
- **FACT:** Roaches, ants and fruit flies like to set up house in our homes.
 - **SOLUTION:** Rinse cans and bottles before recycling.

Storage

Exterior Storage and Tagging

In an effort to keep the external areas of the Village safe, neat and undamaged, certain types of items will be tagged and removed by Village personnel. If an item appears broken or abandoned, poses a fire or safety hazard, interferes with emergency egress (exit), or is an illegal appliance, it may be tagged for removal. If you have an item that is tagged, you have several options for removal, including:

- Remove/relocate the item.
- Have us remove your belongings (FOR FREE-excludes hazardous waste). Please fill out the back of the tag and place it on the item you want removed.
- Sell/donate items on craigslist.org or similar websites or to other residents.
- Properly store unwanted items until the Village wide yard sale.
- Discard electronics through www.stopwaste.org.

Listed below are certain steps you can take to prevent items from being tagged in the future:

- Do not store propane on the premises.
- Keep all stairs clear.
- Keep all staircase landings and corridors clear and uncluttered.
- Make sure your satellite dish placement has been approved by the Village Office prior to installation.

It seems the toughest policies to abide by are the ones where the notion of “home” and “University property rental” collide. Please know that these policies were not created as a punishment, or as a personal affront, but as a baseline for us to ensure the health, safety and wellbeing of our community, and for the preservation and longevity of our facilities.

Exterior Storage Lists

Below is a summary of what can and cannot be stored in the exterior areas of your apartment.

Items that CAN be stored in balcony (with 36-inch exit clearance)

Metal/iron outdoor furniture	Strollers (1 per child)
Plastic outdoor furniture	Bikes (1 per person)
Wicker/rattan/wood outdoor furniture	Toys and wheeled toys - not broken
Planter boxes/pots on patios/balconies. They must have drip liners underneath.	Charcoal barbecue grills on ground or on balcony level (1 per apartment) - must be used 25 feet away from any building entrance or window

Items that CANNOT be stored

Anything not being used and “stored” outside belongs in storage shed or discard	(Hazard) Planter boxes/pots on balcony railings or roofs - earthquake falling
Recycling – keep inside or take to recycle bins	(Fire Hazard) No combustible materials allowed under stairs or within 15 feet of buildings
Wood tables and chairs (unless made for outdoor use)	(Fire Hazard) Cardboard boxes
Wood lattice work	(Fire Hazard) Bags
Pet food & bowls - cats/dogs not allowed	(Fire Hazard) Pieces of wood
(Hazard) Patio/balcony privacy dividers (all types)	(Fire Hazard) All propane are not allowed per rental agreement (grills without propane tank may be stored)
(Hazard) Refrigerators outside—life and safety hazard to children and it is against the law.	(Fire Hazard) All gas powered vehicles, mopeds and/or motorcycles must be parked in an designated spaces

Lock Outs



During Normal Office Hours:

- Call Village Office at (510) 526-8505: A key can be loaned to you for one business day without a charge. Keys not returned within one business day will result in \$10 charge to your CARS account.
- When the office is closed between 8:00 am to 9:00 am and 3:30 pm to 4:30 pm on weekdays, lock-out assistance is still provided. If possible, call the Village Office or come knock on the door, and someone will help you with your lock-out.

After Business Hours (Including weekends, University Holidays, and Winter Curtailment):

- Call Community Advisor on duty at (510) 224-8298. This includes holidays and the departmental curtailment period which usually is between December 24th to January 1st.
- Fees will be charged to your CARS account for lock-outs after business hours.
 - \$20 between 8 a.m. - 10 p.m.
 - \$30 between 10 p.m. - 8 a.m.

Other Notes about Lock Outs, Keys, and Lost Keys Charges

- You may want to create a backup plan for times that you might be locked out so that you can avoid lock-out fee charges as well as a possible long wait for help. You may purchase a spare key for \$5.00 from the Village Office and it will be added to your key inventory.
- For security, reasons, if you have lost a key outside of your apartment, please inform the Village Office and we will have your locks changed and issue new keys. A fee of \$50 will be charged to your CARS account or rent.
- At the time of your move-out, you will be responsible for returning ALL keys in your possession to avoid a \$50 change of lock fee.

Safety, Security, Emergencies

University Village is a small tight-knit community, but with public access to the general community. Here are a few tips:

- Never leave valuables or your navigation system in your car.
- Bike thieves love the village – lock up your bike at the provided lock stations with a sturdy U-lock or comparable locking system! If your bike is particularly valuable, consider storing it inside overnight.
- Never leave young children at home unattended.
- **Do not** store valuables (computer, television, etc.) in plain sight or by a window.
- Pull blinds shut if you are not going to be home and lock your deadbolt.
- Obtain window locks from the Village Office to secure windows and patio doors.
- **Do not** tie the blind strings together.
- Know how to use your fire extinguisher.

Securing your apartment (Deadbolt, Dowels and Window locks)



ALWAYS USE THE TOP DEADBOLT LOCK WHEN HOME OR AWAY.

THIS LOCK PROVIDES THE BEST SECURITY.



Place a dowel in the window or door track for added security.



These window locks can be used on the window track to keep the window from sliding opened.

Available in the Village Office

Smoke and Heat Detectors – Interior and Exterior

Each apartment contains at least one SMOKE/HEAT DETECTOR (a single device) and a combination Carbon Monoxide/Smoke Detector. The SMOKE DETECTORS only sounds in the individual apartment.

If You Notice A Fire, Always Call 911. Never Assume The Alarm Or Another Person Has Already Called For Help.

Smoke Detectors are First Defense Against Fire and Essential To Your Safety.

- If it is too sensitive and goes off often, **do not disconnect it**. If disconnected, all detectors in the unit are affected and a trouble signal will register at the main fire panel.
- Call the Village Office at (510) 526-8505, if a device needs adjustment, or if the batteries need to be replaced. Call (510) 642-2828 for assistance after normal business hours.
- RSSP-Trades & Village Maintenance workers are the only ones allowed to replace the smoke/heat detector batteries.
- If you remove a device or it is tampered with, you will be charged by the Office for all repair costs.

The Heat Alarm Is Connected To One Audible Alarm Outside Your Building And Automatically Calls The Fire Department.

- The heat alarm is triggered when the heat in your apartment reaches abnormal levels.
- If you hear an alarm—investigate. **Do not ignore an alarm even if it is the middle of the night.** These are essential warning signals for your safety.
- Should you discover a fire, evacuate all occupants and call 911 immediately.
- Fire extinguishers are located on the outside of each building. Check to make sure you know where your closest extinguisher is and how to operate it.
- Go to your nearest extinguisher, follow the directions to break the glass and use the extinguisher on the fire. Be careful of the broken glass.

Emergency Preparedness

- Have a predetermined outside location for you and your family to meet in the event of an emergency. See the Table of Contents: Map to familiarize yourself with the emergency/evacuation locations (softball field at the corner of Kula Gulf & Red Oak Ave
- Prepare an Emergency Kit for you and your family including first aid supplies, food and water to use in case of a serious earthquake or other disasters. For more information, see the yellow “Are You Prepared for the Next Big Earthquake?” booklet provided upon move-in.
- Refer to the Office of Emergency Management website for more information on how to get informed, prepared, trained and involved: <http://oem.berkeley.edu/>

Fire Prevention

Please follow these fire prevention guidelines:

- Do not tamper with, cover or attempt to remove fire alarms or smoke detectors. Call Village Office for repairs.
- Do not park gas-powered vehicles in or around apartment buildings, i.e. mopeds.
- Avoid storing flammables (including brooms, mops and rags) near water heaters and room heaters.
- Do not block access to water heater closets or fire extinguishers.
- Do not block access to balconies, stairs, exits or fire escapes.
- Storage or use of ammunition, kerosene, gasoline, naphtha, benzene, propane, or other flammable or explosive materials is **STRICTLY PROHIBITED** in your apartment or any common area. Do not leave charcoal lighter fluid outside.
- Do not use aluminum foil or plastic wrap on water heaters, stove tops, hood fans over stoves or walls.
- Do not leave your apartment with food cooking on the stove or heaters/appliances turned on.
- Do not use extension cords longer than eight feet. Extension cords must not be placed under rugs or in places where someone may trip over them.
- Do not use portable electric heaters in the bathrooms. All electric heaters, heat lamps and sun lamps must be placed away from combustibles and in places where they will not start a fire if they are knocked over.
- Use caution with paper decorations, especially lampshades which are highly combustible.
- All electrical appliances should bear the label of a qualified testing agency. Most of the products sold in the US are tested by Underwriters Laboratory (UL). Their insignia must appear on the appliance, not just the cord.
- Dispose of any faulty appliances (short-circuits, exposed wiring, cut insulation). These can pose an electrical fire hazard.
- When cleaning, unplug the toaster or other appliances with exposed coils. Holiday electrical decorations must be approved by the Underwriters Laboratory (UL) or another approved testing agency.
- Use barbecues and outdoor cooking equipment only in the designated picnic areas, never in your apartment or on balconies. Barbecues must be at least 25 feet from buildings. Propane-fueled barbecues are not permitted.
- Do not put hot coals in a trash dumpster.
- Above all, use common sense!

Renters Insurance

The University does not carry insurance for tenant's personal property. Personal property insurance or renter's insurance will protect you in the event of a robbery, fire, or damage. As a service, the University has arranged for students to obtain coverage from [GradGuard](http://riskservices.berkeley.edu/student/renters). More information at:

<http://riskservices.berkeley.edu/student/renters>. **Renters Insurance is not mandatory by law but is highly recommended, and may be purchased from an insurance company.**

Megan's Law

Civil Code Section 2079.10a requires all written leases or rental agreements to contain the following:

Notice: The California Department of Justice, sheriff's departments, police departments serving jurisdictions of 200,000 or more and many other law enforcement authorities maintain for public access a data base of the locations of persons required to register pursuant to paragraph (1) of subdivision (a) of Section 290.4 of the Penal Code. The database is updated on a quarterly basis and is a source of information about the presence of these individuals in any neighborhood. The Department of Justice also maintains a Sex Offender Identification Line through which inquiries about individuals may be made. This is a "900" telephone service. Callers must have specific information about individuals they are checking. Information regarding neighborhoods is not available through the "900" telephone service. The University of California, Berkeley, is providing this notice in compliance with this requirement. This notice is not intended as a statement or implication that any University facility is susceptible to the activities of or has experienced any problems with sex offenders. This notice is only intended to make the law widely known.

If you have concerns, you may call the University of California Police Department (UCPD) at (510) 642-6760. For your information, the Campus Police Department does maintain the information referenced for public viewing.

Conduct

Berkeley Campus Code of Student Conduct

The Berkeley Campus Code of Student Conduct provides guidance to students of the University on acceptable behavior within the University community. The Code is available for review in its entirety at: <http://sa.berkeley.edu/code-of-conduct>. Copies can also be picked up at Center for Student Conduct at 205 Sproul Hall. Please read through the codes carefully, refer back to it as needed, and contact your Community Advisor for any questions.

The Section V: Grounds for Discipline of the Berkeley Campus Code of Student Conduct identifies the types of student conduct prohibited by the University. Violation or attempted violation of these policies by yourself, your dependents or your guests can affect your student status at the University.

Residential Code of Conduct

The University Code Section 102.07 encompasses the Residential Code of Conduct as outlined in [Bear Necessities: Guide to Living on Campus](#). If you live in our residential community you are subject to both the *Campus Code of Student Conduct* and the *Residential Code of Conduct*.

The Department of Residential and Student Service Programs has been granted authority by Campus Life and Leadership to adjudicate violations of the *Residential Conduct Code* as outlined in *Bear Necessities: Guide to Living on Campus*. Residents are accountable for adhering to Residential Conduct Code within all of the property of the University of California deemed as residential living facilities, including residence halls, apartments, dining commons, academic centers, unit administrative buildings, and contiguous areas, unless otherwise noted in a specific policy.

Observation of Neighborly Behaviors

Noise carries well between apartments in the Village. Along with this, there are residents from over 60 countries, each with different customs and cultural backgrounds, living in the 974 apartments in the Village. Add over 700 children, the demands of student life, and the varying schedules that go along with academia, it seems inevitable that some friction might occur between neighbors. The fantastic mix of cultures, interest and ages is one of the things that make living in the Village so interesting...and challenging.

The following are specific to the Village, and take precedence over the Residential Code of Conducts if information is found to differ. For any questions, contact the Village [Community Director](#).

- Observe quiet hours from 10:00 p.m. to 8:00 a.m. on weekdays; and 12 midnight to 8 a.m. on weekends.
- Observe courtesy hours 24/7. Courtesy hours prohibit all unreasonable noise that disturb our residents' ability to sleep and study.
- If you are an upstairs neighbor, be conscious of heavy footedness. Try wearing socks or using throw carpets to soften the noise of footsteps.
- Try not to slam your exterior and interior doors.
- If your neighbor is noisy, speak to them diplomatically. If that is not successful, please call the Community Advisor on duty at (510) 224-8298 for assistance.
- Having a party? Let your neighbors know in advance, rein in exuberant guests, end your party at a reasonable hour, and clean up, throughout the neighborhood, if necessary. Better yet, invite them!
- **Children:** You are responsible for your children's actions and their supervision (See Section 16 of your rental agreement). Never leave underage children unattended in your apartment or on the grounds.
- Always talk to a parent first if you have an issue with a child. **Do not** discipline another person's child without permission from their parents.
- **Do not** leave your clothes unattended in washers and dryers. Set your oven timer to help you keep track of when your laundry has completed the washing and drying cycles.
- Keep your surroundings clean. Dispose of trash and recyclables properly.
- **Guests:** Overnight guests are permitted. However, you are responsible for the actions of your guests, as well as other family members staying with you. If a guest is staying with you for more than two weeks, you must notify the Cal Housing Office and the Village Office.

How to Handle a Neighbor Problem

In practice, we have surprisingly found few serious neighbor problems. From experience, prevention is the best way to avoid problems from becoming intolerable, and we offer the following tips.

- Introduce yourself and get to know your neighbors before potential conflicts occur. Researchers studying family housing noted that neighbors who know each other have fewer neighbor-caused stress situations than those who do not know other neighbors.



- If there is something that bothers you about your neighbors, please try to approach your neighbors first.
- If your efforts fail, then call Community Advisor on duty at (510) 224-8298 for assistance.

Unauthorized Subleasing

Subleasing is renting to unauthorized tenants not listed on your rental agreement as confirmed family members. Subleasing is prohibited by your rental agreement and is a serious violation which could result in a 3-day notice to quit. Please note that your rental agreement allows for prior approval by Cal Housing, to eligible families, during summer months (June-August) only.

Unauthorized subleasing can cause problems for neighbors, maintenance, and the overall peace and quiet of the community. Please understand the risk involved, in being fully responsible for the conduct of your subtenants, while violating your rental agreement with the University. Tenants subleasing without authority will be served with a termination notice which will affect their University affiliation or student status, and lose their housing rights.

If you have questions about the sublease policy, please contact Cal Housing at apt@berkeley.edu, or call (510) 642-4109.

Tenant's Rights

Advocacy Resources

There are many campus advocacy resources available to students at the University of California, Berkeley. These services include the Student Advocate Office, the Ombudsperson for students, and Student Legal Services. These services are not available to non-students. Both student and non-student residents have the right to consult representatives of their resident government organization or seek the assistance of other campus or community resources.

Hearing Officers Family Student Housing

At University Village, any report of violation of policy by students, non-student residents, or guests is reported to the Community Director, who will act as the Hearing Officer. If you feel that the Hearing Officer assigned to you is biased, the Associate Director for Residential Conduct & Community Standards may assign a different Hearing Officer.

Procedural Guidelines Family Student Housing

The following procedural guidelines apply when a case is adjudicated by Family Student Housing. It is your responsibility to be aware of the rights contained within these guidelines. Residents accused of violating *Campus Code of Student Conduct* or the *Residential Code of Conduct* are ensured certain procedural rights. This publication outlines the procedural rights under the Residential Code of Conduct.

The *Campus Code of Student Conduct* contains a separate set of procedural rights. Under Residential Conduct Procedures, the following procedures apply:

An *Incident Report* may be written by anyone involved in the incident, including Student Family Housing staff who are made aware of the incident. Under normal circumstances, the incident report is delivered to the appropriate Hearing Officer within seven business days of the incident.

Notice to Appeal

After receiving the *Incident Report*, the Hearing Officer sends a *Notice to Appear*, which includes notification of the policies violated, a brief description of the event, and a timeline for a hearing. The *Notice to Appear* is normally sent within 10 business days of receiving the incident report. In the letter, the Hearing Officer will set a hearing time, and the resident will have three business days to change the date if needed. The *Notice to Appear* will be sent via e-mail.

Hearing

The Hearing Officer will generally conduct a hearing within 10 business days of the date of the *Notice to Appear*. The hearing consists of a meeting between the Hearing Officer and the accused resident. The resident may have an advisor, who can only address the resident and not the Hearing Officer. During the hearing, the Hearing Officer will discuss the incident in order to establish responsibility, as well as appropriate sanctions as applicable.

The Hearing Officer will consider documentary evidence and oral testimony relevant to the resident's case only when the person(s) providing that evidence or testimony can be made available for questioning at a hearing. An exception to this may occur if the Hearing Officer determines that it is unreasonable or impossible to enforce this requirement.

Finding of Responsibility/Applicable Sanctions

Under normal circumstances, within five business days of the hearing, the Hearing Officer sends out a decision letter. In the decision letter, the Hearing Officer can find the resident not responsible, give the resident a warning, give the resident a warning with judicial action, put the resident on Housing probation, or recommend eviction from the University apartment. The Associate Director for Residential Conduct & Community Standards reviews and makes decisions on all recommendations for exclusion which can result in eviction. Should the Hearing Officer give sanctions, such sanctions only affect housing status and not student status.

Appeal

If the resident chooses to appeal the decision, such an appeal must be made within five business days of the date of the decision letter. The appeal letter must be submitted in writing to the Associate Director for Residential Conduct & Community Standards. The written appeal must cite specific reasons for a reconsideration of the decision. The right to appeal the decision is limited and may be based only on:

- the grounds that procedural error(s) occurred at the hearing which unfairly affected the outcome of the case,

- compelling new evidence, relevant to the outcome of the case, was discovered and was demonstrably not available at the time of the hearing. In the case of new evidence the Appellate Officer may refer the case back to the original Hearing Officer or hearing body for reconsideration, and/or
- specific conditions exist that provide good cause for reconsidering your case. This can include unduly harsh sanctions or demonstrated bias against you during the conduct process. The appeal decision by the Appeals Officer is final.

Resident's Rights

As a resident, you have certain rights during the conduct process. These rights include the following:

- You have the right not to appear at your judicial hearing. Should you choose not to attend, a hearing will be held in your absence and a decision will be made without your input.
- You may choose to have an advisor at the hearing. You do not have to notify the Hearing Officer ahead of time if you choose to bring an advisor. Your advisor may not directly address the Hearing Officer, but may address you.
- A finding of responsibility will be based on a preponderance of the evidence.
- You have a right to a copy of the *Incident Report*. Your copy will be redacted, in order to respect the privacy rights of others involved.
- You may provide your own written documentation of the incident, in addition to your verbal account.
- In cases where more than one student or resident is alleged to be responsible for a violation of these regulations, the Hearing Officer may request that a single consolidated hearing be conducted to review and determine the matter(s) pertaining to those students or residents. However, you retain the right to have your case heard individually.
- You have the right to appeal, and such appeal must be made in writing within five business days of the date of the decision letter.
- The report by the Hearing Officer shall constitute the written record of the hearing and shall be kept on file at the Family Student Housing Office for five years. All disciplinary proceedings under these regulations shall be closed to the public. All disciplinary records compiled under these regulations are subject to all applicable laws and regulations governing the privacy and disclosures of student records.

Student Conduct Referrals Center for Student Conduct & Community Standards (Student Conduct)

Behavior that seriously disrupts the normal functioning of Family Student Housing or that threatens the health and safety of the community will be referred to Student Conduct for adjudication. Cases that are adjudicated by Student Conduct can affect a student's status at the University. Thus, only cases where a student resident is accused of violating campus policy will be referred. A case that is adjudicated by Student Conduct is done so in lieu of formal conduct proceedings by the Family Student Housing Office. However, the Family Student Housing Office reserves the right to terminate a rental agreement (*Notice to Quit*) regardless of where the conduct process occurs. Information about a student's rights in Student Conduct proceedings is available at the Office of Student Conduct Office in Sproul Hall. Student Conduct will hold students responsible for the actions of other non-students residents and guests in their

apartments. Students who violate University policies may receive any of the following sanctions: warning, loss of privileges, exclusion, suspension, or dismissal from the University.

Non-Student Residents: Cases involving non-student residents will be adjudicated by the Community Director. Termination notices will be served by the Cal Housing Office.

VII. Moving Out

The following pages will help you as you move out of the Village. We have provided a list of forms and some suggestions on how to make this move as easy on you as possible.

Check-out Procedures

- File an ***Intent to Vacate*** at the Village Office or through Cal Housing at least 30 days before you vacate. The form is available [online](#).
- Schedule a [Pre-Inspection/Initial Inspection](#) with the Village Office at least two weeks before departure. This is not required, but will provide you with a checklist of things to do before you move and may help you to avoid unexpected charges.
- File a ***forwarding address*** with the Village Office. In addition, students need to update address in [BearFacts](#). **IMPORTANT:** Request the forwarding mail service with U.S. Postal Service via [online](#) or by visiting the U.S. Post office at least two weeks in advance. The closest post office is located at 1191 Solano Ave in Albany. You will not have access to your mailbox after moving out.
- Discontinue or transfer your **telephone/cell phone ancillary equipment service**.
- Discontinue all **regular deliveries to your apartment** (e.g. newspaper, magazines, etc.)
- Discontinue any **digital subscription** services not provided by the University (e.g. cable, satellite).
- If you have a satellite dish service, remove the satellite dish as well as any coaxial cables and staples. Charges will apply for non-removal.
- Check your **mailbox** before turning in keys! **You will not have access to your mailbox after moving out.**
- Return your **apartment keys** on the stipulated vacate day. DO NOT leave keys in your apartment or with friends. In the event you do not return your keys on the vacate date, you will be charged additional rent for each day late. We cannot classify your apartment as vacant until you have returned your keys. In the event that you do not return your keys and there is every sign that you have moved out, you will be considered “abandoning” the apartment. Subsequently, your locks will be change, you will be charged \$50 for the lock change, and may incur prorated rent.
- Students review your CARS account to ensure that you're not delinquent to avoid late fees, financial block, and collection agents.
- Non-Students can contact Student Affairs Cashiers.

Security Deposit

Security Deposits are refunded after final inspection of your apartment, and any damage or cleaning charges are deducted.

- Deposits may be applied toward any outstanding rents or miscellaneous charges.
- It will take Student Affairs Cashiers approximately three weeks to process your refund.
- Students can ensure that refunds due are received upon vacating Family Housing by updating account information or Electronic Funds Transfer (EFT) information at [Bear Facts](#).
- Non-student residents with questions about their deposit can call Student Affairs Cashiers at (510) 642-1524 or email busops@berkeley.edu. Non-Student can sign up for refunds at ebill@berkeley.edu
- Both Students and non-students are encouraged to provide a forwarding address on Intent-to-Vacate form or prior to vacating via email.

Damages

Common Unacceptable Occupancy Conditions to Avoid

Any damage or cleaning costs incurred will be assessed at current UC Berkeley labor recharge and material rates and are subject to change without prior notification. Tenants are liable for the cost to return the apartment to original move-in condition, minus normal wear and tear.

When a resident elects not to clean up their apartment before vacating, it means that University staff must. This is not a regular service and we will charge your CARS account for damage and cleaning cost. Failure to pay damage and cleaning costs charged, will result in collection efforts and affect your overall credit. Any of the items below can result in charges to your deposit, or CARS BFS account.

- Bathroom: dirty toilets, shower walls, bathtubs, sinks
- Blinds: damaged blades and torn stained shades
- Cabinets: dirty interiors and grimy or greasy exteriors and drawers, adhesive shelving paper
- Doors and walls: holes, scratches, scuff marks, tape, crayon writing, cigarette smoke, non-removable adhesive backing (i.e. wall decoration use)
- Flooring: (carpet and linoleum) spotted, stained, burned, not vacuumed and/or in damaged condition; linoleum glued over apartment tile floors; pet stains or smells
- Kitchen Walls: greasy
- Painting (do not): kitchen cabinets, apartment walls or doors
- Range: greasy ovens, burner drip pans, and greasy vent hoods
- Smoke detectors: do not remove or tamper
- Refrigerator: cracked shelving, damaged crispers and dirty interiors/exteriors
- Window and door screens: damaged
- Use of unapproved renovations: sloppy spackling of sheetrock and/or door holes
- Abandoned furniture, fixtures and debris in and around the apartment

- Any alterations of exteriors and landscape

Damages and cleaning costs will be assessed at current labor and material rates and are subject to change without prior notification. As stated in the rental agreement and handbook, alterations including changing paint colors and additional floor coverings or fixtures are not permitted. Residents are liable for the cost to return the apartment to original move-in condition.

Labor charges (12/1/15): \$57/hour for custodial services
 \$90/hour for maintenance services
 \$87/hour for grounds services
 \$101-163/hour for trades work (depending on trade)

Rates are subject to change. Please see this website for the most current rates:

<http://budget.berkeley.edu/facilities-services-recharge-rates>

Cleaning

Initial Inspection

When you submit your ***Intent to Vacate*** form, please request an appointment for an **Initial Pre-Inspection**. This inspection, which generally takes no more than 15 minutes, is usually scheduled no later than two weeks prior to move-out. The inspection does not require any special preparation or advance cleaning; it is best for the inspector to see how the apartment is usually kept. The purpose of this inspection is to identify areas that could potentially result in charges if not remedied by the time of your final inspection, which occurs after you vacate the apartment. (Note: Same procedure applies to Transfers)

The inspector will leave a written account of what items were discussed with you or seen in your apartment if you were not present. The process and details are defined on the Initial Inspection request form and on the preliminary itemized statement of cleaning or damage repairs.

Cleaning Your Apartment

Although we expect a certain amount of normal wear and tear on your apartment, it must be left in a clean and satisfactory condition. By the time of your vacate date, your apartment most likely has been assigned and the prospective tenants must be able to move in without delay.

The following is provided to assist you in meeting necessary University Family Housing's standards of cleanliness. Do not wait to begin cleaning on the last day before move-out.

Kitchen Equipment

Appliances in the kitchen typically require the most attention upon move-out. Regular cleaning on a day-to-day basis is the best practice. Otherwise, allow sufficient time for deep, detailed cleaning to meet expectations.

GAS STOVE

- **Do not** pull the stove out from the wall, as it may disturb the gas line.

- Take out all of the oven's removable parts and place them in the sink for cleaning. Clean them with a heavy-duty degreasing cleaner and a new scrub pad and sponge, following the recommendations listed below.
- Run the oven self-clean feature, if it has moderate to heavy build-up from frequent use. Refer to your stove manual for cleaning procedures.
- Wash stove top, edges and front of control panel, drip pans, racks, and oven drawer with a cleaning solution (such as Spic and Span) to remove grease and marks. Use care not to scratch or saturate any electronic parts (such as LED control screen for oven.)
- Remove any residue on the burner pans, under and on top of the rings (around the coils on top), on the broiler/grill (both sides) with steel wool pads, such as S.O.S. Soaking the pans in an ammonia solution will help loosen any residue.
- Remove stove knobs and clean in a soapy water solution. We recommend that you soak them for a few hours in the solution to gently clean them. Do not use heavy duty oven cleanser on the knobs since it may remove the writing from the knobs. Do not scrub the knobs with steel wool pads since they will scratch the finish and also may remove writing.
- Reassemble the stove with the cleaned removable parts, and wipe down all surfaces including the bottom drawer. Leave broiler pan inside oven. Vacuum any debris under the stove by removing drawer in front of stove.

HOOD FAN (over stove)

- Clean top, sides and front of fan over the stove with a heavy-duty grease cleaner.
- Do not remove filter screens for cleaning as the concentrated grease may clog the drain in your sink.

REFRIGERATOR

- Remove all food from inside the refrigerator and freezer. Remove any items on top of the refrigerator compartments.
- Turn off or unplug the refrigerator while cleaning.
- Clean the outside of the refrigerator with a mild liquid detergent or baking soda; be sure to wipe the doors, sides, and top of the refrigerator. We suggest that you use a new sponge designed for scrubbing hard surfaces. Do not use steel wool pads that may scratch the surface. Roll refrigerator out from the wall and remove all personal property around it. Vacuum and clean the floors and walls, under, behind, and beside the refrigerator.
- Clean the inside of the refrigerator thoroughly. Wash the walls, door shelves, racks, vegetable drawers, crisper top, door and door gasket/rubber strip around door (especially gasket folds). Leave the ice trays inside the refrigerator.
- Occasionally refrigerators will accumulate frost. Do not use ice picks, hair dryers or other heating mechanisms to help defrost the freezer. Excessive heat may puncture the evaporator lines and you will be charged for replacement refrigerator.

KITCHEN SINK

- Wash the kitchen sink and faucets with a soft scrub liquid cleanser.
- Clean the metal drainpipe in the cabinet under the sink. Rinse thoroughly with clean water.
- Remove any garbage spills or stains using care not to scratch the cabinet bottom.
- KITCHEN CABINETS AND DRAWERS
- Clean wood cabinets and drawers carefully to avoid damage from scrubbing too hard or using abrasive cleaners. Wash the outside 'faces' and insides of all cabinets and drawers (especially around the handles) with mild liquid detergent.
- Empty the drawers and wipe them out. Vacuum any dry goods spills in drawers (i.e. seeds, spices, rice, salt). Wipe down all sticky spots with a sponge and mild soap solution.

Bathroom

BATHROOM FIXTURES

- Wash the tub, tub wall, vanity top, sink, faucets, soap dish, medicine chest, toilet (including all around outside of the bowl, seat, and lid), floors, baseboards, walls, and doors. Use soft cleanser on all shower, tub, sink and tile areas; then rinse well and wipe dry to avoid spotting or residue.
- Some mildew deposits will clean up from fixtures and walls with a general cleaner; for stubborn mildew and mold stains, you may need a product such as X-14 or Tilex. Use a scrubbing sponge or stiff brush/toothbrush to remove mildew.
- Wash the medicine cabinet inside and out, including the top and sides.
- Wipe the mirror with non-abrasive glass cleaner. Remove any decals/stickers that you have applied. Use rubbing alcohol or glass cleaning solution for difficult removal.

General Apartment Cleaning

WALLS AND DOORS

- Remove all nails, picture hooks and anchors from the walls. **Do not fill holes**; painters will repair them. Charges may be assessed for any drilled holes, ceiling hooks and large nail holes, except holes specifically used to "earthquake proof" your property. Charges may also apply if: hardware is not removed, if there are an excessive number of holes, or if holes have been badly patched or filled.
- Remove all marks on walls and doors. This includes: tape marks, handprints, writing in chalk, crayon, marker or pencil, furniture scuffs and any other marks or scuffs that can be removed with detergent and water, scrub pad and sponge.
- Clean light switches, electric outlet covers, door handles, and baseboards. **Unplug items and turn off the circuit breaker before cleaning around electrical outlets.**
- Remove all mildew by using a 10% bleach/90% water solution. **Never mix bleach and ammonia.** For more help with mildew removal, see "Mold and Mildew Control" (see Table of Contents) of your Move In Packet, OR request a copy from the front desk

WINDOW AREAS

- Remove all stickers, stars, tape and tape marks from the windows, walls and ceilings.
- Clean all the window frames.
- Vacuum or brush off all screens and leave screens in place in the window.
- Vacuum or dust off all window blinds and sills.
- Clean all window tracks and any dirt or mold growth on vinyl edges; you do not have to wash the window glass. Leave all security locks at the windows.
- Untangle any knot on blind cords.

FLOORS

- Sweep or vacuum and mop all tile floors; remove all grease, hair, debris. Mop floors until clean. Dispose all cleaning water in the toilet bowl (rather than into a sink drain or in the landscape).
- **Do not wax the floors.**
- Vacuum all carpets, up to the edge in all rooms and along any stairs.

HEATERS AND STOVE

- When leaving, turn off heater thermostat, stove burners and oven controls.

Other Important Reminders

- Leave all UC-provided recycling and compost containers in the apartment. Failure to leave them will result in charges.
- Remove any items in storage, and thoroughly sweep or vacuum the storage area. Remove any hardware attached to the walls.
- Remove any items on patio or balcony and thoroughly sweep or vacuum. Remove any hardware attached to walls or downspout hardware. Wash down any chalk or marks on walls in the area.
- Turn off the lights. Lock doors and windows. Remove name from mailbox.
- Moving “Dollies” (handcarts for moving heavy items) may be checked out from the Office. If you borrow a moving dolly, you are responsible for its proper usage and liable for it while it is in your possession. There will be a charge for dollies not returned within 24-hour period. Dollies checked out on weekends may be kept until Monday at no additional charge. **The charge for a lost dolly is \$265.**

VIII. Resident Programs and Services

The Village has a lot to offer. Our programs are always changing to meet the needs of our diverse residents. So please keep your eye on the bulletin boards at the Village entrances and in front of the Community Center, and in Village flyers for current programs. The following pages will give you an idea of what the Village has to offer.

Facilities and Resident Services

Study Rooms

Study rooms are located in Bldg. 160, Apt 105 in West Village, and Bldg. 123, Apt 456 in East Village. East and West Village apartment door keys will open the study room. Study rooms are available 24/7 for use unless maintenance and custodial work is required in the space. Wireless internet and study tables are available for use.

University Village Academic Computing Center (UVACC)

The UVACC is located at the corner of Jackson and Monroe next to the Community Center. For current hours of operation, call the UVACC at (510) 559-1813. The following resources are available at the UVACC.



- Mac and PC computer stations
- Printers (color and black & white, some fees apply)
- Scanners
- Many student and professional software programs
- Internet Access
- Children's games
- Computing Classes

Room Reservations: Crossroads, Four Corners and Cafe

The Crossroads Room is located in the south corner of the Village Office building. The room can be reserved by Village residents for free once per month by visiting the Village Office. This room has its own refrigerator and sink.

The Four Corners Room is located in the Village Community Center. The room can be reserved by Village Residents for free once per month and at a fee of \$25/hr for additional days, by visiting the Village Community Center. This room has a sink.

The Cafe Room is located in the Village Community Center. The room can be reserved by Village Residents for free once per month and at a fee of \$25/hr for additional days, by visiting the Village Community Center. This room has its own refrigerator, sink and microwave.

Room Overview

Residents often use these spaces for meetings, birthday parties, graduations and other celebrations. When you reserve the rooms, you are responsible for thoroughly cleaning the room afterwards. Any damage repairs or cleaning will be charged to your CARS account.

	Crossroads Room	Four Corners Room	Cafe Room
Location	South end of the Village office	Village Community Center	Village Community Center
Max # of People	35	49	25
Facility Features	Tables, chairs, small sink, countertop space, refrigerator, ice machine	Tables, chairs, sink, couches, projector screen, TV	Tables, chairs, sink, microwave, refrigerator
How to Book	Visit the Village Office (when the Office is closed, go to the Community Center Recreation Office)	Visit the Community Center Recreation Office	Visit the Community Center Recreation Office

**You must reserve the rooms IN ADVANCE. Please call the Community Advisor on duty at (510) 224-8298 to open the Crossroads Room for you if the Village Office is closed.*

Recreation Program

RECREATION OFFICE

1123 Jackson St.
Albany, CA 94706
(510) 524-4926
Office Hours: Mon – Fri, 9 a.m. – 5:30 p.m.
email: uvrec@berkeley.edu



University Village Recreation Program at UC Berkeley was founded in 1986 and established to serve the needs of the University's family housing residents but has since broadened to serve the general public. The program participants represent a cross-section of cultural and international diversity that includes families from over 60 countries. You can sign up at villagerecreation.berkeley.edu or by going to the Recreation Office.

- Children's Programs including; soccer, gymnastics, basketball, summer camp and more
- Adult Programs including; yoga, Pilates, basketball, Zumba, and more

Community Center Weight Room

University Village Recreation has a small weight room that is open to Village Residents as well as the general public. We have free weights, weight machines and various cardio equipment; including elliptical machines, stationary bikes and stair machines. Weight room is open to Village residents (students may

participate with no charge) and to the general public for a small fee. Please check the Gym and Weight Room Schedule to see the current weight room hours of operation.

Community Center Piano Room

The Piano Practice Room is available by reservation Monday through Sunday during Community Center hours for the use of adults only to practice the piano or any other musical instruments that might otherwise disrupt their neighbors. You can pick up a piano room reservation form in the Community Center office.

The following are guidelines for the use of the room:

- There will be a nonrefundable fee of \$40 per person for the semester.
- You may schedule practice times once per day for a maximum of 30 minutes a day, 5 days a week for each individual.
- If the door or window to the room is left unlocked, privileges will be revoked.
- Food and drink is NOT PERMITTED in the piano practice room.
- If any garbage is discovered, or there is any damage to piano, blinds, or any contents of the room, privileges will be revoked.
- In order to control room temperature and maintain piano tune, blinds or shades must be closed when you finish using the room.

Other Campus and Community Resources

The Community Resource Guide available at <http://universityvillage.berkeley.edu/> provides many useful resources including but not limited to:

- Student-run organizations and Resident Organizations active in the Village (Village Community Garden, Village Resident Association, Nature Village, The Student Parent Association for Recruitment and Retention, etc.)
- Public Transportation Services
- Family Support Services
- Childcare and Education Services
- Employment Opportunities in the Village



Village History – Land and Buildings

The land and buildings that now make up University Village have a rich and interesting history. Before early European settlement, this area, including Berkeley and Albany, was inhabited by the nomadic [Costanoan Indians](#). We can best see this rich history with the following overview.

- 1820 - The King of Spain granted a large portion of the East Bay to Spanish soldier Don Luis Maria Peralta, who then divided the land among his four sons.
- 1849 - The Gold Rush of 1849 brought many new settlers to the area and forced the Spanish to sell most of their lands. The land was split into farms and inhabited by families.
- 1853 - Alameda County was created as urbanization in the East Bay continued.
- 1864 - The California State Legislature chose Berkeley as the site for the new state university. As planning for the new university continued, a major change in population swept the Bay Area.
- 1906 - The San Francisco earthquake caused another flow of new residents to the relatively undamaged East Bay where they created communities and built schools.
- World War II - Housing was created to house naval personnel as well as the shipyard workers working in Richmond and Mare Island
 - 1943 - Codornices Village was built by the Federal Housing Authority and straddled the Codornices Creek running between Albany and Berkeley, with 840 apts in Albany and 1,056 apts in Berkeley.
 - 1946 - The Kula Gulf Project created 100 additional apartments in Albany for returning combat personnel working at the Navy Depot in Oakland.
 - 1946 - Albany Veteran's Village with 126 units was created for returning veterans. Some of these buildings remained part of the Village until 2007.
- 1956 - After the war, both "villages" operated as a Federal Housing Project until 1956, when the 420 units on the site reverted to University ownership and came to be known as "University Village", serving as family student housing.
- 1959 - The apartments on city of Berkeley property were demolished.
- 1962 - A new student housing project was completed which added 500 new apartments known as Residential Apartments, for a total of 920 units.
- 1999 - As the buildings (Section B) aged, they are replaced. In October of 1999 the first occupants moved into "East Village" (392 apts.).
- 2006 - In July of 2006, the first phase "West Village" (258 apts.) opened which are cheaper and smaller. Included are 192 one bedroom apartments.
- 2008 - The final "West Village" apartments (324 apts.) opened in July of 2008. Today there are a total of 974 apts.

The Village operates at 100% capacity and is self-supporting through rents, paying all expenses directly from the rent. As the Village has grown, so have the benefits the Village offers. A series of student and family programs exists to support the Village residents in studies and family life.

Village History - Street Names

The Village was constructed to house military and shipyard workers during WWII. Many residents took the train to the Richmond shipyards which were open 24 hours a day. This is also where the term "Rosie the Riveter" was coined, as most workers were females. Village streets are named after historical people, events or Native American people.

- **Kinhead**
 - David Kinhead was the manager from 1946-53 when the Village (public housing) was desegregated.
- **Gooding**
 - Greg Gooding was the first Albany resident to lose his life in WWII.
- **Red Oak**
 - The historic World War II cargo ship built at the Richmond shipyards, owned and now maintained by the Richmond Museum of History.
- **Kula Gulf**
 - WWII Navy battle July 5-6, 1943 located in the Solomon Islands.
- **Ohlone**
 - Ohlone people, also known as the Costanoan, are a Native American people of the central and northern California coast. When Spanish explorers and missionaries arrived in the late 18th century, the Ohlone inhabited the area along the coast from San Francisco Bay through Monterey Bay to the lower Salinas Valley.
- **Liberty Ship**
 - "Liberty ship" was the name given to the EC2 type ship designed for "Emergency" construction by the United States Maritime Commission in World War II. These ships could be built in 70 days. One, SS Robert E Peary, was built in 4 days.
- **West**
 - The farthest street west in the Village.
- **Jackson and Monroe**
 - Albany named many streets nearby after US Presidents. These were named after Andrew Jackson and James Monroe.



We hope that you enjoy your stay in University Village and we wish you success in your future endeavors.

Best wishes from,

Cal Housing: (510) 642-4109

Village Office: (510) 526-8505