

# Housing and Residence Life Procedures

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The Utah State University [Student Code Article V](#) Section 3.B.22 states, “Violating any published University policy related to University-owned living units or breaching a University living unit contract” is considered student misconduct under the student code.

## Abandoned Property

Items left in any public or common space (including stairwells) in or around a housing facility can be “tagged” as a potential fire hazard, safety risk, and/or unsightly obstruction. The owner will have 48 hours to relocate or remove the item(s). Otherwise, Housing staff will remove and impound the item(s), and consider the property abandoned. Any personal property abandoned in a vacated apartment or elsewhere within or on the premises will be relocated to Housing storage for a period of 30 days. The unclaimed property will then be disposed of. Relocation and/or storage costs will be assessed to the resident. Housing and Residence Life will not be responsible for damage or loss of any personal property left or abandoned on Housing premises.

## Alcohol and Drug Offenses

Alcohol and drug violations are subject to investigation and/or prosecution by University, local, and/or other law enforcement authorities. All alcohol and drug incidents will be documented by Housing staff, with copies placed in the resident’s file. Possession of alcohol or drugs, or any violation of University or Housing policy while under the influence of alcohol, drugs, or intoxicants, constitutes an alcohol/drug violation. The presence of prohibited items can be construed as evidence of use, consumption, and/or trafficking, or at least an aggravating factor connected with illegal activity.

**NOTE: The University may elect to contact the parents of students under 21 involved in alcohol and/or drug violations.**

### Illegal Drug Offenses

#### All Residents

##### *First Offense*

- Meet with Campus Conduct officer to review policy and discuss the violation
- Automatic referral to the Student Wellness Center
- Behavioral contract assigned including educational sanction and disciplinary probation with Housing
- Referral to the Director of Students and the Campus Conduct Officer

##### *Second Offense*

- Eviction from Housing
- Referral to the Director of Students/Campus Conduct Officer

### Alcohol Offenses

#### Under 21 years old

##### *First Offense*

- Meet with ProStaff and/or Housing conduct officer to review policy and discuss the violation
- Complete Sanctions or Other Consequences as determined by the ProStaff/ Housing conduct officer
- Automatic referral to the Student Wellness Center
- Notification will be sent to the Director of Students/Campus Conduct Officer

##### *Second Offense*

- Meet with ProStaff/and or Housing conduct officer to review policy and discuss the violation
- Behavioral contract assigned including educational sanction and disciplinary probation with Housing
- Referral to the Director of Students/Campus Conduct Officer

##### *Third Offense*

- Eviction from Housing
- Referral to the Director of Students/Campus Conduct Officer

#### Over 21 years old

##### *First Offense*

- Meet with ProStaff/ Housing conduct officer to review policy and discuss the violation
- Referral to the Student Wellness Center based on ProStaff discretion
- Notification will be sent to Director of Students/Campus Conduct Officer based on ProStaff discretion

##### *Second Offense*

- Meet with ProStaff/ Housing conduct officer to review policy and discuss the violation
- Automatic referral to the Student Wellness Center
- Behavioral contract assigned including educational sanction and disciplinary probation with Housing

- Referral to the Director of Students/Campus Conduct Officer

### *Third Offense*

- Eviction from Housing
- Referral to the Director of Students/Campus Conduct Officer

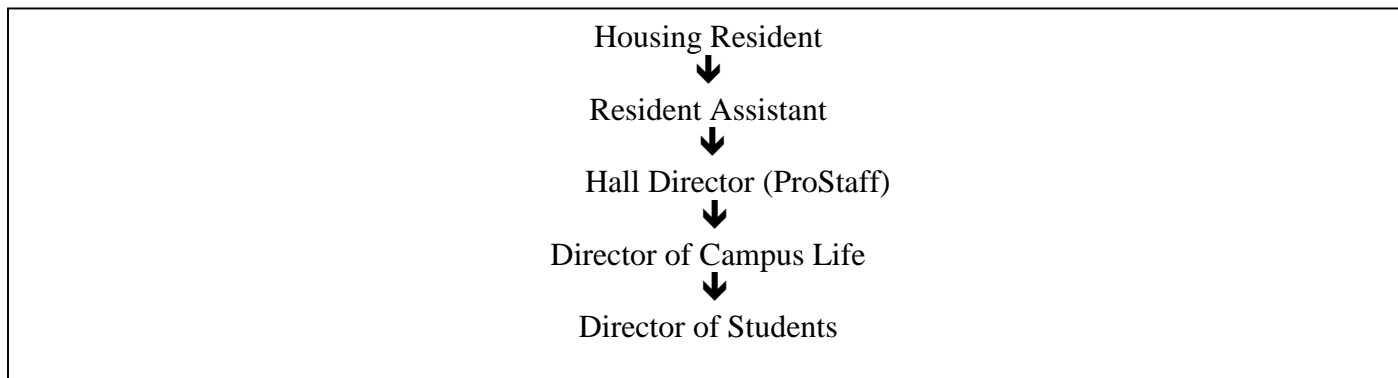
## Carbon Monoxide

Carbon Monoxide (CO) is a colorless, odorless, poisonous gas produced by burning fuels such as natural gas, propane, kerosene, wood or charcoal with an inadequate air supply. When inhaled, CO interferes with the normal supply of oxygen to body tissues. High concentrations of CO over long periods of time can cause serious side effects, and even death. Symptoms of CO exposure include headaches, nausea, dizziness and weakness, breathing problems, and blueness around the lips or eyelids. If these signs and symptoms are observed, immediately leave the area and find a source of fresh air.

Carbon monoxide can occur when gas kitchen stoves and grills are used for home heating. It can be produced by blocked chimneys and vents, or faulty and improperly installed gas appliances. Carbon monoxide can also collect when fuel-powered equipment is used in the home without proper ventilation. Personal CO detectors are available on the retail market. However, Housing has neither tested them nor endorses any particular brand. Residents who do purchase their own detectors are advised to invest in good quality units which are Underwriter's Laboratory (UL) approved, and to use and service these detectors in accordance with the manufacturer's recommendations. If residents suspect a CO problem, they should call Housing Facilities at (435) 613-5010 immediately.

## Appeals and Grievance Process

We recommend using the proper chain of command to resolve disputes that have escalated beyond individual control. Residents should follow the steps listed in the chart below for forwarding problems, filing appeals and grievances, or addressing issues pertinent to the living on campus.



## Cleanliness, Sanitation and Safety

Housing requires that the resident maintain the premises and its equipment in a clean and orderly condition. These responsibilities include:

- Residents share in the proper care, cleaning, and use of community areas and facilities, including stairs, stairwells, lounges, laundry rooms, patios, and balconies.
- Keep their room/apartment clean. Dispose of all trash and garbage in the outdoor dumpsters provided.
- Do not leave bags of garbage or trash in a stairwell, sidewalk, or adjacent to dumpsters. Residents shall not sweep trash from inside to outside of the apartment or throw dirt, trash, garbage, or waste from windows or balconies.
- Keep stairwells, landings, ledges, and patios clean and free of clutter from furniture, bikes, boxes, flower pots, etc. Personal belongings left in stairwells will be tagged and removed after 48 hours.
- Do not shake rugs and dust mops from patios and balconies.
- Littering, according to State of Utah laws, merits a \$299 fine. Improper disposal of trash, garbage, cigarette butts, and personal household items are considered littering.
- Screens must be kept in the windows at all times; a maintenance fee of \$50 will be assessed for violations.
- Residents and guests are prohibited from accessing spaces not intended for public use in Housing areas such as balconies, roof tops, maintenance rooms, and window ledges. Furthermore, residents and guests may not enter or exit a building by way of a window; hang, climb, rappel, or jump on or off any building. Additionally, residents and their guests may not throw, drop or hang items from a window or ledge – this is absolutely prohibited. Failure to abide by these policies may

result in a non-compliance fine of \$100 for each infraction.

- Water fights are not permitted inside any buildings. A fine of \$30/hour will be assessed for cleanup costs to any resident(s) who violates this policy.
- Residents are required to pass at multiple cleaning and safety inspection per semester. RAs will notify resident of dates and expectations for room checks and safety inspections at least 48 hours in advance.

## Consolidations

Where a room is occupied by two residents, each occupant will be charged the shared rate. Some rooms/apartments may become under-occupied during the semester. When a resident initially assigned to a shared room loses a roommate, and a vacancy occurs, the University may ask the remaining occupant to select one of the following options:

- move to another shared room with a current vacancy
- find a new roommate of his/her choice
- accept a new roommate provided by Housing
- take the room as a guaranteed private, paying a pro-rated premium for the private room based on the resulting benefit of increased space and privacy for the rest of the semester.

Residents who have paid for a shared space should not occupy the other half of the room even if it is empty. Residents found in violation will be charged the private rate for full use of the room.

Residents will be notified to indicate their preference if they wish to keep their current room and pay for a private, or move and participate in the consolidation process. All consolidations are done as space becomes available after the second week of each Semester, and until approximately the fourth full week of each Semester. The University reserves the right to reassign residents for the benefit of the University, the resident and/or the residential community. Such efforts are necessary to ensure equity for all students regarding payment for private space and to ensure that community standards may be met.

## Decorations in Rooms/Apartments

*3M Command* adhesive products are the only products that have been approved by Housing for use in securing posters, pictures, and other decorations to walls and other surfaces in student housing. *3M Command* products are available in a range of sizes and styles and can be purchased at the USU Campus Store or local stores. When used as directed, *3M Command* products can be applied and removed with no damage to walls and other surfaces.

Upon move-out, students are encouraged to leave fastening devices in a place for Housing staff to remove. Housing assumes full responsibility for any damage incurred during the removal of a *3M Command* product when removed by Housing staff. Students may choose to remove or relocate items at any time, but will be responsible for all damages that occur as a result.

Decorations should not be fastened to the outside of windows or buildings; on ceilings, sprinkler system heads or attached soffits; or on window coverings. Students may not use nails, screws, tacks, glue, stickers, masking tape or other unapproved items to fasten decorations to walls or other surfaces. Additionally, students may not make use of any permanent types of decoration, such as paint, wallpaper, chalk, or any treatment that cannot be easily removed without causing damage. Any such damage will incur a minimum charge of \$10.00 for each instance.

Note: This policy is not an endorsement by the University as to the efficacy of any one product. Students are encouraged to read and carefully follow the manufacturer's instructions when attaching any product to University property. Improper use of an approved product could result in damage charges.

## Disciplinary Process

Resident Assistants (RAs) are the frontline policy enforcers, but all employees of Housing and Residence Life are empowered and authorized to enforce policies in any Housing community at any time. Each community is overseen by a professional employee (ProStaff) of the University. The focus of our response to student conduct concerns is student development and education utilizing the principles of social and restorative justice. Residents who may be in violation of Housing and Residence Life policies will be required to meet with their ProStaff, Director of Campus Life, or with members of a student conduct board for a hearing. The process to be followed will be at the discretion of the ProStaff or Director of Campus Life. The ProStaff or Director of Campus Life consults with other members of a ProStaff Conduct Board to determine the best course of action to be taken in addressing student conduct issues. Each ProStaff member or Director of Campus Life makes the final decision for the community under their jurisdiction. Residents may appeal to the Director of Students if they do not agree with the decision of their ProStaff or Director of Campus Life. Appeals should be

submitted in writing or email to [kevin.hurst@usu.edu](mailto:kevin.hurst@usu.edu).

Residence Life staff may impose any restorative measure they deem necessary in no specific order. Failure to comply with stated or written directions, or violations of contractual obligations, can each result in various discretionary staff responses.

The range of restorative measures available to the staff in addressing inappropriate student conduct singularly or in combination include, but are not limited to the following:

- **VERBAL WARNING.** A violation occurred, but discussion resolved the issue.
- **WRITTEN WARNING.** A written letter from Housing informing the resident of their unacceptable actions, as well as making them aware of the possible consequences should they repeat the violation.
- **LETTER OF APOLOGY.** To be delivered to the injured party after review by Housing staff.
- **COMMUNITY SERVICE PROJECTS.** Projects of a remedial or educational nature may be assigned. These include, but are not limited to, custodial/maintenance assignments, constructive projects, or research assignments. All projects are designed to give the resident a better understanding of his/her behavior, and are related to the violation or serve to correct the result of the violation. They must be completed by a deadline set and agreed upon by the Residence Life staff and the resident.
- **BEHAVIORAL CONTRACT.** An agreement for restorative measures, prohibited behaviors, probationary status and/or referral requirements may be used to formalize and make clear expectations for continued membership within the community.
- **FINES.** Published fines or fees may be imposed, as established and printed in this Handbook and/or other Housing documents or flyers.
- **RESTITUTION.** Monetary compensation paid for damages to Housing property or individual property.
- **REQUIRED COUNSELING.** Referral to the Counseling and Psychological Services (CAPS), Student Wellness Center, Affirmative Action Office, or other University professional staff and facilities as determined. Resident will sign a confidentiality waiver granting permission for Residence Life staff to discreetly discuss issues and share information pertaining to the resident with the professional being seen.
- **RESTRICTION FROM DESIGNATED AREAS AND/OR FACILITIES.** Residents found in violation of any established Housing policy or found vandalizing or abusing any facilities or equipment may be restricted from these areas, or prohibited from the use of the facility or equipment.
- **DISCIPLINARY TRANSFER.** A staff recommendation for transfer of an unruly resident to another room/apartment, floor, or building will be implemented only upon approval from the Director for Residence Life. A resident may be removed from Housing for an interim period, pending resolution of a particular situation. All associated relocation costs are at his/her expense.
- **PROBATION.** May be assessed by Housing and Residence Life for a specified period of time. Restorative measures may encompass a particular area or be applied within the Housing system. Resident is also informed that another violation may result in eviction.
- **NON-RENEWAL OF CONTRACT.** Resident will not be allowed to sign a contract for the next academic year contract period, or a student may be released from an existing signed contract.
- **EVICTION.** Any staff recommendation for eviction will be referred to the Director for Residence Life. A resident may not avoid a Notice to Quit Premises by not accepting the notice. The notice may be lawfully delivered or served in person, attached to the door, or mailed. The resident then has 72 hours to comply with the notice and to properly check out, unless otherwise implied. Financial penalties are instituted for all evictions. Residents evicted for conduct reasons may be trespassed from the premises and possibly other Housing buildings, and lose Housing contractual privileges for at least one year.

A resident evicted from the Housing system for conduct reasons will be charged the remaining rent for the academic year and the full costs of all vandalism or damages incurred. **Eviction will result in forfeiture of security deposit and loss of Housing contractual privileges for at least a year.**

- **PARENTAL NOTIFICATION.** The University reserves the right to inform his/her parents/guardians of pending disciplinary charges, sanctions, or decisions arising from an alcohol, drug, or other policy violation. All notification must be approved by the Director of Students.

**Residents who are knowingly in the presence of policy violations and do not report them are subject to disciplinary actions.**

## Dining Services

### *Dining Plans and Upgrade Options*

Dining Plans are available to all students regardless of where they live on campus. Dining plans are not transferable. Increasing a meal plan can take place at any time. No refunds are made for missed meals.

Dining services open the Saturday before school starts every semester and closes the Friday of finals week. Dining hall can stay open during most holidays except for Thanksgiving and the Friday after Thanksgiving, but reserves the right to close anytime due to shortage of staff as well as times for remodels or upgrades.

The resident's student ID card is used to access meals and may be used only by the resident to whom it is issued. A resident must present a valid student ID card to the checker each time they use a Dining Service operation. Lack of a valid student ID necessitates making other arrangements to pay. If a resident's account becomes delinquent, the Dining

Services Office reserves the right to place an administrative hold on the use of meal plan. The resident will not be reimbursed for any missed meals when a hold is in place. All housing Meal Plans can be purchased through the Housing and Residence Life Office.

### *Special Diets*

Dining Services personnel will make reasonable efforts to meet special dietary needs in the dining areas. A resident with special requirements should contact the Dining Service Manager or Registered Dietician.

## Equipment

Various types of equipment can be checked out for residents use from the Area Offices. These include:

- Vacuum cleaners are available in some areas for periods of one hour. Vacuums kept overnight must be returned the next day by noon. Vacuums must be returned clean. Report malfunctions to the staff upon return.
- Recreation equipment, board games and other items may be checked-out at each area office. Proper identification is required at the time the equipment is picked up. ID will be given back provided the equipment is returned in good condition by no later than noon the following day. If not returned, a late charge can be assessed. If lost or damaged, full replacement cost of the equipment will be assessed.

## Gardens

Planting flowers or vegetable gardens in the ground areas of the building/apartment is prohibited.

## Improper Check-out

Any resident who leaves without completing check-out procedures with a staff member will be charged for an Improper Check-out. This will result in forfeiture of their deposit and the resident will be held financially accountable for the condition of their living space and its furnishings, based on an inventory check-out conducted in their absence. Cleaning charges will be assessed at a \$30/hour/custodian, with a minimum of 1 hour charged for improper cleaning.

## In Case of Fire

### **Before a fire:**

-Know the escape route and meeting location your RA has designated for your area. A smoke detector can wake you, but only an escape plan can save you. All residents should recognize the alarm signal and how to respond. In the event that you hear a neighbor's smoke detector ringing for an extended period of time, contact the fire department first and the Housing Facilities Office next, or after hours On-Call Maintenance.

### **If a fire occurs:**

- Grab your keys (if possible) and walk to the nearest exit. Most smoke and dangerous gases rise, so keep your body low and move quickly. If necessary, crawl so you do not breathe the smoke.
- If you suspect a fire, touch the door or handle with the back of your hand before opening it, with your hand covered for protection. Intense heat, deadly smoke, or gas may be on the other side. If it is not hot, open it cautiously a few inches to check the other side for heat, smoke, or flames. Keep your body out of the opening doorway and be ready to slam it shut if any heat or smoke appears.
- Do not waste time getting dressed or gathering valuables. Get out of the building immediately.
- Call the Fire Department from OUTSIDE the building. Dial 911 or call the University Police Department, and report the location of the fire.** Stay on the telephone until instructed to hang up. **Alert other room/apartment occupants, if possible.**

## Laundry Facilities

Washers and dryers are available on Housing premises for the exclusive use of residents. Residents should report trouble with the laundry equipment immediately to Residential Facilities at <https://usueastern.edu/housing/> under the maintenance request tab or (435) 613-5010. Place a note on the machine indicating the problem so other residents won't use it.

## Lockouts

Residents will be charged to a lockout fee each time they are let into their apartment or bedroom. Residents should call the RA phone at 435-650-8887. A staff member will verify residency and return with the resident to unlock their room/apartment. Residents will be charged \$5 per lock out. After hour lockouts will cost \$10. **These costs will not be waived.**

## Mail

The U.S. Postal Service or Campus Distribution delivers mail once daily, Monday through Friday, except on Federal holidays/State Holidays. Mailboxes are located in the Purchasing/Police Building. Incoming mail is distributed more efficiently when using the proper addresses listed below. **All improperly addressed mail will be “Returned to Sender” by USPS.**

If residents are going to be gone for longer than two weeks, they should notify the Post Office to hold their mail, or their mail may be returned to sender.

## **SINGLE HOUSING AREAS (put apartment or room number after PMB)**

Utah State University Eastern

451 East 400 North  
PMB (Room #)  
Price, Utah 84501

## Maintenance

A spirit of cooperation should exist between residents and Housing in reporting and making repairs to the rooms/apartments and grounds. Every effort will be made to make repairs to Housing property within two working days after the resident reports a problem. Emergencies are handled as soon as possible.

### *Routine Maintenance*

Residents should report all safety hazards, damages, and needed repairs for rooms/apartments and grounds to the Housing Facilities Office. Routine hours are normally from 8 a.m. to 5:00 p.m. Monday through Friday, except holidays.

### *Emergency Maintenance*

The on-call Housing Facilities person is authorized to respond to and handle all emergency problems. After hours situations are responded to by phoning on-call maintenance. Contact an RA to call the emergency maintenance number at 435-650-8887. For emergencies that include police, fire, and ambulance, dial 911.

### *Preventative Maintenance*

Housing Facilities personnel inspect rooms/apartments/facilities on a semesterly basis to determine adherence to the following standards, and perform preventative maintenance as needed:

- Fire or safety hazards, including smoke detectors, fire extinguishers, and CO checks
- General cleanliness and housekeeping standards
- Pest control
- Occupancy
- Inventory of equipment and furnishings
- Appliances, including water heaters and furnace filters (as applicable)

Housing Facilities staff is normally accompanied by another staff member on preventative maintenance checks. Follow-up may be conducted by an RA or other Housing staff to either monitor compliance with any citation, or ascertain resident satisfaction with work performed. If cleanliness or housekeeping standards are not met to the satisfaction of Housing staff, a minimum charge of \$30 per hour/per custodian can be assessed to each resident for subsequent cleaning. Repairs will also be initiated and charged for as needed.

### *Responding to Maintenance Calls*

Housing Facilities staff responding to maintenance calls are to do the following:

- Wear designated Housing and Residence Life badges during working hours to ensure official and immediate identification.
- Knock loudly on the door of the room/apartment, wait 30 seconds for response, then knock again louder. If there is no answer or indication that someone is home, they unlock and open the door about six inches, loudly announce themselves as Housing Maintenance and call out to see if anybody is home. If there is still no response, they are to proceed into the apartment and do the work that is needed or requested.

- If they unintentionally walk in on someone, they will step back outside the apartment and wait for an invitation to enter.
- Clean up after a job is completed, including turning off lights and locking doors. Entry doors will be locked even if they were unlocked on arrival.
- Report any breakage or damage beyond normal wear and tear. Residents are responsible to pay for such damages.
- Employees are required to report any policy violations they observe during time there.
- Residents may be surveyed by phone or email after work is performed to insure resident is aware request has been completed and is satisfied.

## Mold

Mold can be found in virtually all indoor and outdoor environments. All mold growth can be linked to moisture. The key to preventing mold from becoming excessive and causing building damages or aggravating allergies is to control excessive moisture. Should residents notice mold growth the tips below may be helpful:

- Promptly report all leaks to Housing Facilities at <https://usueastern.edu/housing/> under the maintenance request tab or call 435-613-5010..
- Keep heat registers and air returns/vents open and unobstructed.
- Keep the apartment warm (at least 70 degrees) in the winter.
- Once a week open at least two windows in the apartment for at least five minutes (yes even in the winter).
- If the apartment has a bath and/or a kitchen exhaust fan use it while cooking or showering and then let it run for 10-20 minutes after cooking or showering.
- If condensation forms on the windows or window sills in the winter, wipe it up.
- Avoid use of a humidifier.
- Never dry laundry in your apartment.
- Clean small patches of mold as they appear.

If residents have reoccurring mold growth they should use common sense to determine where the moisture is coming from and then take steps to minimize it. Most reoccurring mold issues can be solved by increasing ventilation and/or reducing humidity. If residents are unable to address mold growth on their own please contact Housing Facilities for further information/suggestions for preventing mold growth. Also the EPA has some useful information on their website at <http://www.epa.gov/mold/moldresources.html>.

## Move-In

A student may take occupancy of the assigned space during established office hours, as indicated in the move-in information located on the HRL website. Students arriving after office hours must notify Housing personnel in advance so arrangements can be made. Without advance notification, it is the student's responsibility to secure overnight accommodations at his/her own expense.

Staff will be available to assist residents during scheduled check-ins including answering any questions and directing residents to their room assignment. Residents will sign an Acceptance of Agreement Form for their room. This is a permanent record in the resident's file regarding the check-in condition of their room. Be thorough, as this form will be used at checkout to assess damages that may have occurred. After the resident has verified the condition of their room, the form needs to be returned to Residence Life staff to receive their permanent room/apartment key and mail key.

## Move-Out

It is important for residents to properly checkout of their room/apartment to receive a security deposit refund. All personal belongings must be removed from their room/apartment and storage areas. Rooms/apartments must be thoroughly cleaned.

Residents must sign-up for a check-out appointment with their RA 24 hours in advance. Failure to make or keep a checkout appointment, or failure to properly complete all checkout and assigned cleaning procedures, will result in forfeiture of the resident's deposit. If the deposit is already depleted to cover other charges for damages or cleaning. A fine of up to \$100 will be posted to the resident's account.

All keys must be returned to Residence Life staff at check-out or a fee of up to \$100.00 fee can be assessed:

Any extension requested must be submitted in writing and approved by the Director of Campus Life prior to the beginning of Finals Week.



## Notice of Non-discrimination

In its programs and activities, including in admissions and employment, Utah State University does not discriminate or tolerate discrimination, including harassment, based on race, color, religion, sex, national origin, age, genetic information, sexual orientation, gender identity or expression, disability, status as a protected veteran, or any other status protected by University policy, Title IX, or any other federal, state, or local law.

Utah State University is an equal opportunity employer and does not discriminate or tolerate discrimination including harassment in employment including in hiring, promotion, transfer, or termination based on race, color, religion, sex, national origin, age, genetic information, sexual orientation, gender identity or expression, disability, status as a protected veteran, or any other status protected by University policy or any other federal, state, or local law.

Utah State University does not discriminate in its housing offerings and will treat all persons fairly and equally without regard to race, color, religion, sex, familial status, disability, national origin, source of income, sexual orientation, or gender identity. Additionally, the University endeavors to provide reasonable accommodations when necessary and to ensure equal access to qualified persons with disabilities.

The following individuals have been designated to handle inquiries regarding the application of Title IX and its implementing regulations and/or USU's non-discrimination policies:

### **Matthew Pinner**

Executive Director of the Office of Equity

Interim Title IX Coordinator

[matthew.pinner@usu.edu](mailto:matthew.pinner@usu.edu)

435-797-1266 | Distance Education Rm. 401

5100 Old Main Hill, Logan, UT 84322

For further information regarding non-discrimination, please visit [equity.usu.edu](http://equity.usu.edu), or contact:

U.S. Department of Education

Denver Regional Office

303-844-5695 | [OCR.Denver@ed.gov](mailto:OCR.Denver@ed.gov)

U.S. Department of Education

Office of Assistant Secretary for Civil Rights

800-421-3481 | [OCR@ed.gov](mailto:OCR@ed.gov)

## Pest Control

Residents must notify the Housing Facilities Office if there is an insect problem. If the situation cannot be handled internally, exterminator service will be scheduled with a local provider, and is usually available at no charge to residents. However, if a resident's lack of cleanliness is a contributing factor of an infestation, the resident could be billed for their own and neighbors' extermination costs. If it is determined that there is a major problem, all apartments in a localized area will be sprayed and treated together. Residents cannot opt out of spraying once it is determined necessary. Residents should remove themselves from the sprayed area for several hours afterward as a routine safety precaution.

Many insect problems can be addressed by practicing good housekeeping techniques and occasionally doing additional spraying to reduce and control bugs and insects. The following suggestions are helpful:

- Purchase a trash can with a tight-fitting cover and use plastic liners.

- Do not leave dirty dishes or food on countertops or in sinks overnight. This is when insects feed.
- Store open food containers (cereal boxes, etc.) in plastic bags, containers, or in the refrigerator.
- Do not use contact paper in cabinets. Insects feed on the sticky backing.
- Do not let paper bags or newspapers accumulate. Insects nest in these areas.
- Keep all floors clean and free of food crumbs and wipe up spills when they occur.
- Buy professional strength insect spray and apply to the following areas where moisture may appear: behind the stove and refrigerator; the top and bottom edge of all hollow doors; in closets; and under sinks or around heating and plumbing pipes protruding from walls. These sprays are very effective when used properly and safely. Read and follow all label directions carefully and use reasonable caution when applying these sprays to avoid contact with skin or food. Avoid inhaling these vapors in enclosed areas.
- Do not store damp rags or sponges in dark closets. Store all brooms and mops with the handle down.
- Do not allow grease to build up on stovetops, burners, or in the oven.
- Do not leave dirty clothes on closet floors or in corners.
- Once every three months, move all major appliances-refrigerator, stove, washing machine-and thoroughly wash the floor and wall behind them. Spray before replacing appliances.
- Note any physical conditions in the building that might be causing insect problems. Residents should call the Housing Facilities Office if their apartment has previously been sprayed and insect problems still persist.

#### Box Elder Bugs

Box Elder Bugs are considered an abundant nuisance pest in Utah. Adult Box Elder bugs winter in protected indoor sites. They emerge on warm winter days, returning to shelter as temperatures drop at the end of the day. They emerge in mid-spring to lay eggs and complete their life cycle. Chemical control is of questionable value because Box Elder bugs are quite resistant to most insecticides. The bugs are not feeding indoors, and household formulations are less effective than the stronger pesticides used outdoors. Even those bugs that can be killed are soon replaced by the numerous flying adults moving in or emerging from sheltered areas. Unfortunately, Box Elder bugs are here to stay and must be tolerated. Applied force may be the only viable means of extermination, albeit messy.

#### Mice

During Fall and Winter month's mice migrate indoors. Residents should contact Housing Facilities if they have a mouse problem in their apartment.

#### RA On-Call

RAs are on-call after regular office hours and on weekends. The On-call cell phone number is 435-650-8887.

#### Resolving Differences

Disagreements or differences between residents should be resolved, if at all possible, through direct communication between the residents involved. If residents are unable to resolve conflicts on their own, they should contact their Resident Assistant (RA) for help. If a resident feels that they need more help than the RA may be able to provide, they should contact the ProStaff member for their community. It is important that residents learn important life skills such as communication, assertiveness, personal responsibility, compromise, etc. and the Residence Life staff is prepared to support them as they learn.

Residence Life recognizes the resident as the contract holder and will deal directly with the residents involved to resolve issues and differences. In keeping with FERPA (Family Education Rights and Privacy Act) requirements, the Residence Life Staff is not able to share details regarding resident issues with parents. Parents who contact Residence Life Staff for information or to request an intervention will be asked to have their resident contact the Residence Life Staff in person or via email.

## Roofs

Residents and visitors are prohibited from being on any roof in Residential Facilities at any time. Antennas and satellite dishes are strictly prohibited on roofs or sides of buildings, and will be removed without notification and the resident will be charged for damages. In the event an item needs to be removed from a roof, call the RA phone at 435-650-8887.

## Trash Disposal

Dumpsters are provided by the University. Disposal trucks operate several times a week. Dumpster lids must be kept closed for sanitation reasons. Trash left outside the dumpster will be considered littering and will result in a fine of \$299. Dumping of motor oil and grease in dumpsters is prohibited by state and federal laws.

## USU Eastern Police Department

Utah State University Eastern Police Department provides 24-hour patrol by full-time State of Utah certified police officers, with full peace officer status to better serve the campus community. The primary objective of Utah State University Police Department is to provide a campus environment where students, faculty, and staff feel safe to pursue the academic mission of the University. Housing and Residence Life is assigned an officer from Utah State University Police Department to assist with Housing security and community policing. He/she works closely with Housing Staff to help provide the most secure environment possible.