

FAMILY HOUSING

MANUAL



RESIDENTIAL LIFE

UMassAmherst
The Commonwealth's Flagship Campus

DIRECTORY

Area Code 413

Emergency Numbers

Fire/Police/Ambulance.....	911
University Police (non-emergency)	545-2121
Health Services.....	577-5000
Health Education Department	577-5181
24-Hour Crisis Line/Violence Against Women	545-0800
Department of Social Services for Franklin and Hampshire Counties (to report child neglect or abuse)....	1-800-842-5905
Child-at-Risk Hotline	1-800-792-5200
Poison Control Center.....	1-800-682-9211
Emergency Closing Hot Line.....	545-3630
After Hours Maintenance and Lockouts.....	545-0812

Residential Life Numbers

Family Housing Office, C-01	545-3115
Family Housing Operations Assistant	545-3115

Telephone Service Number

Telecom Customer Service.....	545-2171
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United States Postal Service

Amherst Postmaster	549-0523
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Campus Agency Numbers

Bursar's Office.....	545-2368
Center for Early Education and Care.....	545-1566
Dean of Students Office	545-2684
Environmental Health & Safety (EH&S)	545-2682
Financial Aid	545-0801
Office of Information Technologies (OIT)	
Help Desk	545-9400
Registrar	
Undergraduate	545-0555
Graduate.....	545-0024
UCard Office (UMass Student IDs)	545-0197

Transportation Numbers

UMass Transit Information	545-0056
Recorded Bus Schedule	545-1633
Pioneer Valley Transit Authority (PVTA)	586-5806
Accessible Transportation Services	545-2086
Parking Services	545-0065

Information Numbers

Student Directory	545-1515
UNIVERSITY SWITCHBOARD	
On-campus	0
Off-campus.....	545-0111

www.umass.edu/living

Residents' Responsibilities to the University

Residents of Family Housing apartments are responsible for knowing and abiding by the policies, procedures, rules, regulations, and codes established by the University and set forth in Code of Student Conduct, Residential Life Community Standards, the Family Housing Manual and the Family Housing Lease. Residents who fail to comply with these regulations will be subject to disciplinary action or eviction.

W E L C O M E

The Family Housing Manual introduces you to the facilities, services, and responsibilities that are a part of the Family Housing environment. Inside this booklet you will find:

- A description of the facilities provided by Family Housing.
- Information about your responsibilities while living in a Family Housing apartment.
- Instructions for paying the rent, moving in, and moving out.
- What to do for the maintenance of your apartment.
- How to safely enjoy the outdoor areas of your building.
- A description of services for children and spouses.

Please read all the information in this booklet carefully. It is a supplement to your lease or agreement and will help you maintain your apartment in the best possible condition.

Your cooperation and compliance with the guidelines provided in this manual will help maintain the quality of Family Housing residences and keep costs (and rents!) as low as possible.



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ABOUT FAMILY HOUSING

The primary goal of Family Housing is to provide comfortable, attractive, safe, well-maintained, and affordable apartments to students and their families while attending the University.

Family Housing Apartments

The Family Housing Office makes apartments located in North Village available to UMass students and their families.

North Village offers one-bedroom apartments (371 square feet each) and two-bedroom apartments (505 square feet each). There are also apartments modified for accessibility needs. In accordance with Massachusetts State Sanitary Code, the total number of people residing in a North Village apartment may not exceed three for a one bedroom apartment and four for a two bedroom apartment. All apartments in North Village are unfurnished.

For sample floor plans of Family Housing apartments, please go to: www.umass.edu/living/residence-halls/family-apartments

Living in a Community

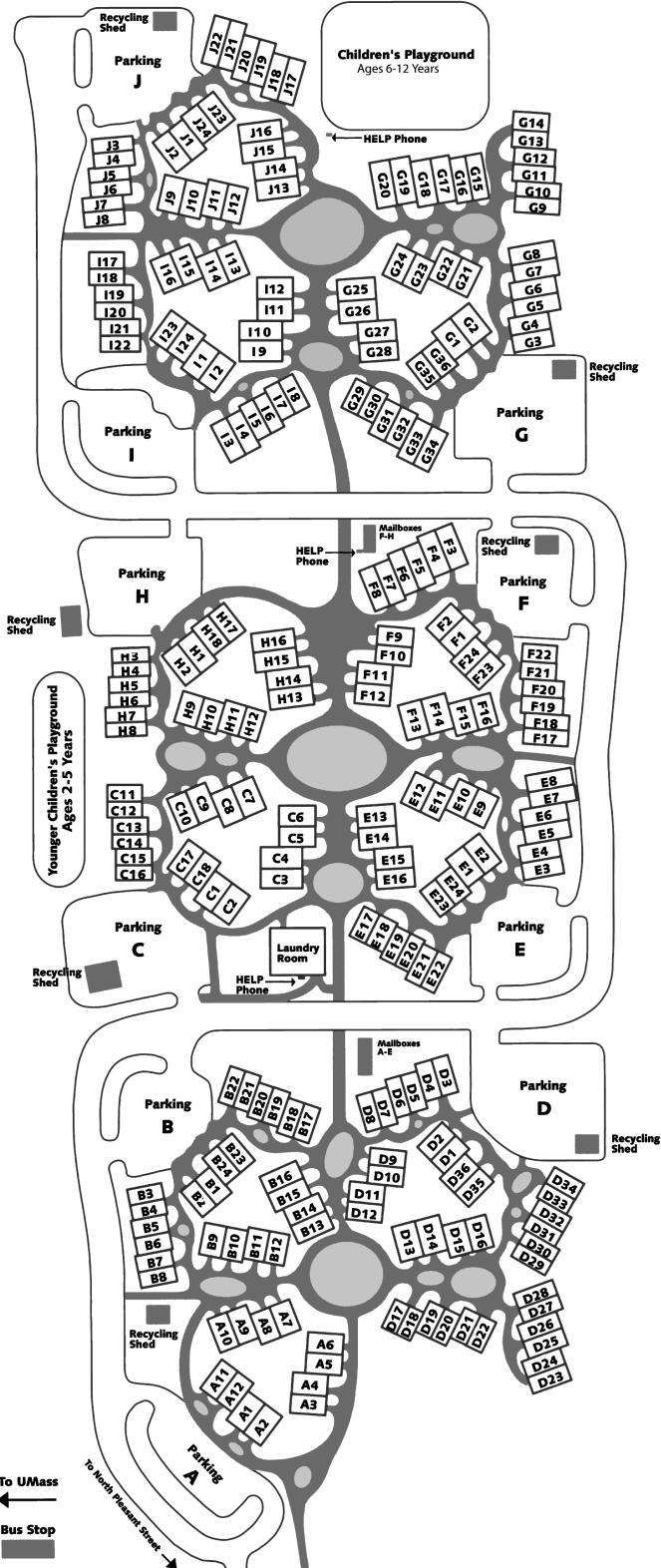
Family Housing strives to create an environment that sustains intellectual life, encourages responsible living, provides support services to residents and their families, promotes respect for cultural diversity, and fosters the development of community life.

In addition, when you come to live in Family Housing, you and your family will have a wonderful opportunity to be close to other families from the United States and from around the world. This enriching experience will allow you to learn about other people's cultures and customs.

All Family Housing tenants have the right to enjoy their privacy in their home but should also be aware of the needs of their fellow residents.



ABOUT FAMILY HOUSING



Who Is Eligible for Family Housing?

UMass Amherst Family Housing makes apartments available to full-time graduate and undergraduate students.

Students in need of accessible apartments are given priority for specifically modified apartments.

Unless waived by the Family Housing Office in writing, residents must meet these conditions to qualify for a Family Housing apartment:

Only the resident affiliated with the University and, if applicable, the resident's immediate family may live in the apartment. The tenant is "affiliated" with UMass in one of the following ways:

- The tenant is officially enrolled as an active Graduate student working for a degree.
- The tenant is officially enrolled as an Undergraduate student taking at least twelve (12) credit hours per semester and is currently working towards a degree.

To be eligible to live in Family Housing, you must be married, in a civil union and/or have legal custody of a dependent child/children who will be living with you full time prior to being offered an apartment. Supporting papers which need to be on file with the application include: a copy of the applicant's marriage or civil union certificate, child(ren)'s birth certificate(s) and court-issued custody documents regarding your child(ren).

The Tenant must submit proof of the family status at the time of occupancy and family members must reside with them on a full-time basis. The tenant covenants that they will give prompt notice to the University of any change in household composition for the University's sole use in determining the tenant's eligibility for tenancy under the lease.

Occupancy of the leased premises herein shall be limited to the tenant, the tenant's spouse and/or domestic partner and/or the tenant's children who must reside on a full-time basis, unless otherwise specified by the University in writing. The Family Housing Office reserves the right to require proof of identity and proof of any relationship.

Please Note:

Family members may not combine their credit hours to meet the minimum requirement for graduate and undergraduate residency.

The University reserves the right to deny housing in any apartment to any individual who has been convicted of a felony involving bodily harm to persons, damage to property or the sale or distribution of illegal drugs.

The Dean of Students will review specific cases and will make the final decision.

Apartment Offer

Throughout the year, Family Housing offers apartments to eligible students. Please be aware that the demand for Family Housing apartments far exceeds the number of apartments available. Apartment offers are made through email ONLY. Once you have an offer, you are given 24 hours to accept the apartment. Failure to reply to an offer will result in the removal of your application from our waitlist.

Residency Requirements

North Village apartments must be vacated within thirty (30) days of graduation or withdrawal from or termination of the affiliation with the University. Anyone living in North Village who does not meet Family Housing qualifications and who is not an authorized guest is trespassing, and the University may take legal action against that person.

Signing a Lease

Before moving in, you need to sign a lease for North Village. The lease is valid for one fiscal year and runs through June 30.

The names of all adults including dependents aged 18 or older, living in the apartment must be on the lease and sign the lease. This lease is a legally binding contract between you and the University and describes the obligations and rights of both parties.

If you are affiliated with the University and you choose to move out of North Village before the end of the lease period, you will be held responsible for rent until the apartment is re-rented or until the lease ends on June 30, whichever comes first.

The Security Deposit

Before you move in, you need to pay a security deposit equal to one month's full rent. Security deposit can only be paid by cash, check or money order in person at the Bursar Office.

The security deposit is used to pay for any damages you might incur, such as extra cleaning charges, or damages. (The security deposit cannot be used to pay the last month's rent.) Your security deposit is deposited in a special bank account and Family Housing will provide you with the bank's name and account number when you sign your lease.

At the end of each full year that you have lived in a Family Housing apartment, that is, on the anniversary of the day on which you signed your lease or agreement, your account will be credited with the interest for the previous year.

If you move out of your apartment before the end of one full year, you are not entitled to any accrued interest. When you leave Family Housing, the deposit plus any interest it earned will be refunded to you within thirty days (30) from the date you surrender your apartment keys. If charges are deducted for damages to the apartment or for extra cleaning, you will receive an itemized list.

Paying the Rent

Student rent is charged on the Student's Bursar Bill. If you move in after the first of the month, your first month's rent will be prorated, that is, you will pay a part of the monthly rent, depending on the number of days left in the month. Rent is due by the first of each month. For rental rates, to go:
www.umass.edu/living/residence/family/rates

Who Is Responsible?

It is your responsibility to pay your rent on the first of the month at the Bursar's Office, located in 215 Whitmore. Family Housing does not issue rental notices, bills or statements to the student.

How Is Rent Paid?

Student rent is charged on the Student Bursar Bill. The Office of the Bursar allows many rent payment options, including in-person and online. For additional rent payment options go to:
www.umass.edu/bursar

To pay rent in person, go to the **Bursar's Office at 215 Whitmore Administration Building**, between 9:00 A.M. and 3:30 P.M., Monday through Friday.

Failure to Pay and Sanctions

The Office of the Bursar administers all failure to pay sanctions. Sanctions include late fees, ED1 Bursar Hold preventing registration, and AW1 Bursar Hold withdrawing students from the University. Tenant financial aid funds can be applied to rent charges. Collection fees on outstanding balances may be incurred. Under Massachusetts General Law C.7A, C.6D and 815 CMR 9.00 unpaid balances may be subject to late charges and processing fees, and intercept of state or federal payments or tax refunds. To review failure-to-pay sanctions go to: www.umass.edu/bursar/failure-pay-and-sanctions

Subletting

Subletting is not allowed. Please do not sublet, that is, rent out your apartment or any part of it. Also, do not permit anyone other than your family to live there. Doing so is a violation of your lease or agreement and will lead to eviction from your apartment. If the tenant has been asked to vacate because of sublet violation(s) of the lease, the tenant cannot reapply to live in Family Housing.

Picking Up Your Keys

After you have paid your first prorated month's rent and security deposit and signed your lease, you will be given a key to your apartment. If there are two adults on the lease, a second key will be issued. These keys must not be duplicated.

In one bedroom apartments, the back door is for exiting egress only. No key will be issued for the back door.



Picking Up Your Mailbox Key

The U.S. Postal Service (USPS) manages the distribution of keys, service repairs and the change of locks for the mailboxes located in North Village.

In order to be issued keys you will need to bring an authorization form to the post office that will be provided to you by Family Housing when you sign your lease. If you are a new or transfer resident, you will be charged the current non-refundable fee to secure a key to the Apartment P.O. Box.

If a key is lost by any resident, it will cost the current nonrefundable fee. If you have any problems or concerns with your lock or mail delivery, contact the **Amherst Post Office** directly at:

**145 University Drive, Amherst, MA 01002
413-549-0523**

Filling Out a Statement of Condition

To prevent unfair charges for you and extra damage costs for Family Housing, at the beginning of your tenancy the Housing Operations Assistant will come to your unit, check on the condition of your apartment, and fill out a form called the Statement of Condition. The Statement of Condition form protects you and Family Housing and helps to prevent disputes over damages to the apartment when it is time for you to move out.

The Housing Operations Assistant will contact you soon after you move in to schedule an appointment. The Statement of Condition must be completed within two weeks of occupancy of the apartment.

Renter's Insurance

Although the University makes reasonable efforts to protect residents' property, the University is not in any way liable for any loss or damage to personal property because of fire, theft, or any other cause. The outer facilities are checked regularly for safety and security by University Police, but the use of Family Housing facilities is at the risk of each tenant. Residents are not covered by University insurance, so we strongly recommend that you obtain an apartment renter's insurance policy to cover your personal property.

Are You Locked Out?

If you are locked out of your apartment between 7:00 A.M. and 5:00 P.M., Monday through Friday, go to the **Family Housing Office in North Village, C-01**, to sign out a temporary key. If the office is closed, call Emergency Operations at **413-545-0812**.

Keys cannot be given out to minors (under eighteen years of age) or to anyone who is not a co-signer of the lease or agreement. If you are locked out, you will need to go to the **Family Housing Office in North Village, C-01**, and show a picture ID to sign out a key and return it within 24 hours. You must have a picture ID to obtain a key.

If a staff person at the Family Housing Office is available, they will come to your apartment to let you in. If you do not have an ID because it is in the apartment, you will need to enter the apartment and then step out of the apartment to show an ID.

If an inside door becomes accidentally locked, you can request a free "emergency key" from the Family Housing Office. If they are not available you can insert a stiff wire or a nail into the hole in the center of the doorknob. Push it straight into the hole and turn the knob until the door unlocks. If this does not work and the Family Housing office is closed, call Emergency Operations at **413-545-0812**.

Apartment Lock Replacement

If you lose your keys to your Family Housing apartment, you can get new keys and your locks can be replaced (recored) for a fee. Also, if you fail to return all of the keys when you move out of your apartment, you will be charged a recore fee. Please see your lease/agreement for current charges.

You can request a recore at anytime. However, be aware that if a recore occurs outside the normal working hours of the maintenance staff, it is an expedited recore and costs considerably more than a standard recore. Before an expedited recore can be done, the maintenance staff must make sure that the recore is necessary.

For example, if both your keys and your ID are lost, the recore is essential, as this is a serious security risk.

Meet Residence Education Staff

Residence Education

Assistant Residence Director

Promise Mchenga is the Residence Education Assistant Residence Director (ARD) for North Village Apartments. He is a graduate student at UMass Amherst and a live-in staff member. Promise works closely with the Residence Education Apartment Communities Coordinator to provide leadership and build community in North Village.

Promise posts his office hours outside his office, located in unit H2 (the Community Room). He serves as a resource for North Village residents and will answer residents' questions, or refer them to other offices on campus. Promise can be reached by email at **nvprograms@sacl.umass.edu** or by phone at **413-546-0384**.

Residence Education

Apartment Communities Coordinator

Abed Jaradat is the Residence Education Apartment Communities Coordinator at UMass Amherst. Abed is a full-time staff member, with a doctoral degree in education. Abed supervises all the apartment communities on campus, including North Village Apartments, Lincoln Apartments and North Apartments. His office is located in Room 121D, North Apartments. Abed provides overall leadership and serves as a resource for all the residents of apartment communities on campus.

Abed supervises Promise Mchenga and other apartment community staff members. Abed can be reached by email at **afjarada@umass.edu** or by phone at **413-545-7111**.

3 CHANGES and TRANSITIONS

Changes in Your Family

Any change in the number of family members during the time of your lease should immediately be brought to the attention of the **Family Housing Office at 545-3115**. If the number of people in your family increases, you may not meet the Massachusetts State Sanitary Code regulations concerning the maximum number of people who can reside in an apartment (see **Family Housing Apartments on page 4**).

For example, if a family of three becomes a family of four while living in a one-bedroom apartment, they will be asked to transfer to a larger apartment at the appropriate rental rate.

Moving to Another Family Housing Apartment

If you need a larger or smaller unit, you may request an apartment transfer within the Family Housing complexes. In order to apply for a transfer, you must still be eligible for Family Housing, have lived in North Village for at least one full year and your rent is paid in full. You will be placed on a waiting list for an apartment with more or fewer rooms. Except in special cases, moves between apartments with the same number of bedrooms cannot be made.

If you transfer from the unit rented under your current lease or agreement to another unit, you will have three (3) consecutive calendar days from the "termination of current lease or agreement" to move to the new unit. You will be billed for all additional days on a per diem basis for the old apartment if the keys are not returned by the end of the third day.

When you have agreed to transfer to the new apartment, you will be given a bill and sent to the Bursar's Office to pay the added security deposit and the difference in rent for each day before you move in. You will be billed for the new apartment the day you receive the keys.

What to Do When You Go Away

If you leave your apartment for a few days, please be sure to close and lock your windows and doors. In the winter months, leave your heat at 60 F° to prevent pipes from freezing. If you will be gone for more than two weeks, please inform the **Family Housing Office at 545-3115** or familyhousing@sacl.umass.edu.



Terminating Your Lease

Either you or Family Housing has the right to terminate your lease or agreement by giving at least thirty (30) days' notice from the date you end your affiliation with the University.

When You Terminate Your Lease

You can terminate your annual lease before it expires only if you are graduating or if you are no longer affiliated with the University (see the Family Housing Lease). Tenants should contact the Family Housing Office, C-01, for vacating procedures. Vacate notice forms must be in writing.

If you cannot hand deliver the vacate notice to the Family Housing Office, send it by email to the Family Housing email address, familyhousing@sac.umass.edu

You are responsible for rent on your apartment for thirty (30) days after the Family Housing Office receives notification on your intent to leave only if you are graduating or if you are no longer affiliated with the University (see the Family Housing Lease) even if you move out before the end of the thirty-day period.

If you are affiliated with the University and you choose to move out of Family Housing before the end of the lease period, you will be held responsible for the rent beyond the 30 days until the apartment is re-rented or the end of the lease period (which ever comes first).

When Family Housing Terminates Your Lease

Family Housing reserves the right to terminate the lease of any resident if:

- Academic requirements are not met;
- The status of a family is not met;
- A resident is dismissed or voluntarily withdraws from the University;
- Readmission to the University is denied to the student;
- A resident, member of their family, and/or guest violates the lease or agreement or the Family Housing rules and regulations;
- The information on the original request forms is found to be false; or
- The resident fails to pay the rent on time.

A waiver or breach of any term or part of the lease or agreement does not waive or breach the rest of the lease or agreement. If a court holds any provision of the lease or agreement invalid, the rest of the lease or agreement remains in force. If a tenant has been asked to vacate because of violation(s) of the lease, the tenant cannot reapply to live in Family Housing.

Eviction or Summary Process

If for any reason eviction is pursued against you, you will receive notices about it in accordance with the law of the Commonwealth of Massachusetts. You should be aware that once eviction proceedings begin, you will be responsible for all legal costs and charges associated with serving the notices, even if the proceedings are later canceled.

Moving-Out Inspections

When you move out, the Family Housing Office will inspect your apartment thoroughly for any necessary repairs or cleaning. Call the **Housing Operations Assistant at 545-3115** in advance to set a date and time for the moving-out inspections.

If you are moving out on a weekend, begin cleaning your apartment before the weekend. The Housing Operations Assistant will pre-inspect during the normal work week to make suggestions or recommendations and let you know if the apartment is being cleaned properly. They will also look for any signs of new damage (for pre-existing damage, see **Filling Out a Statement of Condition on page 8**).

You must be home for all move-out inspections that you have scheduled by mutual agreement. If you are not present for inspections held at a time that you have agreed to, you waive your right to dispute damage and/or cleaning charges! In addition, if you do not schedule a move-out inspection, you waive your right to dispute damage and/or cleaning charges, and the inspection will be conducted without you.

The Housing Operations Assistant may enter at any time in accordance with a court order if an apartment appears to have been abandoned or at any time without a court order during an emergency.

If you have any questions about moving out, please call the **Family Housing Office at 545-3115**.

A Moving-Out Checklist

- **Notify the Family Housing Office in writing (vacate notice form) that you want to terminate your lease or agreement at least thirty (30) days before you intend to end your affiliation with the University.** You are responsible for rent on your apartment for thirty (30) days after the Family Housing Office receives notification of your intention to leave only if you are graduating or if you are no longer affiliated with the University (see the Family Housing Lease/Agreement) even if you move out before the end of the thirty-day period.

If you are affiliated with the University and you choose to move out of Family Housing before the end of the lease period, you will be held responsible for the rent beyond the 30 days until the apartment is re-rented or until the lease ends on June 30, whichever comes first.

- **Notify the Amherst Post Office of your change of address** by filling out a change of address card at any post office.
- **Clean your apartment.** See **pages 39-40** for the cleaning instructions. Empty and clean the refrigerator; clean the windows, walls, and all cabinets; remove nails or spikes from walls; leave the thermostat at 60° F; and shut the windows. Please do not remove University-installed light bulbs and curtain rods.
- **Call Family Housing at 545-3115 when your apartment will be ready for inspection.** If your apartment is not properly cleaned, Family Housing may have to charge you for the extra cleaning needed to get it ready for the next residents (see **Moving-Out Inspections**).

MOVING OUT

- Call Comcast at **1-888-633-4266** to disconnect your cable service (if you subscribe to it in addition to the University cable system).

- **Return your apartment and mailbox keys to the Family Housing Office after your apartment is inspected.**

If you leave in the evening or on a weekend, please put the keys in an After Hours Key Drop envelope, available outside the C-01 Office. The After Hours Key Drop envelope must be clearly marked with your name and apartment number. Place the envelope in the drop box located to the right of the Family Housing Office entrance.

You will be charged at a daily rental rate until all your keys are returned. Additionally, by the third day after you vacate, if all your keys are not returned, you will be charged the current fee to replace one lock and to recore each additional lock.

- **Give the Family Housing Office your new address so we may refund your security deposit** and any accrued interest (see the refund regulations under **The Security Deposit** on page 7).

Abandoned Personal Property

Any personal property left in the apartment or on the premises by tenants who vacate or abandon an apartment will be held for 30 days and then deemed abandoned, and the University may immediately dispose of the property without compensation and may charge the student for labor involved in removing any trash or property. The University may dispose of such property in any manner without liability.



Expectations for Guests

You are welcome to have guests in your apartment according to the requirements specified in the Family Housing Lease. Please remember that you are liable for your guests' actions. The University is not liable for accidents which may occur to your guests.

Too Much Noise!

Because residents of Family Housing live so close to each other, noise can be a challenge. Apartments are not sound-proofed and residents should expect some noise common to any multi-family residential environment.

However, tenants and their guests need to be aware that playing a musical instrument or sound system (stereo, radio, TV, and so on) too loudly may disturb people outside the premises. Please respect your neighbors and keep the volume down at all times, but especially between 10:00 P.M. and 8:00 A.M.

Differences between residents should be resolved, if at all possible, between the residents involved. Always try to communicate with your neighbors if you have a concern. If you are disturbed by noise, politely speak to the resident directly. If there is a disagreement between you and your neighbor, it is your responsibility to contact them first - they may not even know you are disturbed by something they are doing. If differences cannot be resolved after contacting your neighbor, please contact your Assistant Residence Director (see inside cover) for assistance in finding a solution.

Any violation of the noise policy is also a violation of your lease or agreement and any on-going violation of the noise policy can lead to eviction.

Children

The tenant is responsible for the actions of children who occupy their apartment. Children are to be actively supervised at all times. Neglect of parental responsibility may result in termination of the Lease/Agreement. The parent or guardian shall be financially responsible for the actions of the children. The University is not liable for accidents which may occur to children. Children attending North Village sponsored programs must be accompanied by a parent or guardian.

Animals in Residence

Pets ARE NOT allowed on campus. A pet is defined as any domesticated or tamed animal that is kept as a companion and cared for affectionately. Having a pet in your apartment is a violation of your lease agreement.

This no-pet policy includes guest pet owners and/or choosing to care for your friends' pets.

Animals that provide Assistance/Emotional-Therapy Support and recommended by a medical professional for a person with a disability can qualify as an accommodation. Assistance Animals qualify as an accommodation for emotional/therapy support for some disabilities as the animal has a calming influence and provides affection and stability for well-being, comfort or companionship. Assistance Animals are not considered the same as a Service Animal because they do not perform tasks to assist with an individual's daily living activities.

Assistance Animals are only allowed in the apartment but are not permitted in common areas such as the C-01 office, H-02 community center, or the laundry room.

Any person requesting the use of an assistance, emotional support, or therapy animal in University housing must provide verification of an ADA-qualified disability through Disability Services in order to receive the accommodation for an animal. For more information on this procedure, go to:

**[www.umass.edu/disability/policies-and-laws/
assistance-animal-policy](http://www.umass.edu/disability/policies-and-laws/assistance-animal-policy)**

Rules for Business Activities

The pursuit of activities of a proprietary or profit-making nature by the tenant(s) or any other person(s) on the premises is prohibited. Residents are not permitted to conduct any organized business for remunerative purposes from the apartment which they occupy, or to inscribe or affix any sign, advertisement or notice on any part of the inside or outside of a building or on the housing premises.

Future Regulations

The University reserves the right to make and enforce other rules and regulations as may be appropriate or necessary for the safety, care and cleanliness of the premises, and for securing the comfort and convenience of all residents. Future policies may be announced by letter or email.

Decorating Tips

You may decorate your apartment with a reasonable number of pictures or other wall hangings. No more than 50% of any wall is allowed to be decorated for fire safety. Please use small tacks, nails, or pins for hanging decorations. Before using larger items such as hooks or screws, you must contact the **Family Housing Office** at **545-3115**; we may be able to suggest alternative devices to meet your needs.

Please do not use adhesives, tape, or paste on painted walls. They will remove the paint. Also, do not put adhesive Contact paper on walls or inside cabinets.

Holes left by small nails, tacks, or small paint scratches are considered normal wear and tear on the apartment. Any large holes that are left behind or any extra work that needs to be done will lead to a charge to be deducted from your security deposit.

Service Calls

Family Housing maintenance staff are available Monday - Friday, 7:00 A.M. to 2:30 P.M. for scheduled work orders.

To report maintenance emergencies, contact the C-01 office Monday-Friday between 7:00 A.M. and 5:00 P.M. During nights, weekends and holidays contact Emergency Operations at **413-545-0812**.

Waterbed Rules

Waterbeds are not allowed in Family Housing Apartments. The floors of North Village are not strong enough to support the weight of waterbeds.

Satellite Dishes

While it is legal to have a satellite dish, you need to properly install it following the lease agreement and Massachusetts State Law. According to the Family Housing Lease Agreement: Enjoyment of premises: "Tenants will not be allowed to install satellite dishes or external antennas on their apartments. The Tenant shall not erect any antenna or other structure of any nature whatsoever on the roof or walls of the premises and shall not enter upon the roof of the premises for any reason whatsoever."

In addition, Massachusetts State Law states: "A regulation of the Federal Communications Commission provides that you cannot prohibit any tenant from installing a TV antenna, within the part of the building which is under the tenant's control. The regulation applies to video antennas, satellite dishes less than one meter in diameter, and wireless cable antennas."

This means that Family Housing can prohibit a tenant from putting an antenna on the roof, installing one on the ground, or on the exterior of the building, but Family Housing cannot prohibit the tenant from putting one inside a window.

Windows

Screens

All apartment windows and storm doors have screens. If a screen is missing or damaged, please call the **Family Housing Office at 545-3115**.

Please note that these screens will not keep children from falling out of a window.

Window Wells in North Village

The ends of each apartment building in North Village have window well units attached in order to provide proper ventilation under the building. There is a heavy-duty screen at the top of each well unit to prevent leaves and other debris from gathering in the wells.

Please make sure that children do not play on the surface of these screens. They will not support the weight of children.

Weapons

In accordance with Massachusetts State Law [MGL. Chapter 269:1 0(j)], firearms, explosives (including firecrackers), and other dangerous weapons are not allowed within or upon the grounds, buildings, or any facility of the University. All licensed firearms must be registered with the University of Massachusetts Police Department (UMPD). Violation of the weapons policy is a breach of contract and will result in immediate eviction.



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UTILITIES and SERVICES

The University shall provide local phone service (students must provide their own phone), water, sewer, and trash disposal service.

Heat

The cost of heat, water, and electricity is included in your rent. North Village has electric heat, as well as a thermostat in each room that can be regulated to adjust the heat year round. To help us keep rental costs down, please conserve your heat as much as possible.

Please do not replace burned-out bulbs by taking new ones from the laundry rooms or other public spaces. This is an act of theft and will be treated as such.

Water

The University buys water and sewer services from the town of Amherst. Because water supply and sewage treatment are the most overburdened systems in the town, your efforts to conserve will reduce the chance of a serious water shortage. The use of water outside the dwelling and for washing cars is prohibited. If you have a leaking faucet or problems with your water supply, please call the **Family Housing Office at 545-3115.**

Air Conditioners

Tenants may install their own commercially manufactured window air conditioners. All air conditioners must meet Family Housing BTU requirements and Underwriter Laboratory standards. Air conditioners must be limited to 10,000 BTUs and be used on a 100-volt current. From October 15th through April 15th, tenants must remove their air conditioners from the windows or place an approved outer cover over the air conditioners to help conserve energy.

Electricity

Electricity is provided for your stove, refrigerator, lights, and small appliances. In North Village, electricity is also used for heat. If you are having problems with your electricity, see **How to Get Your Electricity Back on page 43.**

Light Bulbs

Family Housing will supply light bulbs for light fixtures on your porch, balcony, and hall. We cannot, however, supply bulbs for the interior of the apartments, except for fluorescent lights in the kitchens and hallways of North Village Apartments.

ENERGY CONSERVATION TIPS

- Keep heat sources such as lamps away from your thermostat. Do not cover radiators or block the free flow of air around them.
- Keep your radiators clean.
- Keep the thermostat at 70° F or below. During the winter months, if you are leaving your apartment for extended days, please remember to shut all your windows and keep your thermostat turned up to at least 60 degrees throughout your residence. Do not shut the heat off because it may cause significant damage to the residence from pipes freezing and water damage.

Large Appliances

All apartments come with a stove and refrigerator. Due to space limitations, lack of electrical outlets and wiring, and insufficient plumbing connections, clothes washers and dryers and dishwashers are not permitted. Each kitchen and bathroom sink faucet will be inspected during the vacate procedures and if an aerator is missing or damaged, the University of Massachusetts reserves the right to charge \$135.00 for the replacement cost of each aerator.

Installing large appliances such as clothes washers/dryers in your apartment is a violation of your lease. North Village has its own laundry facility (see **Laundry Facilities** on page 22) located across the street from the A-E mailboxes.

Family Housing cannot be held responsible for any misuse of water, electricity, fixtures, or appliances in your apartment. If repairs become necessary due to misuse, Family Housing has the right to enter your apartment and make repairs. You may be charged for these repairs.

Mail Delivery

Family Housing has its own United States Postal Service mailbox. The United States Post Office maintains these boxes and supplies each apartment with a mailbox key for a non refundable fee. Please keep the mailbox areas clear and accessible at all times. If you have a problem with your mailbox or key, contact the Amherst Post Office (see **Picking Up Your Mailbox Key** on page 8).

In North Village, mailboxes are clustered in two locations. Those for Sections A-E are located in front of the laundry room. Those for Sections F-J are located near the soccer field and behind Section F.

All notices and Family Housing flyers are delivered to your Family Housing apartment mailbox, located next to your front door.

Local Telephone Service

Each apartment is equipped with a telephone jack and it is your responsibility to provide a touch-tone telephone and line cord. The University does not recommend the use of cordless telephones. When you move in, all you have to do is plug your telephone line cord into the upper wall jack.

For detailed information about the telephone service and features please visit the UMass IT Residential Network Communications (Students) website at: www.umass.edu/it/netcom/telephones/residential-network-communications-students

Telephone Service Problems

If you are experiencing a problem with your telephone service or jack, please visit the "Troubleshooting" section on the UMass IT Residential Network Communications (Students) website at: <https://www.umass.edu/it/netcom/telephones/troubleshooting-residential-telephone-services>.

If you need further assistance, please contact UMass IT Residential Network Communications at 545-2103 (8:30 A.M.-5:00 P.M., Monday – Friday)

Please note that UMass IT technician/personnel with a properly filled out PTE (Permission to Enter) form may need to enter your apartment whether or not you are there. A PTE form may be filled out online at <https://help.it.umass.edu/pte/>.

Residential Technology Fee - Family Housing

The Residential Technology Fee - Family Housing covers basic technology support in campus-owned family housing residences. This charge supports select residence phone infrastructure and wired network services. The \$30 per month fee is administered by UMass Amherst Information Technology. For billing questions or concerns about the Residential Technology Fee - Family Housing, please email restelcom@umass.edu.

- The \$30 monthly fee is posted to the student Bursar bill for Family Housing Student Residents. For more information about the Office of the Bursar and payment methods, visit www.umass.edu/bursar.
- For Family Housing Non-Student Residents, the non-refundable "Residential Technology Fee" of \$120 will continue to be billed by UMass Amherst Information Technology three times a year (Fall, Spring, Summer). The non-student residents will continue to have the option to pay the total amount of \$120 for the four-month billing period or \$30 by the 15th of every month. For detailed information on the policies and procedures concerning this fee please visit the "Family Housing" section of the UMass IT Residential Network Communications (Students) website at: www.umass.edu/it/netcom/telephones/residential-technology-fee-family-housing

Official Communications Policy

On occasion, the Family Housing Office will need to communicate important messages that affect the entire community. Official business information will be with tenants by email to their UMass IT email accounts. Accordingly, we encourage all residents to provide the family housing office with your preferred method of contact.

Housing Services Cable Network

Housing Services Cable Network (HSCN) is provided in all Family Housing apartments. HSCN broadcasts informational, educational and entertainment programming. Service includes a 24-hour bulletin board that broadcasts special notices, a list of campus activities, art and athletic events, University delays and closings and other information concerning the UMass Amherst campus.

For directions on connecting your television to cable service, to find a list of available channels or if you experience problems with your cable television services, visit the **HSCN website** at www.umass.edu/living/residence/cable click on FAQs. The list of cable channels can also be found on HSCN channel 20. If you have questions or want to provide feedback, you can email HSCN at: askHSCN@sacl.umass.edu

Comcast, the cable service in Amherst is also available to Family Housing residents for a fee. For information about their service and fees, call **1-800-266-2278**.

Antennas and Satellite Dishes

You are not allowed to install a satellite dish in the ground. You are also not allowed to erect any antennas, satellite dishes, or other structures on the roof or exterior walls of the premises or to go on the roof for any reason whatsoever. (See **Satellite Dishes** on page 15.)

OUTDOOR SPACES and OTHER FACILITIES

We hope you will enjoy all the outdoor spaces that Family Housing apartments offer. For your safety and the enjoyment of your fellow residents, please note the following policies and regulations. For information about children's safety in playground areas, see "Children's Outdoor Play Rules" on page 37.

Appearance of Outside the Apartment

There is limited storage space available for personal property outside the individual apartment units. If you need storage space, the Family Housing Office can provide you with a list of local storage companies. It is the desire of Family Housing to keep the housing premises at a high standard of maintenance and cleanliness. This includes the outside areas as well as the interior of the buildings and apartments. This can only be accomplished with the cooperation of all residents.

Residents are expected to keep the front and rear of their apartment tidy. Anything seeming to create a hazard or unsightly appearance, will be addressed by Family Housing staff, including but not limited to; bicycles, garbage, children's toys and storage of barbecue grills. Please do not put up clotheslines outside your apartment. They are a health and safety hazard and a violation of the lease. Family Housing provides clotheslines in each section of North Village for use by all residents.

Routine Inspections

Environmental Health & Safety (EH&S) is a campus agency that establishes, implements, and monitors University policies regarding all forms of safety and environmental health. EH&S will be called to help enforce sanitary conditions in apartments including compliance with the Family Housing pest monitoring and spraying program. EH&S staff routinely inspect the areas outside the apartments without prior notification. **EH&S** can be reached at **545-2682**.

Safety and Upkeep of the Grounds

Family Housing policies relating to the safety and upkeep of the grounds in North Village are contained in the Family Housing Lease Agreement. It states, in part:

"The Tenant shall not store, maintain, keep or otherwise place any items, including but not limited to, automobile parts, hazardous chemicals, cardboard boxes, recyclable materials, garbage, indoor furniture and other items not designed to be outdoors on the porches, exterior grounds, common areas, and entrance ways of the building, except as otherwise specifically authorized by the Landlord."

Please follow these guidelines.

- You may place bicycles, outdoor furniture, and children's outdoor toys outside on your porch next to your apartment. You are not permitted to attach bicycle racks to the exterior walls or railings of the apartment.
- Tenants storing any other items outside their residences will be asked to remove them.
- Hanging, displaying, or installing toddler seats, tire swings, other hanging recreational equipment or clotheslines in any part of the exterior grounds and common areas is not permitted.

Structures and Alterations

Outside structures such as worktables, storage sheds, or play structures may not be built or placed on the grounds. Alterations or additions may not be made on the roof or to the exterior walls of the premises.

Grass and Snow

The University's Physical Plant cuts the grass and clears snow and ice from Family Housing walks and driveways.

During the summer months your help is needed to keep lawns mowed. Please pick up toys, bicycles, and so on from your front and back yard. If these items are in the way of the lawn mowers, your section of the lawn may remain uncut.

Residents' cooperation is also needed during the winter months for snow removal operations.

Residents will need to remove clutter on the steps, and toys on the walkways. To remove snow as quickly as possible, small tractors plow the walkways and toys/bikes left on the walkway can easily be damaged.

If you see a dangerous accumulation of snow or ice, particularly on walkways, please call the **Physical Plant Solutions Center at 545-6401**.

Gardens

Your Own Plot

For a fee Family Housing makes garden plots (20' x 20') available to residents of North Village. The garden plots are located across the street from Wysocki House along North Pleasant Street. Vegetable gardens and/or vegetables in containers are not permitted adjacent to apartments. However, flowerbeds are allowed up to 36" from the building.

Growing Flowers

In May, the Family Housing office provides flowers (annuals) for a reduced cost for residents to plant and care for during the summer.

Picnic, Anyone?

Wooden Tables

North Village is equipped with movable wooden picnic tables. These tables are for the use of all residents and can be moved from one back door to another. If you want to have a picnic or a barbecue, feel free to move the table to your back yard and enjoy. When you are done, please move it back toward the center of the common back yard so that other residents may use it.

Barbecue Grills

Movable charcoal barbecue grills are available from the Family Housing Office. To reserve one, please call **545-3115**. You may also use your own barbecue grill. Whichever grill you use, please make sure that the grilling is done away from the buildings.

BARBECUE SAFETY TIPS

- Please do not leave hot grills unattended. They can be very dangerous for children.
- Watch grills at all times when you are using them and fully extinguish the coals as soon as you finish cooking.
- Do not place hot coals in the dumpsters!

Outdoor Drying of Fish, Meat, or Poultry

No drying of fish, meat, or poultry is allowed outside your Family Housing apartment.

Laundry Facilities

North Village has coin and UCard operated washers and dryers for the exclusive use of residents. Your apartment key will unlock the laundry room door. If you have any problems with a machine, do not try to fix it yourself. Signs are posted in the laundry room explaining who to contact should you experience a washer or dryer malfunction or lose money while using the machine.

Your laundry room products should not be left in the laundry room if you are not in attendance. Please be aware that Family Housing is not responsible for lost or stolen items in the laundry facilities.

For best results it is strongly recommended that you use liquid detergent, and put only 1/4 cup in the soap dispenser tray of the washing machines.

If you use a tablet, pod, or powdered detergent, put it directly into the washing machine with your laundry. Do not use the soap dispenser. Tablets, pods, or powdered detergent in the soap dispenser can cause your washer to overflow with water coming out of the soap dispenser tray, ruining your wash and flooding the laundry.

LAUNDRY TIPS

- Family Housing strongly encourages you to use biodegradable laundry detergents.
- Measure detergent carefully.
- Fill the washers and dryers with laundry to capacity, but be careful not to overload them. Overloading can damage both the machines and your clothes.

Clotheslines

Please do not put up clotheslines outside your apartment. They are a health and safety hazard and a violation of the lease or agreement. Family Housing provides clotheslines in each section of North Village.



Laundry Etiquette

The laundry facility in North Village is for residents' use only. These facilities are locked to provide security and to keep nonresidents from coming to Family Housing to do laundry. So please, do not peg the door open. Be sure it locks when you come in or leave the facility. Also, do not park on the sidewalk next to the Laundry in North Village. There are curb cuts on both sides of the road near the Laundry to park your car.

Residents who use these facilities expect to be able to launder their clothes in a safe and clean environment. Family Housing cleans the floors while the vendor is responsible for the upkeep and cleanliness of the machines.

A few things to consider:

1. Always use the right amount of detergent for the machines. Front loading washers will leak soapy water when too much detergent is used.
2. Keep track of your clothes. Be sure to take your clothes out of the washer or dryer when the cycle is completed.
3. Family Housing is not responsible for lost or stolen clothes.
4. To save water and electricity, fill washers and dryers to capacity with laundry, but be careful not to overload them. Overloading can damage both the machines and your clothes.
5. These machines are for all residents so please be timely in unloading the machines when the cycle is finished. Residents who have been waiting to use the machines may end up taking your clothes out of the washer or dryer if the machines are no longer running.
6. If you have a lot of clothes and there are very few machines, please be considerate of other residents also needing to use the machines.
7. Clean the lint trap after each load you dry in the dryer. Please put the lint in the trash barrel. Do not drop it on the floor or leave it on the top of a machine.
8. When a machine is broken and/or not cleaning the clothes or drying them properly, please follow the instructions posted in all laundry rooms to report the problem.
9. For all parents with children, the laundry room is not a playground so please do not allow your children to play there.

Storage Space

If you need storage space, the Family Housing Office can provide you with a list of local storage companies.

How to Dispose of Trash and Other Unwanted Items

The University provides trash disposal service. Please do not allow a buildup of trash in your apartment, as this will attract pests and must be avoided. Please put tightly sealed plastic trash bags in the dumpster.

In North Village there are trash toters in each parking lot (except E and I). Trash toters are emptied every day except Sunday during the academic year and Saturday/Sunday during the summer months.

Do not bring household trash with soiled disposable diapers, food containers and garbage into the laundry. This creates an unhealthy (smelly) environment in the laundry and also increases the possibility of attracting pests into the building.

Bring your recyclables to the recycling sheds. Please wash out your bottles and cans because unwashed containers can attract pests. Please be considerate and walk the few extra steps to the recycling and trash locations in your section.

For their safety, please do not send children alone to dump trash. If you need to find out where to throw away oversized items such as old furniture or large boxes, call **Family Housing at 545-3115**.

Recycling Sheds

It is the obligation of every member of the campus community to do their part by helping the University increase its recycling rate and reduce waste - including unnecessary fines and disposal fees. University faculty, students, apartment residents, and staff are expected to cooperate with this program by separating recyclable materials from trash. You can place any recyclable materials in the special recycling bins in the recycling sheds. See the list on the following page for materials that cannot be recycled. Do not put garbage in the recycling bins. Remove caps, lids, pumps, and straws from all containers. In North Village, the recycling sheds are located in Sections/Parking Lots A, C, D, F, G, H and J.

If you have questions about recycling, call the **Office of Waste Management, 545-9615**.

Complete List of Do's and Don'ts for Single Stream Recycling

BOTTLES CANS YES!

- Clean Metal, Glass and Plastic: bottles, cans, jars & tubs (drain & rinse) labels, caps & lids can stay on
- Clean aluminum foil and trays
- Milk and juice cartons and drink boxes
- Clear plastic clamshells
- Empty aerosols cans (food, personal care or laundry)

MIXED PAPER YES!

- News/Magazines/Junk Mail
- Copy/Notebook Paper
- Boxboard (cereal, office supplies)
- Spiral notebooks
- Clean pizza boxes
- Phonebooks, catalogs & paperback books (covers ok)
- Manila envelopes
- Stickies, index cards

BOTTLE CANS NO!

- Cups or utensils (plastic or paper)
- Liquids (pour out please!)
- Plastic bags or films
- Ceramics, light bulbs, test tubes
- Styrofoam of any kind
- Hazardous chemical bottles

MIXED PAPER NO!

- Egg cartons
- Soiled pizza boxes
- Paper napkins, tissues & towels
- Paper cups & plates
- Beer & soda cartons
- Padded mailer envelopes
- Hardcover books

CHILDREN'S SERVICES and SCHOOLS

UMass Child Care Resources

Center for Early Education and Care (CEEC)

The Center for Early Education and Care at the University is a nonprofit organization serving the UMass community. University students and employees are eligible to enroll their children in the program. CEEC is open year-round Monday through Friday, following the University holiday schedule.

For more information about the program and to receive an enrollment application, contact the
Center for Early Education and Care
21 Clubhouse Drive, 413-545-1566.
www.umass.edu/ceec

Office of Family Resources

The Office of Family Resources (OFR) serves students and those in the community with children and families. To Contact OFR:
University of Massachusetts
428 Student Union Building
Amherst, MA 01003
Phone: 413-545-0865
Email: ofr@stuaf.umass.edu
www.umass.edu/ofr

The Amherst Family Center (AFC)

The Amherst Family Center is a network of support programs and services available on campus and in the greater Amherst area. The information is mainly oriented to families with children five years of age or younger. The AFC is open Monday-Friday, 9:00 A.M. to 11:30 A.m. and some afternoons and evenings for special programs. The Amherst Regional Public School schedule is followed for open/closed dates. The AFC is located in North Amherst at the **Old Amherst Street School, 1200 North Pleasant Street.** Entrance is at the rear.
Phone: 413-256-1145
Email: afc@stuaf.umass.edu
www.umass.edu/ofr/familycenter.php

The Graduate Student Senate (GSS)

The GSS publishes the Voice, a graduate student news monthly; offers child care subsidies; revenue sharing program and shares sponsorship of cultural, social, and other events. The GSS also contributes to funding for various services for graduate students. Senators are elected by graduate students in each department and serve on a variety of campus committees.

The Graduate Student Senate office is located at
919 Campus Center, 413-545-2897.
www.umass.edu/gss

Schools

Amherst has a highly respected school system. For kindergarten through sixth grade, North Village children attend Wildwood Elementary School. Amherst Regional Middle School serves grades seven and eight. Amherst Regional High School serves grades nine, ten, eleven and twelve. There are also two private preschools located at Crocker Farm and Amherst Regional High School.

For information on the school district and how to register, please visit the Amherst-Pelham Regional School Public School webpage:
<http://www.arps.org/arhs>

For public school bus schedules and other bus information please visit the transportation webpage:
[http://www.arps.org/district/transportation/
bus-routes](http://www.arps.org/district/transportation/bus-routes)

Preschools

Crocker Farm Preschool/ Early Education Center

280 West Street
Amherst, MA. 01002
(413) 362-1610 / (413) 362-1610

The Preschool @ ARHS

21 Mattoon Street
Amherst, MA 01002
(413) 362-1751

Elementary School

Wildwood Elementary School

71 Strong Street
Amherst, MA 01002
(413) 362-1610

Middle School

Amherst Regional Middle School

170 Chestnut Street
Amherst, MA 01002
(413) 362-1810

High School

Amherst Regional High School

21 Mattoon Street
Amherst, MA 01002
(413) 362-1703



PROGRAMMING

Residence Education provides programming in North Village which promotes social, cultural, and educational activities. The programming office is located in the North Village Community Center, H-02. All programs are announced through the monthly calendar of events, email and individual flyers mailed to all residents. They are also posted at the Community Center and on the laundry room bulletin boards.

Collaborative Programs

University agencies and Amherst organizations collaborate in a variety of programs. These include the UMass Police Department, Center for Women and Community, UMass Health Services/Health Education, Graduate Student Senate, Office of Family Resources, School of Education, Round the World Women, Amherst Family Center and the Town of Amherst.

Some of the workshops, programs, and activities offered are: Adult English as a Second Language conversation group, weekly family activities, homework help for children, health education workshops, car seat and bike safety programs, and international lunch hour.

Community Center

North Village's Community Center located in H-02, host workshops, programs, and resident private social gatherings. In the event of a power outage, the Community Center is equipped with a generator and can be used as a warming station, charging station, and to heat up food for children.

Useful Resource Equipment

If you need to use a computer, printer, scanner, bicycle pump, vacuum cleaner, or view a DVD, or watch TV, feel free to drop in at the Community Center and see the Assistant Residence Director (ARD) during their office hours. The ARD can also give you information about additional services.

Guidelines for Computer Use

The computer at the Community Center is for residents' use only. Children must be accompanied by an adult parent or guardian if they wish to use the computer. The computer is connected to the internet. Users must have their own OIT account to use the internet.

Residents who are using the printer need to supply their own paper if they are printing more than 20 pages. For anything under 20 pages, paper can be supplied by the ARD. The printer is only available during the ARD's office hours which are provided by the ARD in advance usually through email. The computer is available on a first-come, first-served basis. No reservations are allowed and residents can use them until the ARD's shift ends. The computer is the property of the University of Massachusetts. Please remove any personal files from the hard drive at the end of each session. Any files found on the computer will be eliminated.

A Place to Celebrate

Need a place to celebrate? The North Village Community Center can be rented for a small fee for birthday parties, graduation celebrations, and social/cultural holiday celebrations and gatherings on a first-call reservation basis. To reserve the Community Center, please contact the **Family Housing Office at 545-3115** at least 2 days in advance. Residents must sign for the key and agree to the terms of responsibility prior to using the Community Center.

Programs for Children and Spouses

The Community Center in North Village offers a variety of entertaining and educational activities for children and adults. Here you can find a multicultural group of peers and formal and informal activities. After-school homework help, seasonal parties, and bike safety are some of the children's programs. Spouses can learn about resources and activities at the University and in surrounding towns. Children under the age of eighteen must be accompanied by a parent or guardian.

Children's Outdoor Play Areas

Family Housing offers limited outdoor play areas for children living in North Village to use. Please remember that leaving your child unsupervised may result in injury. This equipment is unsupervised, and the University assumes no responsibility for use of the facilities and equipment.

Family Housing strongly recommends parents of young children to be present while the children are in the play areas. Please do not assume that North Village provides a completely safe environment or that other residents will be able to watch out for your child's safety.

If you notice potentially hazardous conditions, damage, or needed repairs in the playgrounds, please contact the **Family Housing Office** at **413-545-3115**.

For more information on how to keep children safe outdoors, see **Children's Outdoor Play Rules** on **page 35**.



It is our hope that no serious injury or tragedy ever occur in North Village due to unauthorized vehicles on the sidewalks or traveling above the speed limit on the roadways. Together, we can create a safe community for all Family Housing residents, especially our children, if all residents follow the law and drive with caution.

Parking Your Car

You can park your car for a fee in the parking lots located in North Village. Parking Services issues yearlong (September 1-August 31) parking permits to residents who have registered a car.

Your car registration must be in your name or in the name of your immediate family. Each apartment may register one vehicle. If two people are on the Lease or Agreement, a second vehicle may be registered if space permits.

After you register your car with Family Housing, you will be issued a Family Housing parking letter. To purchase a parking permit, bring your Family Housing parking letter to **Parking Services**, located at **Lot 25 Trailer Complex (51 Forestry Way)**. Office hours are 7:45 A.M. to 4:45 P.M., Monday through Friday. The office can be reached at **413-545-0065** and their fax number is **(413) 545-4440**. Their e-mail address is **parking@umass.edu**.

Unregistered cars will be ticketed and towed at residents' expense. If you are in the process of registering a car, please call Family Housing to report it and to receive one of a restricted number of one-day guest parking permits. If you live in a Family Housing apartment equipped for the mobility impaired and are disabled, you can get a parking decal from Parking Services entitling you to a accessible parking space.

Parking Renewal Letter

Parking renewal letters are issued at the Family Housing Office in mid-August for the start of the new academic year. You will need to bring in your current car registration.

Guest Parking

A restricted number of Family Housing free one-day temporary parking permits for guests are available from the Family Housing Office.

These one-day passes require registration plate information and are valid for a stated, limited time period only. Your guests must display the temporary permit on their dashboard to avoid being ticketed or towed.

Vehicles with expired permits may be towed at the owner's expense. Please note that as residents you are responsible for your guests and their cars.

Parking Your Motorcycle

Motorcycles, motor driven cycles, and motorized pedicycles must be registered under the same conditions as other vehicles, and are subject to parking regulations. Motorcycles and motor driven cycles may park only in designated motorcycle parking areas with the parking permits clearly displayed. In North Village, there is a motorcycle parking space in H section marked with a sign. If the motorcycle is not parked in the specific space, it is subject to ticketing and towing.

Parking Your Bicycle

For rules about parking your bicycle and safe places to leave your bicycle, see Safety rules on [page 20](#).

Rules and Regulations

Sidewalks

Driving a car or parking on sidewalk walkways is prohibited in North Village. Any areas other than the direct access road through the apartment complex and the adjacent parking area are considered to be walkways. The Family Housing Lease states that "automobiles will not be permitted to travel nor to park on sidewalks in North Village, except in the process of moving in or vacating."

This rule is in place due to the numerous bicyclists, pedestrians, and children in the complex who use the sidewalks daily. Family Housing staff have the authority to issue a citation to residents who are found driving or parking on the sidewalks. After three citations, Family Housing will start a summary (court) process (eviction notice) for violating the lease or agreement. You will be responsible for legal fees if the sheriff or Family Housing Manager delivers papers to you.

UMass Police Patrols

The UMass police patrol North Village and will issue motor vehicle citations and parking tickets to residents who are driving and/or parking on the sidewalks. In addition, cars can be towed.

Tow Zones

If you park in one of three restricted areas, you will be ticketed and your car will be towed at your expense. These areas are (1) an identified fire lane (a white-painted lined area near curb cutouts in all parking lots), (2) spaces for the handicapped (in each parking section in North Village), and (3) space for the resident staff in Lot H in North Village. The spaces for the resident staff display a sign that reads "Tow Zone/Resident Staff." If you are ticketed and towed, you will have to pay a minimum of \$100.

Car Repairs

No automobile repairs are allowed on the Family Housing premises - this includes oil changes and the disposal of hazardous material. In addition, you cannot dispose of car oil on your own premises or outside the apartments, including the green trash toters, recycling bins, or anywhere else.

TRANSPORTATION

Bus Service

The Pioneer Valley Transit Authority (PVTA) provides the most extensive free transit system in the country. Bus routes link UMass, Amherst College, Smith College, Mount Holyoke College, Hampshire College, and many neighboring communities. Residents of North Village can board at the entrance to North Village on North Pleasant Street.

During the school year, local and outreach buses run from early morning until late at night, with less frequent service on weekends. During January Intersession and summer vacations, PVTA service is reduced and weekend service is not always offered. Also, during Intersession, some bus routes may not be running.

To find out if your bus route is available, call the **PVTA at 413-545-0056** or visit www.umass.edu/vehicle

Schedules are available aboard PVTA buses and at the Campus Center.

For public school bus schedules visit:
[http://www.arks.org/district/
transportation/bus-routes](http://www.arks.org/district/transportation/bus-routes)

Disabled Transportation Services

The University of Massachusetts Special Transportation Service has been a part of UMass Transit Service since 1986. "SpecTrans" provides free transportation service around the Amherst campus to any member of the University community (students, staff, and faculty) with a disability. They also provide on-call and reservation service for passengers with both temporary and permanent disabilities. Their primary mission is to transport people to and from their classes and work. They also provide off-campus trips on a limited basis.

People who need their service on a long-term basis must register with **Disability Services** first by calling **413-545-0892**. Temporary passengers can register directly with **SpecTrans** by calling **413-545-2086**.

All of their vans are equipped with wheelchair lifts that are wide enough to carry the majority of wheelchairs. For passengers using Canadian or other types of crutches, the passenger door of each van can be opened by the driver in the same way as a school bus door. They are a "curb-to-curb" service. Their mission is to provide safe transportation to desired destinations with minimal assistance. Some exceptions may be made at the discretion of the Special Transportation Coordinator.



If you have a mobility impairment, special van transportation is available Monday through Sunday during the academic semesters and Monday through Saturday during intersession, winter session, spring break and the summer.

Please visit their website [www.umass.edu/
transportation/special-transportation](http://www.umass.edu/transportation/special-transportation) or call SpecTrans at 413-545-2086 for more information or to arrange service.

POLICE EMERGENCY? CALL 911**What You Can Do**

Family Housing wants to make the apartment complexes as safe and secure as possible. We need you to help by reporting anything suspicious or unusual, such as unknown loiterers, strangers going from door to door, or salespersons.

Remember to lock your doors and windows whenever you leave your apartment. If you will be gone for an extended period, tell your neighbors and the Family Housing Office (see **What to Do When You Go Away** on page 10).

University Police

North Village falls under the jurisdiction of the University Department of Public Safety. The UMass Police Department, not the Amherst Police, patrol the complexes and respond to emergencies.

The **UMass Police Department** is located at 585 East Pleasant Street and can be reached for routine matters at **545-2121**. If your concern is not of an emergency nature, please ask for the Community Police Officer who works with Family Housing.

HELP Phones

To increase safety at the University, yellow HELP Phone boxes have been installed throughout the campus. Pushing one button on these phones will connect you with the **UMass Police Department**.

There are three HELP Phones in North Village:

1. On the outside wall near the front entrance of the laundry room;
2. Near the mailboxes for the F-J sections; and
3. Near the J-section playground.

HELP Phones are for emergencies only!

Please do not use them for any other reason.

**WHO RESPONDS TO YOUR 911 CALL?**

Depending on what phone you use, you will be talking with different police departments when you dial 911. Know where your emergency calls go when dialed on a cell, an apartment land line, or from a pay phone!

- **If you dial 911 from a North Village apartment phone land line**, or use a yellow **HELP Phone** on campus, your call goes to the **UMass Police Department**. **If you are on a cell phone, dial 413-545-2121 for UMPD.**
- **If you either dial 9-911 from an apartment phone land line, or dial 911 from a pay phone in Amherst** your call goes to the **Amherst Police**.
- **If you dial 911 from a cell phone**, your call goes to the **Massachusetts State Police**.

NOTE: If you are locked out of your apartment, you should not call 911 unless there is an emergency.

- During the day (Monday-Friday, 7:00 a.m. – 5:00 p.m.) call the **Family Housing Office, 545-3115**.
- All other times contact **Emergency Operations, 545-0812**

Center for Women and Community (CWC)

If you are the victim of violence or abuse, please call the **24-Hour Crisis Line/ Violence Against Women at 545-0800 or 888-337-0800**.

This hotline is available 24 hours a day, seven days a week.

The **Rape Crisis Services** program at the CWC provides free and confidential crisis services for survivors of all gender expression in the Hampshire County and Five College Community. Comprehensive support services are provided to survivors of rape, sexual assault, childhood sexual abuse, stalking, domestic violence, and emotional, psychological and verbal abuse. Support is also available to survivors' friends, family members, and significant others.

Their services include legal and medical advocacy, individual counseling for survivors, friends, family members, and significant others, support groups and a range of other services.

For more information please visit the CWC website: www.umass.edu/cwc

Keeping Your Children Safe

Children should be taught what to do in case of typical emergencies.

If your child is locked out of the apartment and you are not home, Family Housing staff will not be able to issue them a key. Be sure your child has a neighbor or friend's apartment they can go to if you are not at home.

Remember not to leave them unsupervised, especially in the play and laundry areas (see next page for children's outdoor play rules).

If a child becomes locked in a room, calm him or her and refer to **Are You Locked Out?** on page 9.

For more on security concerns, you can call the Family Housing Office, **545-3115**.

Children Riding Bicycles

Parents are asked to talk to their children about bike safety and riding on the sidewalk. Please show them where they can ride and please instruct them to not ride on the roadways. Also, it is a Massachusetts State law that children 16 years and under are required to wear helmets.

Reporting Child Neglect or Abuse

If you become aware of any child neglect or abuse, you are strongly encouraged to call the Department of Social Services.

Northampton Social Service Center

800-841-2692

Monday-Friday 9:00 A.M. – 5:00 P.M.

Greenfield Area Office

800-842-5905

Monday-Friday 9:00 A.M. – 5:00 P.M.

The **Child-at-Risk Hotline, 800-792-5200**, is

available anytime of the day or night.



Children's Outdoor Play Rules

Between 8:00 P.M. and 8:00 A.M. only quiet play is permitted in the outside areas of the apartments (including back yards, porches, and balconies).

Children in the playgrounds must be supervised at all times. Please observe your children frequently, at intervals that are appropriate for their age. Also, please make sure that children comply with the following rules and prohibitions. Any adult who notices noncompliance may speak to the parent if possible or directly to the child.

- To reach the slides, children must climb the stairs. Walking up the slides is not permitted.
- Children must go down the slides feet first, not head first.
- Bikers must yield to pedestrians and other noncyclists.
- Children age sixteen and under must wear helmets while riding their bicycles.
- Swimming and wading pools must be emptied when children have finished playing in them.

The following activities are not permitted at any time:

- The use of "throw" toys such as balls and Frisbees near the playground furniture.
- Throwing rocks, wood chips, sand, and so on.
- Toys that launch darts, arrows, slingshots, and liquids.
- Kicking, tossing, throwing, or hitting toys, especially balls, against buildings or on roofs.
- Unattended toys or bicycles on the grounds.
- Hitting children or the use of martial arts maneuvers.
- Climbing trees, fences, the mail stand, recycling sheds, and apartment roofs.

If you see hazardous conditions in the playground, call the **Family Housing Office** at **545-3115**.



FIRE EMERGENCY? CALL 911!

Fire Safety

An Action Plan

To protect your family and yourself in case of fire, please develop an action plan for getting out of the apartment. Teach children now, and be sure to arrange a common meeting place outside so that you will know if anyone is still inside or is missing. To allow firefighters easy access to your apartment, keep hallways, stairs, entrances, balconies, and sidewalks free from obstruction. See **Safety and Upkeep of the Grounds** on page 20.

The University's **Environmental Health & Safety (EH&S) staff** can answer questions about fire safety in Family Housing apartments, the reliability of an electrical appliance, water and other related concerns. They can be reached at **545-2682**.

Smoke Detectors

Each Family Housing apartment is equipped with two (North Village one bedroom) or three (North Village two bedroom) smoke detectors on the wall or ceiling. It will warn you of potentially deadly fire and smoke. Do not try to disconnect a smoke detector or cover them with any object/material. Check your smoke detectors periodically to make sure they work. To test it, press the button on the case; if the detector buzzes, it is working; if it makes no sound or the detector starts buzzing on its own and there is no smoke or fire, call the **Family Housing Office** at 545-3115 for assistance. After 5:00 P.M., call **Emergency Operations** at **413-545-0812**. **Do not call the Fire Department for smoke detector repair problems.**

Fire Extinguishers

Every apartment has a red fire extinguisher in or near the kitchen. Although we hope that you never have to use it, we ask you to check it periodically to make sure that the extinguisher is properly charged and that it will work in an emergency.

If the fire extinguisher indicator is not in the charge zone, please notify the **Family Housing Office** at **545-3115** immediately.

In addition to the red fire extinguisher, every apartment has two StoveTop Automatic Fire Extinguishers mounted under the vent hood of the stove. The StoveTop FireStop is a simple container of fire suppressant. When a stove-top fire occurs and the flame reaches the StoveTop FireStop, a small pyrotechnic opens the container making a very loud sound. Bicarbonate of soda falls on the fire and smothers it. If you have a stove-top fire and the StoveTop FireStop extinguishers are released, notify the Family Housing Office immediately.

The University's Environmental Health & Safety (EH&S) Office and the Family Housing Office conduct annual Fire Extinguisher Inspections in June, July, or August. You will get two weeks' notice before an inspection.

What Can Cause a Fire

- Plugging too many appliances into a single electric socket. Do not use multiple extension outlets or other such devices in a single socket.
- Piles of rags, trash, or paper. Do not allow these combustible materials to accumulate in your apartment.
- Grease buildup on stoves. Clean your stove including the hood regularly to keep grease from accumulating (see **Cleaning Your Kitchen Appliances** on page 39 for instructions). If a grease fire occurs, pour baking soda directly on the fire or use the fire extinguisher in your apartment. **Never use water on a grease fire or an electrical fire!**

WHEN A FIRE ALARM SOUNDS, BE SAFE. WHEN IN DOUBT, GET OUT!

When a fire alarm sounds all residents and guests must evacuate the apartment building. Evacuation plans are posted on the inside of every apartment main door.

The importance of this life-saving action cannot be overemphasized. Your safety is the most important concern; please evacuate the apartment any time the fire alarm sounds.

Although you may have experienced false alarms in your building or elsewhere, it is imperative that you evacuate the apartment upon hearing any fire alarm. If you wait to smell smoke before leaving you are risking your health and your life may be in danger.

Be aware that whenever the fire alarm sounds it may signal a very real emergency situation.

Be safe. When in doubt, get out!

- When a building fire alarm sounds, all residents must evacuate their apartments immediately.
- When evacuating, residents must move away to a safe distance from the building to their posted evacuation area.
- If the fire alarm is silenced, this is **not** an indicator that it is safe to re-enter the apartments.
- With the exception of Fire Department personnel, Public Safety Officers, and UMass Environmental Health and Safety staff, no one is allowed to re-enter an apartment until notification has been given by a representative of EH&S or UMass Police that it is safe to do so.

The Code of Student Conduct applies to Family Housing residents, graduate and undergraduate students. **Family Housing residents are in violation of the Code if they do not evacuate the apartment after a fire alarm has sounded, or other notice has been given.**

What to Do

Reporting a Fire

- To report a fire call 911. Report the exact location and describe the fire.

Leave The Building

- Make sure all apartment doors and windows are closed when you leave.
- Leave your lights on.
- Feel the surface of a door with the back of your hand before opening it. Do not touch the door knob with the palm of your hand. A hot doorknob will cause a severe burn, and if it is electrically charged, the muscles in your hand will cause you to grab it!
- If the door is hot, do not open it. If you can get one, place a wet towel along the bottom of the door to prevent smoke from entering.
- Stay low and crawl toward the exit if there is smoke in the air. The most breathable air is always near the floor, as smoke and hot air rise.
- Make sure that you close all doors behind you.
- Alert others on your way out of the building by knocking on their doors and shouting.
- Stay away from the building until fire personnel say that it is okay to reenter. If you panic or refuse to evacuate, YOU become a hazard to yourself and others.

If You Are Trapped

- Keep the doors closed.
- Stuff the crack under your door with wet towels if you can get them.
- Open your window and stay near it.
- Let people know you are trapped. Wave a towel out your window, yell, and call 911.
- Remain calm. The apartment walls, ceilings, floors, and doors are all designed to withstand fire for a time.

Helping Someone Who Is On Fire

- Prevent the person from running. Running will fan the flames and take a person farther from help.
- Get the person to drop on the floor and roll him/her over repeatedly, with a blanket or large towel.
- Once the flames are put out, call 911 and keep the burn victim as comfortable as possible.
- If there are serious burns, cover the burn areas loosely with wet sheets or cheesecloth. Keep burn areas cool with water placed directly on the surface.

Poison Emergency? Call 800-222-1222!

Poison Proofing Your Apartment

- Keep the **Regional Center for Poison Prevention and Control toll free number, 800-222-1222**, near your phone.

If you suspect poisoning, call 911 or the Poison Control Center BEFORE attempting any treatment.

- Be sure to have Syrup of Ipecac in your medicine cabinet. It is available without a prescription at most drugstores, and it can be used if vomiting is recommended.
- Keep medications and all substances in their original containers, clearly labeled.
- Put safety tops on containers. Always close them tightly after each use.
- For children's safety, lock up or place out of reach household products, medicines, or other potential poisons such as paints or pesticides. Do not store these products near food and beverages.
- Carefully read labels on medicines and other substances before you use them, especially at night.
- Take your medicine out of sight of children, who often try to imitate adults.
- Do not reuse containers that once held medicines or chemicals. Throw them away carefully. Remember that children can get into trash cans easily.

If You Suspect Poisoning

1. If the person is unconscious, call 911 immediately. Otherwise follow the instructions in steps 2-4.
2. Look quickly for the container or other clues to identify the substance taken.
3. Call **911** or **800-222-1222** before you take any other action. They will tell you what to do.
4. Follow their instructions exactly. Then call your regular doctor or **University Health Services** at **577-5000**.



To keep your apartment in the best possible condition, please follow these guidelines.

Cleaning Your Kitchen Appliances

Refrigerator

Routinely clean the interior and exterior of your refrigerator with baking soda or sudsy water.

Stove

Before cleaning your stove, be sure to turn off all the controls. In the wall panel box located in or near the kitchen, turn the circuit breaker switch to "off." Then use soap and water for the outside surface of the stove and Easy-Off or other cleaners for the oven.

Spilled food or grease on the stove and on pans can lead to grease fires or insect infestations. Wipe the stove clean after each use.

Grease also accumulates under the burners in the drip pans. Clean the drip pans regularly! On silver-top GE models, the burners are hardwired and cannot be removed. On white-top models, the burners can be pulled, cleaned, and then reconnected; the top of the stove can be lifted to clean under the burners.

Scorched Cooktop on Stoves

The porcelain enamel finish on the stove is sturdy but breakable if misused. Also, using high heat on cooking utensils that exceed the burner size for long periods of time can scorch the enamel. Please use the proper cooking utensils to avoid being charged for this costly repair.

Bathroom Care

Clean the sink and bathtub regularly with Lysol, Fantastik, or similar cleansers, and toilet bowls with a disinfectant toilet cleanser. This will remove any greenish stains from chlorinated water.

Please do not use adhesive grippers on the inside of the bathtub. They are very hard to remove. Instead, use a removable rubber mat that you can take with you when you vacate the apartment.

Any paper except toilet tissue may clog the toilet. If your drain is clogged, first try unclogging it with a commercial drain cleanser. You can also use a plunger.

Each apartment has a valve that you can turn to shut off the water supply in an emergency.

DO NOT FLUSH DOWN THE TOILET:

- Cloth or disposable diapers
- Baby and adult sanitary wipes
- Condoms and personal hygiene products

These items do not belong in the sewer system. Dispose of them by putting them in a plastic bag, which is tightly closed before carrying to outside dumpsters. When using grocery plastic bags, use two - one inside another - to prevent leaks.

MAINTENANCE

Caring for Your Floors

Please clean your floors regularly, about once a week. Stains or spills should be cleaned immediately. Be aware that sharp, pointed objects can damage the floors.

We urge you to put coasters under heavy furniture such as beds and sofas to prevent them from leaving permanent marks.

Carpets

Family Housing will clean and sanitize the carpets in your apartment before you move in. Please make every effort to maintain your carpets so that they will be in good shape when you move out.

Floor Tiles

Mop the floor tiles with a mild soap solution or cleanser. Then rinse with clean, warm water and allow the floor to dry. To remove dark marks, use steel wool pads very lightly.

Make sure the floor is completely clean and dry before waxing. Use only liquid, not paste, waxes. Remove old wax with steel wool or a commercial remover. Rinse thoroughly with clean water to remove any residue.

If you see a loose tile near the sink, toilet, or bathtub you might have a water leak. Please notify the **Family Housing Office** at **545-3115** so that the tiles and any leaks can be repaired. Please help prevent water damage by using a bath mat or rug near the tub and sink, and keep the shower curtain inside the tub when the shower is in use.

CARPET-CLEANING TIP

If you have a stain, blot it; don't brush or rub. Rubbing can create a matted spot on the carpet. Begin blotting at the outside of the spot and work toward the center. In moderate-to-heavy-traffic areas, such as the entryway or the living room, vacuum the carpet often to remove dirt before it is ground into the rug. Thoroughly vacuum all other areas once a week to prevent a buildup of dirt.

FLOOR-WAXING TIP

Wax more frequently in major traffic areas and less often along the edges of the floor or in little-used areas. Too much wax can make your floor look dull.



MAINTENANCE

Foods easily handled by the garbage disposal:

- Cabbages
- Citrus fruits
- Coffee grounds
- Lettuce
- Melon rinds
- Onions
- Tea leaves
- Vegetable peels

Foods which take longer to grind:

Put these into the disposal more slowly.

- Avocado pits
- Dried legumes
- Nuts
- Small bones
- Unpopped popcorn

Foods more difficult to grind:

Mix with other food waste when putting into disposal.

Run disposal and water for two minutes after grinding to prevent your drain from clogging.

- Animal fat
- Chicken skin
- Corn husks
- French-type artichokes
- Ham rinds
- Onion skin

DO NOT PUT THESE ITEMS IN THE GARBAGE DISPOSAL:

- China
- Cigarettes
- Coffee bags
- Cooking grease cloth
- Corn silks
- Glass
- Large bones
- Metal
- Paper
- Rubber
- Tea bags

Garbage Disposal Do's and Don'ts

The garbage disposal in your apartment is an easy and efficient way to get rid of food waste. If you use it often, you will help prevent pest infestations.

The following tips can tell you how to use your garbage disposal correctly to avoid problems:

1. Always use a steady flow of cold, not hot, water when you turn on the disposal. The cold water will harden grease and grind it together with other waste.
2. While the motor is running and the cold water is flowing, push food waste into the hole in your sink (**be careful not to insert your fingers**) and allow the water to run for 30 seconds after you have turned off the disposal and the grinding noise has stopped. Large pieces such as watermelon rinds or fruit skins should be cut into small pieces before being placed in the disposal.
3. To prevent the drain from clogging, flush it regularly. To do this, fill the sink with 2-3 inches of cold water; then remove the sink stopper to allow the water to rush through the pipe and flush out any collected food waste. Regular use and drain flushing will keep your disposal clean. Please do not use cleaning chemicals or solvents.

MAINTENANCE

What to Do about Pests

If you see any cockroaches, ants, termites, mice, or other pests in your apartment, please notify the Family Housing Office at **545-3115**. They can provide you with materials to exterminate them. Several species of pests cause health or safety problems and must be exterminated.

Because insects travel from apartment to apartment looking for food, keeping your apartment, especially the bathroom and kitchen, as clean as possible is the best way to prevent an infestation. Don't wait until you have pests to do something!

To prevent cockroach infestations, follow these tips:

- Use a trash can with a tight-fitting lid and insert plastic liners.
- Store open food containers in plastic bags or the refrigerator.
- Keep floors clean and free of crumbs.
- Don't leave dirty dishes or food on the countertops or in sinks overnight. Roaches feed at night.
- Avoid contact paper in kitchen cabinets. Roaches feed on its sticky surface.

- Clean appliances frequently to keep grease from collecting on the stove sides and tops or in the ovens (see **Cleaning Your Kitchen Appliances** on page 39).
- Don't leave paper bags or newspapers in your apartment. Roaches can use them as nesting sites.
- Avoid storing damp rags or sponges in dark closets.
- Store mops and brooms with the handles facing down.
- Keep piles of dirty clothes away from closet floors, corners, and so on. Roaches can nest in them.
- Every three months move all appliances and thoroughly wash behind them. Use roach control products provided by Family Housing.

Every North Village apartment must be checked during the bi-annual (October & April) inspections to assess the effectiveness of the spraying/baiting effort. The Landlord, or the agents of the Landlord, will spray or otherwise treat the leased premises two times (or more, if necessary) per year, upon at least 48 hours prior notice to the Tenant, to prevent an infestation of roaches or other vermin. After the third notification, if the Tenant has not properly prepared for roach spraying, the Tenant shall be in breach of the lease.



Emergency? Call the Family Housing Office 545-3115

When Something Goes Wrong

The definition of **EMERGENCY** is a situation that will cause or potentially cause physical harm to the residents or will cause or potentially cause physical damage to the apartment or buildings.

These emergencies will be fixed immediately

- No water.
- A broken water pipe.
- Overflowing plumbing fixtures.
- Loss of electricity throughout your apartment.
- No heat (if the outside temperature is under 55° F).
- A refrigerator failure.
- A major electrical malfunction with the stove.
- A major roof leak.
- A door that will not open or lock.
- Broken glass in a public area.

For help with any of these problems, call the **Family Housing Office** between 7:00 A.M. and 5:00 P.M., Monday through Friday, at **545-3115**. During other hours, contact Emergency Operations (see the inside cover) with a brief description of the problem and stated permission to enter (if you are not at home).

Maintenance for normal wear and tear will be handled at no charge to the resident. If damages result from carelessness, misuse, abuse, negligence or deliberate vandalism by a resident or guests of a resident, any resulting maintenance, repair or replacement necessitated by these damages must be paid for by the resident.

How to Get Your Electricity Back

If you have lost electricity in part of your apartment, you may have overloaded an electrical outlet and blown a fuse or tripped a circuit breaker. (If you have no electricity in the whole apartment, see **When Something Goes Wrong**, above) Otherwise, you can fix the problem by carrying out the following instructions.

- Open the door to the circuit breaker box, located in the utility room or the kitchen closet.
- Look for switches that are out of position.
- Unplug or turn off any appliances that may have caused the overload.
- Follow the instructions in the box to reset the circuit breaker.

Still No Electricity?

If these steps do not restore your electricity, call the **Family Housing Office** at **545-3115**. If the Office is closed, call Emergency Operations at **413-545-0812**.

The UMass Amherst Policy for a Tobacco-Free Campus

The University of Massachusetts Amherst prohibits tobacco use starting July 1, 2013. For the purpose of this policy, "tobacco" refers to any and all tobacco products, whether inhaled or ingested, as well as electronic cigarettes. The use of tobacco products is prohibited everywhere on campus, inside buildings and throughout the grounds. This policy applies to everyone and anyone on campus, including students, staff, faculty, contractors, and visitors.

1. The use of tobacco is prohibited in all buildings and vehicles owned or leased by UMass Amherst, regardless of location.
2. The use of tobacco is also prohibited on all University grounds and in any outdoor area controlled by the University. This includes all University land, parking lots and parking ramps, athletic fields, tennis courts, and recreational areas.
3. The use of tobacco is prohibited inside any vehicle located on University grounds.
4. When any person enters the grounds of the University, any smoking material shall be extinguished and disposed of in an appropriate receptacle at the perimeter of the grounds of the University.

Exceptions for research purposes require the approval of the Provost or designee. Requests for any other exceptions as may be required by law should be submitted to the Vice Chancellor for Administration and Finance.

UMass Amherst Marijuana Policy

UMass Amherst is committed to maintaining the health and safety of everyone in our campus community. Although Massachusetts voters have approved a ballot measure permitting the possession and recreational use of marijuana, federal laws prohibit the use, possession and/or cultivation of marijuana at educational institutions. The use, possession, or cultivation of marijuana in any form is therefore not allowed in any university housing, on any other university property, or at university sponsored off-campus events.

More information regarding this policy can be found at:
https://www.umass.edu/dean_students/campus-expectations

Alcoholic Beverages Policies

The following is a summary of the Alcoholic Beverages Regulations that have been adopted by Housing and Residence Life. Family Housing residents are responsible for reading and abiding by all of these regulations, as well as the University Alcoholic Beverages Policy in Undergraduate Rights & Responsibilities. It is the law in Massachusetts that you must be 21 or older to drink or possess alcoholic beverages.

If you are under 21:

- You may not have any alcoholic beverages in your apartment, not even for guests

If you are 21, or older:

- You may consume alcohol in your apartment
- You may not provide alcohol to underage residents
- You may not consume alcohol or possess an open or breakable container of alcohol in outdoor areas adjacent to Family Housing apartments, laundries, or Community Center.

Affirmative Action and Nondiscrimination Policy Statement

The University of Massachusetts Amherst prohibits discrimination on the basis of race, color, sex, sexual orientation, age, marital status, national origin, disability or handicap, or veteran status, in any aspect of the admission or treatment of students, or in employment and application for employment.



*Family Housing Office
North Village, C-01
990 North Pleasant Street
Amherst, MA 01002
413-545-3115
www.umass.edu/living*