



RESIDENT HANDBOOK

Updated: 11/3/2022

We at Ball State University are happy that you chose to join our University Apartment Community! This handbook has been compiled for your reference to help you make a smooth transition. You will find answers to questions about policies, guidelines, and services at University Apartments, Ball State, and in the local community.

Community Expectations

The university expects all occupants to cooperate in observing the conditions, rules, and regulations that now exist or may be made by the university for the welfare and safety of all residents and property. Facilities must be shared by occupants and family, who are expected to be courteous and respect the rights and property of the other persons living in the apartments. In addition to observing all regulations of Ball State University, residents must also observe all federal, state and local laws.

University Apartments Office & Residential Staff

The University Apartments office (765-285-5095) is open from 8 a.m. to 8 p.m. weekdays during the academic year, and summer hours are 7:30 a.m. to 4 p.m. The office is closed on university holidays. Office hours may occasionally extend past normal operation during the academic year. Regular maintenance service is provided on weekdays only. When the University Apartments office is closed, call UA staff at 765-729-6865 for emergencies or lockouts. During academic and semester breaks, contact University Police at 765-285-1111.

Some of the very best reasons to live in University Apartments are that WE CARE about you as a student and our communities offer amenities and support 24-7. Apartment residential staff includes students employed to inform residents about services and procedures, to assist with programs and activities, and to offer personal contact for services needed. Resident Managers (RMs) are live-in staff members and they can be found in both complexes. RMs participate in an on-call duty rotation and can assist you with a variety of needs.

Cultural Diversity

Our apartment community accommodates both domestic and international students with differing ethnic, racial, cultural, and experiential backgrounds. The opportunity to make friends with people of different backgrounds and gain a better understanding of the world are advantages of a diverse community. In the spirit of educational diversity, residents are expected to be polite and courteous to all persons and to treat everyone with respect and dignity.

Apartment Facilities History

The Anthony Apartments were built in three construction phases. The first phase included one-story flats that opened in December 1959. Anthony Phase II, the two-story brick apartments, numbered 39-86, opened in March 1964. Anthony Phase III, the three-story brick apartment buildings, numbered 87-131, opened in July 1965. All of the Anthony Apartments were remodeled in the late 1980s.

Scheidler Apartments are all townhouse layouts with bedrooms and bath upstairs and living areas and kitchen downstairs. Scheidler was also built in three stages. Phases I and II opened in Fall 1968, and Phase III opened throughout 1969. The floor plans are the same with some variations between construction phases, mainly in windows, wall construction, and storage facilities. Apartments 1 to 450 have storage sheds on their back patio. All Scheidler units were remodeled in the early 1990s. Scheidler units are again undergoing alterations as AC units are being added.

Emergency and Safety Information

Emergency Services (911) and University Police (765-285-1111)

In case of medical/fire/police emergencies, dial 911. Report fires or service needs to the University Apartments office. Ball Memorial Hospital is the closest hospital, located on University Avenue. They offer the full range of diagnostic and emergency services and educational programs.

The Department of Public Safety (765-285-1111) provides direction for University Police and the Office of Parking Services. Ball State University Police are professional officers trained and equipped to provide services to the university community. Report fires, accidents, thefts, suspicious behavior, vandalism, etc., to University Police at 765-285-1111. It is important to report incidents to help police know where patrolling is needed. In the event of medical/fire/police emergencies, call 911.

University Police inform the Assistant Director of Housing and Residence Life when they respond to calls in our area. Our staff will follow up with residents affected to offer assistance or resolve problems.

Neighborhood Watch - In an effort to keep crime at its lowest possible rate, all residents in the community are asked to watch out for each other. Make sure you know your neighbors, so that you are able to identify strangers in the community. Also, be sure to report any strange behaviors or noises to the police at 765-285-1111.

Solicitation - Solicitation is NOT permitted in the Ball State University Apartment areas. You may report any questionable situations directly to the University Police (5-1111) or contact the University Apartments office.

Emergency Planning, Response, and Notification - While University Apartments and Ball State University strive to provide the safest environment for our residents, we all depend on each other to be proactive and prepared in the event there is an unforeseen emergency event. Each resident is STRONGLY encouraged to review and follow Ball State University's Emergency Response guidelines available online. In the event of an emergency, University Apartment staff and University Police or emergency personnel will follow directives from Ball State's Emergency Response protocol and guidelines. Residents should sign up for Emergency Notification via text message or e-mail through the Communication Center at: <https://www.bsu.edu/campuslife/healthsafety/campus-safety>

In addition, each resident is strongly encouraged to be personally prepared in the event of an emergency. The following items are helpful to have at easy access in your apartment in the event of an unforeseen emergency: First aid kit, flashlight and batteries, fire extinguisher, radio, nonperishable food and water in a container.

Health and Medical

The Counseling Center offers professional counselors that can give free counseling and therapy for personal and social problems, and the center offers a variety of support groups for students. The center is located in Lucina Hall 320 or via phone at 765-285-1736.

The Health Center is managed by Ball Memorial Hospital and is located on campus. Licensed physicians and registered nurses provide health care to enrolled students. Call 765-285-8431 to make an appointment. For medical/police emergencies, call 911.

Health Insurance - Ball State makes voluntary group insurance available to provide coverage for students and dependents. Applications are available in the Health Center and the Office of the Controller.

Accommodations for Disabilities - Students must first be registered through the Disability Services Office who are able to coordinate your request with the UA office.

Fire Safety

Because all apartment residents reside in multiple dwelling units, your safety is linked to everyone else. Occupants must not tamper with or remove fire safety equipment. **Residents are strongly encouraged to purchase a fire extinguisher for their apartment.** If a fire occurs, notify the University Apartments office afterwards, especially if there has been damage from fire/smoke. Fire alarms in some areas of Scheidler Apartments are the red boxes on the outside of the buildings. Anthony buildings have fire extinguishers in the outside entry halls. Anytime you see smoke or fire, or hear an alarm, call 765-285-1111 or 911 and report it immediately! Periodically, use the test button to check your smoke detector. If the battery needs to be replaced, you may obtain one at the University Apartments office. Do not disable the smoke detector. If it malfunctions, complete a service request. Keep the smoke detector free of dust and grease. Tampering or removing smoke detectors can result in cancellation of your contract and/or referral to campus judicial proceedings.

Fire safety tips:

- Do not obstruct exits or hallways and plan a fire escape procedure for your household. Turn the stove burners off when you leave your apartment.
- Gasoline engines, gasoline, charcoal, lighter fluid, or combustibles **may NOT be stored** in your apartment building- these items will be removed by our staff (see *Grills*).
- Keep the area around water heaters and electrical baseboard heaters clear.
- When using extension cords, do not overload circuits, and use approved cords. Check cords for frayed wires, and keep them away from electrical baseboard heating units.
- Create an escape plan, and be aware of a designated meeting place for your apartment in the event of an emergency. Practice the plan!

Tornado Warnings

Television and radio broadcasts and warning sirens generally alert the public to severe weather conditions. Residents should stock battery-powered flashlights and radios for such conditions. It is also wise to stock other emergency supply items such as bottled water and non-perishable food items. In the event of a tornado warning, residents may choose to move to the nearest enclosed space, free of glass and flying debris. The following places are:

Scheidler Residents: Utility closet under the stairwell

Anthony Residents: Bathroom or enclosed lower level of building

In addition, please review Ball State University's Emergency Response Guidelines at <http://www.bsu.edu/web.ur/responseguidelines/index.htm> .

Winter Weather Precautions

Midwestern winters can often be unpredictable. During winter weather months, the University Grounds department is responsible for clearing public walks, parking lots, and roads. Residents are responsible for snow removal from the main sidewalk to their apartment door and around cars in the parking areas. Shovels may be checked out from the University Apartments office, and salt is available at the office and laundry rooms for use. Since these items need to be returned after use, it is recommended that residents purchase a shovel for their own convenience. Please remove garden hoses from all outside water spigots for the winter to prevent freezing and bursting pipes, which will disrupt water services.

When the outdoor temperature drops below 10 degrees Fahrenheit, follow these precautions to reduce chances of experiencing the inconvenience of frozen pipes:

Scheidler and one-story Anthony Residents: Let cold water run from the kitchen and bathtub faucets in pencil-thick streams. Open kitchen cabinets and keep heat on to prevent the pipes from freezing.

Anthony two and three-story building Residents: Run water only during electrical failure in winter when the temperature is below 10 degrees Fahrenheit.

Contract Information

Contract Cancellation - Cancellation after signing a contract will result in forfeiture of deposit and an obligation to pay the university the amount of rent due for one semester of occupancy. **Subleasing is not permitted. See Conditions of Occupancy for more details.**

Vacate Notice - Residents wishing to move from their apartment between April 15 and the end of their contracts are required to complete a **Notice of Intent to Vacate** form (accessible via the University Apartments website at www.bsu.edu/apartments or at the University Apartments office) a minimum of 45 days prior to moving, and are subject to the terms of the contract signed at the time of move-in. More information can be found in the Conditions of Occupancy and on the University Apartments website (www.bsu.edu/apartments).

Rent Payment - Rent payments are due by the specific date of each billing statement. Payments are made online or at the Student Financial Services (SFS) office. Rent charges are posted to your university ebill during the month prior to the one being billed (October rent will post in September), and typically on the first of that month.

Roommates - The University Apartments do not assign roommates. Two qualified Ball State students without dependents may rent a two-bedroom apartment together. If a roommate vacates during the academic year and forfeits the deposit, **the roommate who is leaving will be responsible for the rent until either December 22 or April 15 (depending on the date they leave) unless the remaining roommate finds a new roommate.** If the roommate that is leaving retains the deposit, the remaining roommate will be responsible for the full amount of rent remaining under this contract unless they find a new roommate within two weeks. (Refer to the Conditions of Occupancy). Roommates should work out in advance how they will handle the possibility of one roommate moving out.

Roommate problems should be resolved by the residents who share the apartment, but apartment residential staff may assist in mediating roommate problems. Contact the University Apartments office for assistance with arrangements if you are planning to change roommates, have a roommate leave, or there is a pending marriage.

Transfers - Transfers are not permitted between apartments except for upgrade/downgrades, unless the university in its sole discretion determines special circumstances exist which warrants an exception. A transfer fee will be assessed. If a transfer results in the vacancy of a formerly occupied apartment (changing the occupancy), a transfer fee of \$200 will be assessed. If a transfer is permitted, residents are given one week from the date they pick up the key to complete their transfer. Failure to complete the move within one week may result in a \$25 per day fee for each day the apartment key is not returned. Transfers are not arranged during peak moving periods, and they are limited to one transfer per 12 month period. Please see the Transfer Request form (available at the University Apartments office or online) for more information.

Apartment Facilities Information

Air Conditioner Installation/Removal

Anthony Apartments are air conditioned and no additional unit is necessary or permitted. Only select Scheidler Apartments have air conditioner units installed as part of an on-going renovation process. In the units not yet updated, you may provide one air conditioner window unit per apartment. Maintenance staff will install these units free of charge. All air conditioners must be installed/removed by university staff, operate on 110-125 volts and not exceed 16 inches in height and are at least 16 inches deep. Portable air conditioners cannot be installed or used. Please note that Scheidler Apartments 247-250 can only have air conditioning units installed downstairs due to window restrictions. Installation requests can be submit via the online work order system. A fee will be assessed for improper installation or damages. Please notify the office at least two weeks in advance to have your air conditioner removed and, if un-wanted, place it in the designated location behind the University Apartments office. Do not throw air conditioners in the dumpster.

Appliances

All apartments are equipped with a range (including top burners and oven) and a refrigerator. Residents must keep ranges clean to minimize risk of fire and insect infestation, both of which may be the result of grease buildup. Apartment staff will service appliances needing repair.

Residents who need appliances serviced may be asked to clean and/or defrost them prior to service. Residents with refrigerators requiring defrosting must be careful not to damage the unit by forcibly removing ice. Pans of hot water and blow dryers may effectively melt ice. Residents causing damage to the refrigerator will be charged a depreciated replacement cost.

Adhesive stickers should not be placed on appliance finishes because they cannot be removed without removing the paint. Heavy items (i.e. microwaves) may dent the top of the refrigerator so please place them in a safe location. Appliances may not be moved from one apartment to another.

Dishwashers, Washing Machines, Dryers, Waterbeds, and Tanning Booths - Due to plumbing and electrical consumption limitations, these appliances are prohibited. The university laundry facilities in each apartment complex can be accessed using a guest card or student ID.

Antennas, and Satellite Dishes

Outside antennas of any kind are **not** allowed. Satellite dishes are also **not** allowed. Under federal law, installation of such devices is not permitted on common or restricted property.

Carpeted Apartments

Carpet in apartments should be vacuumed regularly. If carpet is soiled, it should be spot cleaned immediately to avoid stain. A charge will be assessed to the resident if carpet has to be cleaned or replaced. Residents may check out a vacuum, free of charge, at the University Apartments office. If damages occur to the vacuum, charges for repairs may be assessed.

Computer Hookups and Routers

Ball State University Apartments provides wired and wireless Internet access free as a part of resident's amenity package. Abuse of computer services is outlined in University Computing Services policies and may result in disconnection of the Internet service for the apartment in which the violation occurs.

The use of personal wireless routers at University Apartments is strictly forbidden. When personal routers are used in apartments, it causes other residents living nearby to lose their Internet connection. Should rogue routers be detected, Internet service to those devices will be turned off and residents must contact the University Apartments Office to have their service reinstated. Residents who continue to use rogue routers in their apartment community may lose their Internet service permanently or be subject to university discipline proceedings.

For a wired connection, residents will need an Ethernet card (10 Base-T or 10/100 BASE-T) and an RJ45 connection cable (not a phone cord). If residents wish to use two computers in their apartment at the same time, you will want to purchase a 5-port switch. You may purchase an RJ45 connection cable from the computer store at the Robert Bell Building. Some retailers may try to sell you a router as a substitute but if you attempt to use one it will not be compatible with the Ball State networking equipment and may not allow other residents in your community to access the Internet.

To access the wireless network, a computer needs to be equipped with a wireless network card that is 802.11g or 802.11n compatible. Once a card is installed, appropriate settings need to be made. Please note that there are 802.11a cards on the market, but these will not work with Ball State's wireless network.

Exterminating and Pest Control

Licensed, trained personnel perform extermination services weekly. If you have a problem with insects or rodents, call the University Apartments office to arrange for service on the next scheduled day.

Your role is a key part to the success of any insect control. Laws prohibit the exterminators from applying insecticides around food or food serving items. Before a spraying or fogging treatment, if notified by the office to do so, you must empty your kitchen cabinets and place the contents on a table, covering any food and food serving items with plastic. Cover aquariums as well. You must also move all furniture away from the walls, which allows the spray nozzle to reach the perimeter of the apartment.

Residents must follow instructions delivered prior to treatment of the unit. Neighbors may receive notice that an inspection will be made to determine the extent of the problem and how best to treat it. Residents will be notified of any scheduled treatment. Due to the need to treat apartments simultaneously for success, failure to comply with procedures for group treatments will result in a \$60 charge to cover reapplication costs for all units involved.

Furniture

In furnished apartments, furniture is to remain in the rooms where it has been originally placed. Residents will be assessed for charges if the furniture or area is damaged. Waterbeds are not permitted in apartments.

Garbage Disposals

To use the garbage disposal in the kitchen sink of most apartments, first turn on the cold water and then operate the disposal with the water running. Do not put bones, grease, potato peels, metal, plastic or glass in the disposal. Be careful not to let silverware fall into the disposal and keep fingers out when it is running. If the disposal is not working, try the reset button under the sink. A work order can be completed for repair, if needed.

Grounds Care, Flowers and Gardens

The Grounds Department of the Physical Plant maintains the lawns, trees, shrubs, and removes snow on main sidewalks. Please keep belongings and toys on the patio or entry areas to make lawn mowing possible for grounds crew (see *Community Areas*). The university is not responsible for damage to items left on the grounds. These items may also be removed if they are deemed an obstruction (see *Abandoned Property*). Requests to our office will be referred to the Grounds Department.

The personal use of apartment garden spaces have been transitioning to the apartment's grounds crew to maintain.

Residents may plant annuals and low flowers or bulbs on the university grounds along the front of the Scheidler Apartments and Anthony one-story apartments to the end of the concrete slab on the common property in front of the apartment entry door. Plantings that are not permitted and may be removed include vegetables, climbing vines, thorny bushes, shrubs, sunflowers, and other tall or permanent plantings. Please understand that these plots may be dug up during the transition process.

To alert mowing crews, mark flowers with a short, white fence six inches to one foot high. Residents cannot make borders of landscape timbers, brick, stone, rock or other materials. The university is not responsible for plants lost that are not appropriately marked. Removal of inappropriate plants or borders will result in a labor charge for the resident. Plant boxes may be kept on individual and shared patio areas, though plantings on the grounds are not allowed behind apartments. At buildings where landscape edging and flowers have been provided, residents may be held responsible for repair or replacement charges if the area is damaged.

Heat

Anthony Apartments 1-38 have gas furnaces controlled in each apartment by wall-mounted thermostats. Residents need to call the office when the thermostat display reads “change filter” and request a filter replacement. Anthony Apartments 39-131 have circulating hot water from gas-operated boilers. The regulation is done by a wall-mounted control. Be advised to keep furniture and draperies away from the heaters to allow air circulation.

All Scheidler Apartments have electrical baseboard heaters controlled by dials on the heaters. Please keep furniture, cords, and drapes clear of baseboard heaters for efficiency and safety. Additionally, some units have PTAC window units (similar to hotels) that are able to provide heat and AC. In these apartments you are able to use either or both the PTAC and/or baseboard for heat.

Light Bulbs and Lighting

Interior incandescent light bulbs that burn out can be replaced through the University Apartment office. Lightbulbs of personal lamps are the responsibility of the resident. Maintenance will replace exterior building bulbs if you submit a service request. Outdoor pole and parking lot lights can be reported to the University Apartments office for referral to the Physical Plant.

Trash & Recycling

Dumpsters are located within reasonable walking distance from all apartments. Excess trash inside of an apartment is considered a policy violation. In the interest of sanitation, safety, and appearance, occupants must keep the grounds and hallways immediately adjacent to the apartment clear of trash and personal property. Occupants must put garbage in the dumpsters provided. Furniture not designated for outdoor use on patios is also considered trash and must be removed to the dumpsters. Failure to do so may result in charges for removal.

Contribute to a sustainable and green community! Recycling collection bins can be found throughout the Scheidler and Anthony communities. Please deposit only recyclable material in these bins. Blue bags are needed for recycled content and can be obtained at local community stores. More information can be found here:

<https://www.munciesanitary.org/recycling>

Windows

Anthony and Scheidler Apartments windows were outfitted with mini-blinds when they were remodeled. When they need to be replaced, they are being exchanged for curtain rods. This allows the residents to customize their décor, as well as add a “home-like” feel. Residents are responsible for providing their own window coverings. Curtains should have a neutral-colored backing (i.e. the side that is visible from the exterior of the building). The following are not acceptable forms of window treatments, and residents will be given notice to remove any, but not limited to, the following: large prints, bed sheets, garbage bags, foil or newspaper.

General Guidelines, Policies, and Procedures

Abandoned Property

The university is not responsible for items left behind after moving. Property which is left by a resident at the end of his/her contract period or when the student leaves an assigned space will be packed up by the University Apartments' staff in the presence of a witness. This includes personal property left in community areas (See *Community Areas*). The contents will be inventoried and stored in another location. A letter and copy of the inventoried items will be sent to the resident's home address on file with the university, informing the resident of a three week deadline to claim the property. Items not retrieved within the time limit will be donated to a local charity or disposed of at that time. The university has no liability for the loss or damage to a resident's personal property if the property has been abandoned.

Academic Requirements and Resources

Each student renter must complete 16 undergraduate (8 per semester) or 12 graduate hours (6 per semester) in the period from August to May. Any student resident who does not meet the requirements by the end of the spring semester must have written approval from the Residential Learning Coordinator to continue occupancy. Contracts may not be renewed for students not meeting the hour requirements. Credit hours are not transferred between family members.

The Writing Center, RB 291, offers individualized help for all writing projects for undergraduate, graduate, and international student (765-285-8387).

Bracken Library facilities are available to students and community residents. Hours are posted and the library offers orientation and help services. Spouses without Ball State University ID cards may obtain a library card.

The Learning Center, North Quad 323, offers free supplemental instruction and tutoring services in a variety of subjects 765-285-1006.

Alcohol

Alcohol is not permitted in public areas, including the Apartments Office Community building, laundry buildings, or playgrounds. The back patio of Scheidler units are considered an extension of your apartment.

Apartment Entry

Keys can only be used by authorized residents. If you have a guest, it is wise to give written authorization for them to access your apartment to the University Apartments office, in case of a lockout (see *Guest Policy*). Residents will be given reasonable notice when apartment entry is deemed necessary for routine services, repairs, or inspection. Authorized university staff may enter an apartment without prior notice in the event of an emergency that may endanger persons, property, or facilities.

Apartment Type Notes

Assignment priorities are given to those with the earliest deposit date. **Three Bedrooms** - These units offer the option of three individual contract-holders to be assigned here. **One Bedroom** - One married couple (two people, one non-student) or one single student is the maximum number of people eligible for these units.

Communication

As residents in University Apartments, we encourage you to keep in good communication and contact with your fellow neighbors. Official communication from the University Apartments office will be via e-mail communication through your official Ball State e-mail (or designated e-mail for spouses). In addition, informal communication regarding events

and programs for University Apartments are generally shared on the apartment community Facebook page at <https://www.facebook.com/BSUApartments/> and occasionally via Twitter at <http://twitter.com/BSUApartments>.

Social networking sites are to encourage resident communication and provide another platform for updates only; they are not formal communication.

Community Areas & Recreation

A common area is defined as any space and/or area outside a residents' apartment. This includes but is not limited to playgrounds/courtyards, sidewalks, laundry rooms, and the community building. It is important to keep areas clean of bikes, toys, and other personal items in order to maintain a safe environment. The use of common areas and parking lots is limited to use by residents of Scheidler and Anthony. Reservations for use of the Community Room may be made in person at the University Apartment office. The Assistant Director of Housing and Residence Life may approve exceptions.

Each apartment community has recreational and playground areas for residents and families to share. Children need to be supervised at all times in these areas. Please report any repair needs to the University Apartments office. Skateboards and rollerblades may be used appropriately in the community, but not in public buildings. No ramps may be built anywhere in the apartment community for recreational use; these will be removed by our staff. Parents must supervise children and teens closely in use of skateboards and rollerblades.

Ball State University provides many recreational and cultural opportunities for participant activities and spectator sports. Lewellan Aquatic Center and the Ball gymnasium pool are available for swimming. Irving Gymnasium has a track for jogging, a weight room, and racquetball courts. Sports equipment is available in each location upon presentation of a valid student ID card. Bowling, billiards, and coin operated video amusements are located in the Student Center. Spouses should inquire about university privileges and policies for family members.

Firearms and Weapons

Occupants may not possess firearms, hunting bows/arrows, fighting knives, or pellet/BB guns, Air soft or paintball guns on the premises or in the common areas. Check with University Police for information about storage of firearms.

Grills

Public permanent grills are provided by University Apartments for each courtyard/area for residents. In addition, portable grills and fire pits are available at the office for use only at the Community Building. It is each resident's responsibility to collectively and individually monitor the use of these public grills, as well as maintain cleanliness after each use. Personal gas and charcoal grills are permitted but must be kept at a safe distance away from the building when in use, and they must be attended at all times when in use. Watch fires and make sure that hot coals are safely extinguished when using grills. **In order to protect the safety of your neighbors, chimneys, fire pits, or pits with open flames are not allowed in the University Apartments.** As a gentle reminder, please recognize the dangers that hot grills pose to children. Please be sure that children are at a safe distance away when using grills.

Guests

Occupants may use the apartment only as a dwelling for occupants and family. Occupants may not rent or sublease the apartment. Guests are limited to a stay not exceeding a week. Unauthorized residents are policy violations and may result in the cancellation of your apartment contract.

Hallways and Entries

Storage is not permitted in Anthony hallways due to fire regulations. This includes bicycles and grills. If the apartment staff has to move items from hallways, the owner will be charged for labor. Entries where ADA modified

apartments are located have sensor doors. Residents in buildings where students with disabilities live must be courteous and responsible not to block hallways for any length of time. Smoking is not permitted in the hallways at any time (see *Smoking*).

Keys and Lockouts

One key per adult is issued. A spare key is stored at the University Apartments office for lockouts. Children ages 12 and older may also be issued a key. A duplicate key cannot be issued for permanently lost keys. A lock change is required and the resident will be charged \$35 for replacing each lock (\$105 for Scheidler, \$35-70 for Anthony). All issued keys must be returned when moving out or a lock change will be charged. Scheidler keys open the corresponding storage locker on the patio, and laundry building entrance. Anthony keys open laundry rooms.

During University Apartments office hours, residents may come to the office and check out a spare key. If the key is not returned, the apartment lock may be changed and the resident billed accordingly. The University Apartments office will issue lockout keys to children only with parental authorization. Parents are responsible for lost keys. Staff will not issue keys to very young children when no one is home and the appropriate authorities will be contacted. If it is not possible for a resident to come to the office, he/she may call the office and request that a maintenance person be dispatched for a lockout. If repeated lockouts become apparent, University Apartments staff will meet with the resident regarding the safety concern, and the resident may be fined. Charges will be added to their Bursar's account and will progressively increase.

When the office is closed, residents should call a staff member on duty at (765) 729-6865. During academic and semester breaks, contact University Police at (765) 285-1111.

If you will be away from your apartment and would like to grant access to your apartment key to another individual, please provide the University Apartments office with a signed note authorizing entry in your absence along with details on how to reach you. The apartment office will confirm the individual's identity before releasing a key.

Laundry

Two laundry areas are located in the Anthony Community. One is located in the one-story buildings near Apartment 1. The other is at ground level in the three-story brick building. Residents must use their apartment key to have access. Residents with a Ball State University ID can gain access with their ID card. Children may not use the laundry as a play area and must be supervised by parents.

One central laundry building is provided in the Scheidler Apartment complex for residents. Residents with a Ball State University ID can gain access with their ID card. Spouses can activate their BSU ID or receive a spouse card in the office. The laundry room is open 24 hours a day, unless otherwise posted. Keep the outside doors locked for your safety and security. Keep children from playing in the laundry building without parental supervision.

Laundry machines are supplied and serviced by outside vendors. Contact the University Apartments office for service or refund, and notify the University Apartment office to report any vandalism. Dryer vents should be cleaned after each use to prevent damage. Laundry rooms are non-smoking areas by state law. Residents are cautioned not to leave laundry unattended in the laundry area. Please keep these spaces clean.

Mailboxes

Mailboxes are located in banks in two locations in the Scheidler complex, and one location in the Anthony complex. Mailboxes require a separate key issued to residents upon move-in.

Maintenance

Hours for maintenance during the academic year are Monday- Friday 7:30 a.m. - 4:00 p.m., and during the summer semester from 7:00 a.m. – 3:30 p.m. All emergencies, needed repairs, or damage should be reported to the University Apartments office at (765) 285-5095. After-hours damage should be directed to the staff member on duty

(765) 729- 6865. Any after hour **non-** emergency or non-urgent repair can also be reported via https://webtma.com/?tkn=1vZCByDIO1BV6BqJ8XMCE-SI-uLexRATJ5fi4Olp1Fhp91PM_fwdgtX7aabhp0tbzjIWmqr_bW9e7EenmVRMIgUBHcBOWP7iy17H8ZBbquSUnlwoITM9R7HsvWwivdsCpTtSS7AE0i10Y6hBINMBE53E_ft1XHp8ZaUdFHtzCRqZYtWb9RPUBF_iXn0SF05T3WFNevp0iSk2o7xDzucX7g3bT2I6we3toaqdJSgRHw3LBBzRNEOCTiBQecG9mqDZRfIYvtop73F86eUMefPua9YdnpzSOiwghes7PfvfUfyFo2h2ZdXzwMfUsOx1KLy4I

Occupants and their families must comply with reasonable instructions by Ball State personnel. Occupants may not make repairs or alterations to the apartments, locks, grounds, or facilities of the university unless written permission is obtained from the Residential Learning Coordinator. Make reports promptly to reduce the need for more extensive repairs. Failure to notify the office for on-going damage resulting from a needed repair may result in a damage assessment to the resident. Maintenance problems due to normal wear and tear will be repaired at no charge; repairs due to breakage or abuse will be charged to the resident. Residents are responsible for providing their own plunger and plunging their toilet prior to calling maintenance. Most times residents can correct this problem. Once the toilet has been plunged, if the problem is not corrected, residents can call the office to request maintenance.

When you make a service request, you will be asked to permit maintenance to enter. Tags will be left on the door to indicate that staff has responded to the request. If you want to be present when they enter, you will need to identify a 4-hour block on two separate days when you will be home. Services cannot be scheduled individually and not authorizing entry may cause delay. If the maintenance problem is considered an emergency, scheduling a time may not be an option.

Emergencies are considered to be situations which will cause or have the potential to cause physical harm to the residents and/or to the building or facilities and receive same-day response. Examples include gas leaks/smells, no electricity, no heat in cold weather, broken water lines or water leaks where the resident cannot shut off water, and plugged toilets which will not clear after plunging.

Noise

With our diversity of residents in UA, outdoor play noise is to be expected during daylight hours. Residents with single and family lifestyles must be considerate of all neighbors need for quiet. Loud noises may disturb the studies or sleep of neighbors living in close proximity. Stereos and loud noises heard outside of the apartment infringe upon the rights of neighbors and are not acceptable. Neighbors should directly contact a noisy neighbor in a polite way before beginning complaints to the University Apartments office or University Police. This is considerate behavior to resolve the problem at the lowest level and is usually the most successful approach. University Police will be called for loud parties or domestic disputes.

Parking

Residential parking for apartment residents is provided in designated lots near both complexes. While we have enough spaces for all residents, we ask that all residents are respectful and follow parking policies so that all residents have adequate and fair access to parking spaces. University parking permits are required for all residents, including partners not associated with BSU; these residents will need to register a parking pass in person at the Parking Services office. Residents must be licensed drivers and are limited to one vehicle each.

Visitor passes are intended to be used for the time a guest is at the apartment. Dated visitor parking passes are available in the office at no extra fee. These are required for visitors to park in our community. **The UA resident acting as host must request the parking pass for any guest.** Passes can be used for up to one week; however, consecutive week passes will not be issued. One week-long pass per month is permitted. Additionally, visitors may park in front of the University Apartments office 24 hours a day and behind the office after business hours without a visitor's pass. It is your responsibility to inform visitors about policies.

For Anthony: Visitor's vehicles must display a visitor parking permit. After 5:00 p.m., non-student visitors can also use the visitor parking permit to park in the C-1 Green Commuter Lot. Students with proper registration can park in the C-1 lot without a visitor parking permit.

For Scheidler: Visitor's vehicles must display a visitor parking permit.

Motor vehicles (including motorcycles, mopeds, etc.) are not permitted on sidewalks, patios, and landscaped areas. Residents must make arrangements for storage of boats, trailers, unlicensed vehicles, etc. off-campus. Vehicles may not be stored or repaired in apartment parking lots. Neglected, abandoned or vehicles in disrepair, or vehicles not moved for more than one month will be considered inoperable and ticketed or towed. The Office of Parking Services is responsible for parking areas, issuing permits, and enforcing parking regulations for the university. Complaints should be directed to Parking Services and the license number, Ball State permit number, vehicle description, and location will be required when registering a complaint.

Pets

Aquarium fish are the only pets permitted **without submitting a pet policy and relevant vaccine information with the Apartments Office.** Other pets are permitted after submitting these required forms, a \$200 initial fee, and monthly fee of \$25.

Smoking

Ball State University is committed to the health and wellness of its students, faculty, staff, and visitors. On March 17, 2008, Ball State became a tobacco-free campus, creating a healthier environment for living, learning, and working. Smoking is not permitted on University Apartments grounds or inside any apartment. Residents who are in violation of this policy may have their contract cancelled and all terms and conditions of occupancy will apply. For more information on the policy, or to find designated locations on campus where smoking is allowed, you may visit: <http://cms.bsu.edu/about/administrativeoffices/tobacco-free-campus>.

Vacations

Secure all doors and windows. **Leave the heat ON during the winter months.** Please remove perishable food items, but **DO NOT** turn off the refrigerator. Do not informally allow someone to stay in your apartment. Visitors have frequently become locked out; the University Apartments office is not allowed to give non-residents or non-authorized residents access to return to the apartment.

Community Services and Resources

Bus Services - Campus Shuttle and Muncie Bus

Ball State University provides shuttle bus service through campus at no charge. Routes and schedules are posted on campus. Service is extended to Scheidler Apartments. Shuttle services usually do not operate when academic year classes are not in sessions or on the weekends. An app for smartphones is available, more information can be found here: <http://cms.bsu.edu/about/administrativeoffices/facilities/transportation/transloc>

However, when the Campus Shuttle is not in service, students are eligible to utilize Charlie's Charter, a service co-sponsored by the Department of Public Safety and the Student Government Association. Charlie's Charter offers students a free ride from one campus location to another after the shuttle busses have stopped running. This charter service is available on a first-come, first-serve basis, so at busy times there may be a short wait. Charter hours are 6 p.m. to 3:30 a.m., Sunday through Thursday. You can contact Charlie's Charter via phone at 765-285-5005.

MITS, the Muncie bus service, provides many routes serving the campus and community. All Ball State students can ride the MITS bus free of charge with a valid student ID. Stops are available adjacent to the apartment communities. Schedules and information are available in the Student Center, Marsh Supermarkets, on all buses, and by calling MITS (765-289-MITS). Schedules are subject to change. MITS has buses that are accessible for persons with disabilities. Fares for non-students can be paid per ride or monthly passes may be purchased from MITS or at the Cashier's Office in Lucina Hall, ground floor.

Supervision of Children, Childcare, and Schools

Children depend on their parents/guardians for encouragement, protection, and support while they are learning to make decisions for themselves. To ensure the safety of our children, parents in University Apartments are expected to supervise their children at all times. This includes, but is not limited to always being present for your small children, always knowing where your children are, and providing appropriate child care when you are not available. All residents can help keep our children safe by knowing the policy and reporting problems appropriately.

The state of Indiana does not specify age ranges for children's behavior. Parents should use good judgment about the maturity of children at any age to determine when they can spend time alone. Some indicators include seeing that a child is comfortable with responsibility, has a good grasp of safety rules, and knows how to get help if necessary. Muncie City Ordinance 92.02 also states that children under 14 years of age are not allowed in public areas unless with a parent or custodial adult between 11:00 p.m. and 5:00 a.m. A child at risk is engaged in behavior or activity that may be considered potentially dangerous to themselves or others with no evidence of parental or other adult supervision. Examples include but are not limited to playing in the street or parking areas, playing alone outside unsupervised or after dark, and playing with any objects that could inflict injury. Children observed engaging in behavior that is not threatening, but disruptive to the community with no adult supervision apparent, will be reported to a parent or guardian. Examples include children playing on neighbor's patios without permission, children looking into other apartments through the windows, etc. The situation will be documented by apartment staff when they are involved.

When a staff person or resident observes a child engaging in risky behaviors with no apparent supervision, the police will be called to intervene for safety purposes. It will be documented by University Apartments staff or UPD when they are involved. UPD is notified in order to provide safe supervision for unsupervised children while an attempt is made to locate parental or other assigned adult supervision. In their role as employees of the University, apartment staff do not have any legal authority to take responsibility for your child, and should never be expected to "baby-sit" while you are away. Resident who observe children at risk or who suspect child abuse should contact UPD. Residents who observe unsupervised/disruptive child behavior should first approach the child's parent if possible to inform them of the concern. If the behavior continues, staff should be notified to help resolve the situation.

The Delaware County Division of Family & Children at 3335 Madison Street administers food stamp and welfare payments. More information can be obtained by calling the Division of Family and Children at 765-747-7750.