

# **UNIVERSITY APARTMENT GUIDEBOOK**

**Helpful Tips, and Information for  
Apartment Residents**



**University of Idaho**  
Housing and Residence Life



## LET US HELP YOU

### **Apartment Area Staff**

Apartment staff are called Apartment Community Assistants (ACAs.) ACAs help apartment residents with concerns, after hours lock-outs and questions, as well as coordinate apartment community programs. They live within the community, and you will definitely see them around!

The ACAs are available on call to address non-emergency situations during hours when the Housing office is closed. You can reach them between the hours of 5 p.m. and 7 a.m. on weekdays by calling 208-669-0065. They are also available on weekends from Friday at 5 p.m. until Monday morning at 7:30 a.m. If it is during regular business hours, please reach out to the Housing office at 208-885-6573. If it is an emergency, please call 911.



## PAPERWORK AND PROCEDURES: CHECK IN INFO

### **Rent Payment Policy**

Rent is charged for an entire semester at a time (up to 6 month semesters), and apartment residents must either pay the balance or set up a payment plan by the first day of classes each semester. Students may set up payment plans via their Vandalweb, after charges have been placed. Staff/Faculty members cannot sign up for payment through Vandalweb and must work directly with the Accounts Office in the Pitman Center.

### **Apartment Condition Form**

Fill out your Apartment Condition Form found in your digital check-in packet. Please scan and return it to [apartments@uidaho.edu](mailto:apartments@uidaho.edu) within three (3) days of your check-in date. Our team puts in a great deal of effort to make sure your space is clean and in good repair. Apartments may have some normal wear, from usage over time. Items such as small paint chips, scratches in wood, or small nail/pin holes in walls are normal wear. It is the responsibility of each resident to inspect their space at move-in. If you

do not make a note of damage on your check-in form, you may be billed for the damage when you check out. When you are ready to check out, your apartment will need to be thoroughly cleaned, all items removed, and the unit returned to the condition in which you received it with the exception of normal wear and tear. Lack of cleaning is not considered normal wear and tear.

Common items to look for when completing your check-in form are wall damage (holes, large paint chips, etc.), flooring damage (large stains or tears), marks on appliances and cabinetry, etc. We encourage residents to take pictures/video and save those for when you check-out; this is a good practice for any rental space you may have now or in the future!

While we hope that it isn't necessary right at move-in, if you do find damage beyond normal wear you should submit a service request so that our maintenance staff can address the issue for you.

To submit a request for service, go to [auxiliaries.uidaho.edu/ServiceRequests/](http://auxiliaries.uidaho.edu/ServiceRequests/).

### **Utilities**

Housing provides water, sewer, and garbage but each resident is responsible for their own utility costs. Upon move in, the power will already be on in your unit. Please call AVISTA (the local utility company) within 7 days of moving into your unit to get the electric service switched from the university name into yours. You can reach AVISTA at 1-800-227-9187. You will get an automated menu when you call. Say "speak to a representative" when you get the automation, and a live person will pick up to assist you. Your address and move-in date will be required for set up, please have them available when you call.

### **Lock Out Procedures**

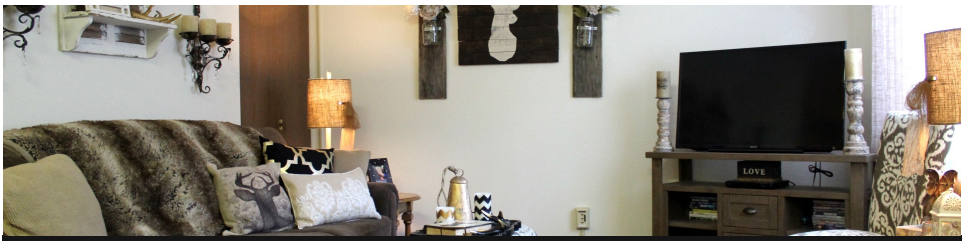
If you are locked out of your apartment, you may go to the housing Information Desk located at 901 Paradise Creek Street to check out a temporary key. The desk is open 7 days a week from 6am until midnight. If you are locked out after hours, please call your ACA on call at 208-669-0065 for assistance. Only apartment agreement holders can obtain a temporary key, and they must present photo identification (such as a Vandal Card) in order to receive it.

### **Parking Permits**

Apartment residents need Green permits in order to park in the designated lots around the buildings. In order to receive your permit, please work with Parking & Transportation Services and fill out a permit application. For any questions regarding parking information, contact Parking Services at 208-885-6424 or visit them online at [www.uidaho.edu/parking](http://www.uidaho.edu/parking).

### **Internet Service**

Campus wireless internet is free for resident use. If you have questions about how to log on, hooking up devices, etc. please contact ResNet (Housing's in-house IT service) at 208-885-5507. We do not guarantee wireless connection or speed. You have an Ethernet port within the apartment for the best connection.



## **NUTS AND BOLTS: MAINTENANCE RELATED QUESTIONS**

### **Reporting Problems In or Around Your Apartment: Submitting a Service Request**

You can request service for anything facility-related that needs repair in your apartment, or on your building. Submit a request for service at [auxiliaries.uidaho.edu/ServiceRequests/](http://auxiliaries.uidaho.edu/ServiceRequests/)

### **Washer/Dryer Installation**

If you brought your own washer and dryer units, we are happy to inspect the connections after you have hooked them up yourself. All you need to do is to submit a service request to have our maintenance staff come out and take a look. Choosing our maintenance crew to assist you will reduce the possibility of future water damage charges due to improper installation of appliances. Please keep in mind, our staff cannot move your appliances for you.

### **Stair Railings**

If you are moving into a South Hill unit and the stair railing is making it difficult to move furniture upstairs, our staff can remove it until you have completed your move in. To have it either taken down upon move-in or installed once you complete your move in process, please submit a service request (see reporting problems above.)

### **Toilet Troubles**

Be kind to your pipes and fixtures! Please do not squat with feet on the toilet seat. Do not flush any diapers, sanitary napkins, toys, or food down the toilet. The only non-waste item that should be flushed is toilet paper. Flushing inappropriate items can cause backup in the sewer pipes and your toilet, and you may be held responsible for any damages and subsequent fines.

### **Taking Out the Trash . . . and Recycling!**

There are dumpsters located in all of our apartment communities, often close to where your mailbox location is. Please place all trash into a dumpster, don't leave it laying around. Furniture items (mattresses, televisions, shelving, etc.) are not considered trash and should not be placed in or around the dumpsters. Residents need to either donate unused items or get them to the correct Moscow facility for disposal.

We do not have recycling pickup within the apartment community, but we encourage residents who want to recycle to take your items to the Moscow Recycling Center (located at 401 North Jackson Street).

### **Plugged or Clogged Drains**

DO NOT use any liquid clog removal products (such as Draino, Liquid-Plumber, etc.) as

these products can cause injury to our staff when they come into contact with it while working on a drain. If your drain becomes clogged please submit a service request and our staff will work to assist you.

### **Apartment Care & Cleaning Expectations**

Residents are responsible for the cleaning and general care of the apartment, appliances, and facility during the span of their housing agreement. Upon move out, all units must be returned to the condition in which you receive them...minus normal wear and tear. Lack of cleaning is not considered normal wear and tear.

We provide a checklist to residents at move-out to assist with cleaning expectations, but here are some helpful suggestions to keep things up so you don't have a more difficult job later:

- Keep the apartment clean and free from garbage and trash.
- Dispose of all trash and garbage in the dumpsters provided near each building. Do not sweep trash from inside to outside of the apartment or throw dirt, trash, garbage, or waste from windows or balconies.
- Keep stairwells, landings, and patios clean and free of clutter from toys, bikes, furniture, boxes, etc.
- Keep children's toys and all bikes off the common areas, grass, sidewalks, and parking lots when not in use.
- Having odors that originate from inside an apartment and are detectable outside the apartment including but not limited to marijuana, alcohol, excessive fragrances, garbage, or hygiene is prohibited.
- Apartment modifications are prohibited. If you have any questions please contact the apartment coordinator at 208-885-6573.

Keeping your unit clean and in good repair is a requirement as per your License Agreement and the Apartment Handbook. Please make yourself familiar with those documents, they can be found here at any time: [www.uidaho.edu/student-life/housing/apartments/documents-and-forms](http://www.uidaho.edu/student-life/housing/apartments/documents-and-forms)

### **Moisture Control**

Apartments are extremely airtight so to prevent mildew accumulation within your apartment from lack of moisture control, please follow these recommendations:

- Turn on stove exhaust fan while cooking.
- Turn on bathroom exhaust fans during use and leave on until all steam has dissipated.
- Keep thermostats in ALL AREAS OF THE APARTMENT set at 60 degrees. If you turn heat off in one area and on in another, it can cause mildew to build on walls as the competing temperatures create a condensation cycle within the apartment. This cycle is damaging and does not use your heating system effectively.
- Check periodically for leaks in or around pipes and submit service requests for any issues found.
- Do not place furniture directly against walls, or mattresses directly on the floor, to allow for air circulation.

- Do not over-pack a closet. Allow clothes to hang freely. This will help the air to circulate and lessen the possibility for moisture to accumulate.
- Monitor the effectiveness of your dryer. If your clothing is often damp, it may be that something is clogging your dryer vent. Submit a service request.
- If mildew is discovered, wash the walls with bleach water and immediately submit a service request.

### **Pest Prevention**

We see a surprisingly low number of pests within our apartment communities, and prevention is key to that. Please use the following suggestions for housekeeping techniques to assist with this:

- Purchase a trash can with a tight-fitting cover and use plastic liners in all trashcans.
- Do not leave dirty dishes or food on the countertops or sinks overnight.
- Store open food containers (cereal boxes, etc.) in plastic bags or in the refrigerator.
- Do not use contact paper in cabinets.
- Do not leave paper bags or newspapers piled inside your apartment. Pests nest in these areas.
- Keep all counter tops and floors clean and free of food crumbs.
- Do not store damp rags or sponges in dark closets. Store all brooms and mops with the handle down.
- Do not allow grease to build up on the stovetops and burners, or in the oven.
- Do not leave articles of clothing or bedding on closet floors, in corners, etc. Pests nest in these areas.
- Clean all major appliances (refrigerator, stove, washing machine) and thoroughly wash the floor and wall around them on a regular basis.
- Spray door jams and under sinks for spiders, ants and other miscellaneous bugs. Insect traps and sprays can be purchased at local stores.



## **ODDS AND ENDS: ADDITIONAL APARTMENT POLICIES**

### **Campus Wide Tobacco-free Policy**

Please remember that as of July 1st, 2016 the University of Idaho became a tobacco-free campus. Tobacco use within your apartment is prohibited. You are allowed to use tobacco within your own enclosed personal vehicle, but no other location on campus. Please see the complete policy here: <https://www.uidaho.edu/apm/35/28>

Remember, smoking within an apartment is not only prohibited and may result in conduct proceedings through the university...it is also extremely damaging to units. Steps necessary to repair that kind of damage typically result in charges to a resident's account in amounts upwards of but not limited to \$800.

### **Heat Policy**

Residents must keep thermostats at a minimum of 60 degrees. This includes times when you may not be present in the apartment. This will assist in prevention of frozen pipes which cause considerable damage to apartments. Failure to follow this policy may result in burst pipes and charges assessed to a resident for repairs.

### **Pet Policy**

Residents are limited to having up to two cats within their apartment as pets. All required pet forms must be completed and returned to Housing prior to the animal entering the apartment. In order to obtain the appropriate forms, email the Housing Office at apartments@uidaho.edu. A pet deposit of \$300.00 is required.

Service and Assistance animals are not considered pets. Please reach out to the Center for Disability Access & Resources (CDAR) office on campus for the first steps of approval if you plan to bring a service or assistance animal to campus. They will direct you to Housing after their piece of the process is complete.

### **Serpentine and Community Walkway**

Use of the Serpentine walkway (the large sidewalk that runs through the apartment community from Taylor Avenue to Sweet Avenue) is permitted for loading and unloading items that cannot be reasonably unloaded from the nearest parking lot. Extended parking (longer than 30 minutes) is prohibited and enforced by Parking and Transportation Services. Do not park or drive on grass around the apartment communities. If found driving our parking on the grass, you will be held responsible for any damages to the grounds and/or sprinkler system and any subsequent tickets or fines.

### **Landscaping Information**

Campus Landscaping is in charge of the lawn, bushes, trees, etc. around your community. If you choose to plant or garden within your "flower bed" area, it must be IN CONTAINERS ONLY.

### **Handbook & License Agreement**

Please refer to the Apartment Handbook and License Agreement on our website: <https://www.uidaho.edu/student-life/housing/apartments/documents-and-forms> for additional information concerning these and other important topics and policies. Residents are held to all terms of both their License Agreement and the Apartment Handbook, so please make yourself familiar with both of those documents and the expectations within.



**CHARITY WIGHT**

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