

# RESIDENT AND COMMUNITY POLICIES HANDBOOK UNIVERSITY APARTMENTS GALVESTON

## WELCOME

Welcome to the University Apartments Galveston (UAG) community! Our goal is to provide a living environment that promotes and is compatible with the academic success of students. This Resident and Community Policies Handbook is designed to orient you to your apartment community. By signing your lease, you agree to abide by the standards of the community stated in your lease and this handbook. All policies in this Handbook apply to residents, apartment occupants and their guests. Please remember and consider your neighbors and help us maintain a quiet, clean and respectful community environment.

Should you have any questions or comments, please feel free to contact us:

**University Apartments Galveston (UAG)**  
**Phone: (409) 741-9100, Fax: (409) 740-0709**  
**www.uagalveston.com or email to us at [manager@uagalveston.com](mailto:manager@uagalveston.com)**

**FAIR HOUSING STATEMENT** - UAG is committed to compliance with all federal, state, and local fair housing laws. UAG policies are designed to provide consistent and fair treatment of all residents in the spirit of these laws. Therefore, our staff has a legal obligation to treat each individual in a consistent manner. **Please do not place them in the difficult position of denying a request for an exception to a written policy.** Thank you in advance for your cooperation.

## OCCUPANCY POLICY

**Subleasing** - Subleasing is not allowed.

**Roommates** - Cohabitation by unrelated male/female couples and/or roommates is prohibited. Couples who present themselves as married may be asked to produce evidence in the form of a certified copy of a marriage certificate. Violation of this policy is a violation of the terms of your lease and could result in eviction if an unlawful cohabitation situation is discovered.

**Other Occupants and Guests** - Your apartment may only be occupied by you and the person(s) listed as occupants per your lease. Any person not listed as an occupant in the lease may not stay in the apartment for more than **12** consecutive hours without our prior written consent and approval. If the number of permanent occupants as stated in your lease ever changes for any reason - including marriage or children -our policies require you to contact the UAG immediately in order to amend the lease. Failure to do so is a violation of your lease terms.

## MAINTENANCE REQUESTS

**Non-emergency** maintenance requests will be completed in a timely manner per your lease and must be reported by calling **(409) 741-9100** or email us at [manager@uagalveston.com](mailto:manager@uagalveston.com). Such requests will be addressed between 8:00 am and 5:00 pm, Monday through Friday, excluding holidays.

**Emergency** requests after hours must be reported by calling **(409) 354-3346**. We define emergencies as situations which present:

A danger to people, such as:

- Fire
- No electricity
- No water
- Broken exterior doors, locks and windows
- No heat (if the outside temperature is below 50 degrees)
- Toilet not working (when there is only 1 in an apartment)

A danger to property, such as:

- Broken Pipes
- Flooding

**Any damages, plumbing problems, vandalism, etc. caused or created by a resident, occupant or their guest(s) will be the financial responsibility of the resident(s).**

The contact information for the Apartment Maintenance office is:

**Phone: (409) 741-9100, FAX: (409) 740-0709**

**Emergency, after hours: (409) 354-3346**

**E-mail: [manager@uagalveston.com](mailto:manager@uagalveston.com)**

**Office hours: 8:00 am – 5:00 pm, Monday – Saturday**

## EMERGENCIES, INSURANCE AND SECURITY GUIDELINES

### ***FIRES (IN CASE OF FIRE, CALL 911)***

Fires are potentially a serious problem in all apartment communities due to the high concentration of individuals living in each building. Most fires are started due to carelessness. Cigarette and cooking related fires are most common. Please use caution and common sense to avoid a disaster. Prevention can save your life and the lives of others. Explore your community and familiarize yourself with all exits. Keep exits and access areas clear of all debris and storage. This includes:

- Keeping sidewalks, porches, common hallways and outside landings clear of all items including trash, furniture, toys, appliances, car parts and exercise equipment. Failure to do so will result in a cleaning/removal fee that will be charged to the offending apartment resident if that can be determined. If this cannot be determined, then a pro-rated portion of the entire cost of removal/clean-up will be charged to every resident of the entire building.
- Not using balconies, porches, fences, sidewalks or any common area as a laundry drying area.
- Not chaining bikes, motorcycles or trailers to gas piping, stair rails, electrical conduit or plumbing pipes.
- For outdoor cooking, you may use the UAG' grill, provided near the volleyball court. You may use your grill, but it must be at least 10ft away from any UAG building.
- Test your smoke detector(s) once a month. Notify maintenance if you have any problems with it.

**Prohibited Items Include:**

- Halogen Lamps
- Candles

Failure to comply with the above regulations is not only a violation of the terms of your lease, but is also a violation of local fire codes and could result in fines and/or possible eviction.

**REMEMBER, IN CASE OF FIRE, CALL 911**

**FREEZING WEATHER** - in the event of severe, freezing weather, **“FREEZE ALERT”** signs will be posted or distributed. Please follow these instructions as soon as you see or receive these signs:

- Drip all the faucets in your apartment – both hot and cold. Leave the faucets dripping until the **“FREEZE ALERT”** signs are removed.
- Turn your heat on to a minimum of 50 degrees. Open your closet and cabinet doors to expose plumbing fixtures so that these spaces will be heated.
- If you are going to be away for an extended time period during the winter months, please alert the Apartment Maintenance office. Be sure that your windows are closed and **DO NOT TURN OFF YOUR HEAT**. Instead, leave the thermostat on 50 degrees. These precautions are essential in order to avoid substantial damage to your apartment from broken pipes. **If you negligently fail to take these precautions, you may be held liable not only to the damage in your own apartment, but also to any damage to your neighbor’s apartment.**

**SECURITY - IN AN EMERGENCY, DIAL 911**

FOR NON-EMERGENCY SITUATIONS, DIAL THE TAMUG POLICE DEPARTMENT: (409) 740-4545 / GALVESTON POLICE: (409) 797-3700

Anything that seems unusual or “out of place” could be criminal activity. Every resident has a responsibility to report any suspicious behavior, working as a partner with the police. Not every stranger who enters your property is a criminal, but criminals do take advantage of activity in apartment communities by pretending to be legitimately involved in sales, repairs and service. If you see any solicitors in your community or suspect that any service or repair person is involved in illegal activity, please contact either the apartment office and/or the TAMUG or GALVESTON Police Department.

Never attempt to apprehend a person committing a crime or to investigate suspicious activity. Leave any confrontations or investigations to the police.

Additional security pointers:

- Read lease regarding security guidelines.
- Do not allow strangers into your apartment. UAG does not allow solicitation of any type on campus or in the apartment community. If you are bothered by solicitors, please contact the TAMUG or GALVESTON Police Department.

**REMEMBER, IN AN EMERGENCY, DIAL 911**

**FOR NON-EMERGENCY SITUATIONS, DIAL THE TAMUG POLICE DEPARTMENT (409) 740-4545 / GALVESTON POLICE (409) 797-3700**

**MISCELLANEOUS POLICIES**

**PARKING** - Parking stickers are required, obtain your parking sticker from management when moving into apartment. Parking sticker must be placed on the rear window, driver’s side of the vehicle.

**NOISE** - All residents must keep all noise to a low level so as not to disturb or bother neighbors. If you do have a noise complaint concerning a neighbor, we recommend the following procedures:

- First, we recommend getting to know your neighbors as soon as possible. That way if there is a problem you can approach them as a friend, not as a stranger.
- When the problem arises, go talk to them and try to reach an agreement.
- Contact the Lease Manager via e-mail of the problem at **manager@uagalveston.com**

If the noise problem is extremely disruptive or is after normal business hours, contact the **TAMUG POLICE DEPARTMENT: (409) 740-4545 / GALVESTON POLICE: (409) 797-3700**

**PETS** - Pets of **any** kind are strictly prohibited in the UAG apartments. This prohibition includes, but is not limited to, all snakes, turtles, lizards, gerbils, hamsters, rats, mice, cats, dogs, squirrels, raccoons, opossums, pigs, chickens, cows, horses, etc. This restriction also pertains to “temporary” or “visiting” pets of friends, relatives, etc. **Do not feed stray animals.** Stray animals may carry disease or bring fleas and other pests. It is for our residents’ safety that we restrict the feeding of animals.

The only exception to the no pet policy is fish. A fish is defined as something that can live completely submerged underwater for 45 minutes or longer. Fish must be maintained in a fish tank of 10 gallons or less.

**TRASH** - All trash must be properly disposed of in the dumpsters provided. Trash must not be set beside the dumpster or outside of your apartment door(s). **There will be a \$50 fine if trash is placed anywhere other than inside one the dumpsters.** If the dumpster is full, then take the trash to another dumpster. **If trash is discovered in the common areas of buildings and/or outside your door and has to be removed by the Apartment Maintenance office personnel, the responsible apartment resident(s) will be charged the appropriate clean-up/removal fees. If responsible resident(s) cannot be identified, then all residents of the building will be charged a pro-rated portion of the clean-up/removal fees.**

**WINDOWS** - Do not remove screens from windows and do not throw any objects out of the windows. Doing so could endanger the health and safety of others. If you discover that you have a missing screen(s), please contact the Apartment office in writing.

**CHILDREN** -Since unattended children are at risk for injury or abduction, please teach your child personal safety rules. Please do not allow your child(ren) to play in the street. Parents can be held personally responsible not only for their child’s well-being but also for theft or property damage caused by their children. UAG is obligated to report unattended, neglected or abused children to child protective agencies.

**WEAPONS** - Weapons of any kind are strictly prohibited on the UAG’s property. Violators will be dealt with to the fullest extent of the law.

**KEYS** - If you are locked out of your apartment, contact the office (409 741-9100) to be let into the apartment, 8 a.m. – 5 p.m. on Monday through Friday. For after hour lockouts call the emergency number 409 354-3346, there is a \$25 charge for lockouts after hours on Monday through Thursday. A \$50 charge for lockouts after hours Friday through Sunday, and a \$100 charge on holidays.

**CHANGES TO THE APARTMENT** -If you want to make changes to the apartment, you need to get written approval in advance from the maintenance office. Examples of changes needing approval include but are not limited to: painting, attaching shelving to the wall, changing faucets, installing ceiling fans, wall paper or installing electric dimmers.

**ACKNOWLEDGMENT OF RECEIPT  
RESIDENT AND COMMUNITY POLICIES HANDBOOK**

NAME(S) OF RESIDENT(S): \_\_\_\_\_  
\_\_\_\_\_

APT #: \_\_\_\_\_

MOVE-IN DATE: \_\_\_\_\_

I (We) acknowledge receipt of a Resident and Community Policies Handbook which becomes a part of the Lease Contract. This signed acknowledgement means that the below signed have read and understand the rules, policies and instructions contained therein. The policies set forth in the handbook are additions to the rules and policies outlined in the Apartment Lease Contract and are binding on all residents, occupants and guests. Reasonable changes to those rules and the move-out instructions may be made at the discretion of the owner as provided in your Lease Contract.

RESIDENT SIGNATURE \_\_\_\_\_ Date \_\_\_\_\_

RESIDENT SIGNATURE \_\_\_\_\_ Date \_\_\_\_\_

RESIDENT SIGNATURE \_\_\_\_\_ Date \_\_\_\_\_

RESIDENT SIGNATURE \_\_\_\_\_ Date \_\_\_\_\_

\_\_\_\_\_  
Owner's Representative

\_\_\_\_\_  
Date