

2023-24 Graduate & Family Housing Handbook

Effective date August 1, 2023

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Introduction to the Graduate & Family Housing Handbook

This Graduate & Family Housing Handbook addresses important information to promote an environment conducive to comfortable living and learning to all members of the community at the University of Colorado Boulder (CU Boulder).

Resident/Occupant Responsibility for Compliance

All residents and occupants living in Graduate & Family Housing are responsible for reading, understanding and complying with all contents of this Graduate & Family Housing handbook. Failure to comply can subject residents to disciplinary action and/or CU Boulder termination of lease.

Updates

CU Boulder reserves the right to update the Graduate & Family Housing Handbook at any time. Updates become effective after the updated Residential handbook is posted on CU Boulder's website.

Definitions

- "Occupant" – Anyone living in Graduate & Family Housing. All occupants must be included on a lease in order to avail the services provided by the Graduate & Family Housing Office
- "Leaseholder" – The primary signatory on a lease in Graduate & Family Housing. Only the leaseholder has a financial relationship with the University.
- "Non-familial occupant" – Any occupant not related to the leaseholder. Non-familial occupants must be affiliated with the University.
- "CU Boulder" - The University of Colorado Boulder, a campus of the University of Colorado.
- "University" – The Regents of the University of Colorado, a body corporate that is the governing board of the University of Colorado system and the employees at CU Boulder acting on the university's behalf to provide services under this Agreement including staff and administrators within CU Boulder's Division of Student Affairs who provide housing or dining services.
- "Forced Entry Detainer" - In Colorado, a forced entry detainer is a legal process by which a landlord can obtain possession of a rental property from a tenant who has been locked out or removed from the property through force or illegal means.

Amenities

Buff OneCard

All Graduate & Family Housing residents are eligible for a Buff OneCard. Students and employees can get both their card and RTD EcoPass at the Campus Card Office in the Center for Community, room N180. The cost is included in the student fees/as an employee benefit. Students or employees may request a Buff One Card for their non-student/employee occupants by providing occupant information, birthdate and a photo. Cards may then be picked up at the Campus Card Office for a small fee for non-student/employees.

Gardens

Graduate & Family Housing has three garden areas with a limited number of plots. Garden plots will be awarded through a lottery process each year. A nonrefundable fee will be collected when a plot is assigned to help maintain the gardens. Garden plots are for Graduate & Family Housing residents only. To avoid potential pest problems, do not grow vegetables next to apartments—only flowers can be planted in the patio area.

Picnic Areas

Some of the courts in Graduate & Family Housing have picnic areas located nearby for resident use. Use common sense and courtesy when using these facilities. Grills are not permitted on the grounds of Graduate & Family Housing.

Playgrounds

All Graduate & Family Housing communities have play areas for children. Parents are responsible for the safety and supervision of their children. Report any playground hazards to the Graduate & Family Housing Office.

Contact

Graduate & Family Housing Office
1350 20th St. Boulder, CO 80302
303-492-6384
graduatefamilyhousing@colorado.edu

Eligibility

To maintain eligibility for Graduate & Family Housing, only individuals listed on a current lease are permitted to live in each apartment. Residents must inform the Graduate & Family Housing Office immediately of any changes in their family status or living arrangements. The GFH office requires proof of custody, birth certificates/photo IDs, or adoption papers for all dependents living in GFH. Spouses, partners, and other family members must establish their relationship by sharing government issued documents establishing a relationship or presenting a legally binding document (such as a prior lease) to establish their relationship to the leaseholder. The university reserves the right to request these documents from a resident. Failure to produce such proof may lead to lease termination.

Residents can maintain eligibility by:

- Enrolling full time in main campus courses and making satisfactory progress towards a degree. Residents must move out of their apartments when they graduate with 30 days notice.
- Utilizing the Leave of Absence Program for no more than one semester and enrolling as a full-time student the following semester.
- Maintaining full-time status as a faculty, staff, post-doctorate or visiting scholar. Faculty and staff residents may live in Graduate & Family Housing for a maximum of two years. Post-docs may live in Graduate & Family Housing for a maximum of five years.
- Consistently pay rent on time (keep account balance at zero).
- Remaining in compliance with the terms of the lease, Graduate & Family Housing Resident Handbook, [Student Code of Conduct Policies and Procedures](#), the Office of Institutional Equity and Compliance's Resolution Procedures, the Campus Use of University Facilities (CUUF) policy, and Regents policies as well as any other federal, state or local ordinances or regulations.
- Maintaining full time residence in leased apartment.
- Undergraduate student eligibility requirements:
 - Undergraduate students who have family members living with them are eligible to apply for Graduate & Family Housing apartments.
 - Undergraduate students over the age of 24 are eligible to apply for Graduate & Family Housing apartments.
 - All undergraduate residents must be enrolled in full time study to have and maintain eligibility.

Continuing Education, study abroad, etc., courses will count toward the full-time requirement if:

1. Residents are enrolled in a degree-seeking program and;
2. The resident's academic department supplies documentation stating that the courses the resident is taking will fulfill requirements for their degree.

All non-familial occupants in the apartment must have full time affiliation with the University. Proof of eligibility will be required before they will be allowed to be added to the lease. They will also be required to sign an occupant addendum.

Failure to comply with these Eligibility requirements may result in lease termination.

Loss of Eligibility

Any resident who loses eligibility to reside in Graduate & Family Housing must still submit their Intent to Vacate paperwork 30 days prior to their departure. Residents who lose eligibility are required to vacate their apartment within 30 days of their status change. Residents who lose eligibility for the following reasons are exempt from any penalties outlined in their lease:

- Graduation
- Withdrawal from the University in accordance with university policy
- Loss of employment at the University, voluntary or otherwise
- Purchase of a home with documentation provided to the Graduate & Family Housing Office
- Approval of a petition of hardship
- End of two-year faculty/staff residency limit
- End of five-year postdoc residency limit

The Graduate & Family Housing Office reserves the right to reduce the 30-day departure policy at the request of the Office of Student Conduct and Conflict Resolution, Human Resources, the University of Colorado Police, and other campus departments that have the authority to determine if the resident poses a threat to the community.

During the months of December and May there is a grace period where no lease breaking penalties will be applied for people who wish to break their leases regardless of their eligibility status. Thirty days' notice prior to departure is still required.

Leave of Absence Program

The University of Colorado has a [Leave of Absence Program](#) that provides an opportunity for graduate students to leave the university for a semester without losing their place in their current college/school. For Graduate & Family Housing purposes, a resident may go on the Leave of Absence Program for one semester only during their time at the University and still maintain eligibility.

Lease Renewal

Leases are renewed annually. The university reserves the right to request proof of enrollment, or proof of continued employment from any resident. Failure to produce such a document may lead to lease termination.

**Failure to renew one's lease is not a substitute for completion of the 30-day notice paperwork that is required prior to move out.*

Graduation

All student residents must be full-time, degree-seeking students to qualify to live in Graduate & Family Housing. If graduating, students must fill out an Intent to Vacate form 30 days before moving out. Be aware that graduates must vacate within 30 days of graduating, and therefore must fill out the Intent to Vacate form 30 days prior to that date.

Occupancy Regulations

There is a limit to the number of people allowed to live in a particular apartment. If the number of occupants exceeds the maximum occupancy listed below, the housing assignment must be changed or terminated. Due to the limited size of our apartments, the following occupancy restrictions apply:

Apartment Size	Maximum
Studio	1 Occupant
1 Bedroom	2 Occupants
2 Bedroom	4 Occupants

3 Bedroom	6 Occupants
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To remain within the maximum occupancy for each apartment, residents are required to inform the Graduate & Family Housing Office and Apartment Assistant of the names and dates any guests will be visiting. The resident or leaseholder is responsible for the behavior of guests at all times.

Request to Transfer Apartments

Requests to transfer apartments may be granted based on availability. Transfer applications can be obtained by contacting the Graduate & Family Housing Office. There is a mandatory \$150 transfer fee, which covers the cost of cleaning and preparing the vacated apartment and the cost of temporarily occupying two apartments. Transfer requests are not guaranteed. There are only two situations in which the transfer fee may be waived:

1. Medical Transfer - Situation where a resident needs to move out of their current apartment for medical reasons (not including isolation or quarantine). Residents need approval from Disability Services.
2. Pregnancy or Adoption - Situation where a resident needs to move because they are expecting or adopting a child and will exceed the maximum occupancy of their current apartment. Proof of pregnancy, with estimated due date, or proof of adoption must be attached to the transfer request form.

Conduct Review Committee (CRC)

If, after agreeing to the Graduate & Family Housing Lease Agreement, a resident or occupant is convicted of, found guilty of, or adjudicated to have committed a sex offense; or if a resident or occupant is classified as a sex offender or placed under active supervision by any jurisdiction for a sex offense; the resident or occupant is required to immediately notify Graduate & Family Housing Office at graduatefamilyhousing@colorado.edu.

Facilities

Community Rooms

There are three community rooms available for residents to use. Residents must first contact the coordinator for that community (Newton, Smiley, or West End). Residents can check out the community room keys from either their Apartment Assistant or the Area Coordinator. The key to the community room must be returned promptly after use or no later than 9:00 p.m.

The community rooms are in the following areas:

- Newton Court - a Newton Court apartment with a full kitchen
- Smiley Court - a large room next to a Smiley parking lot with a full kitchen
- Athens North – a large room in Athens North with no kitchen.

All usage must comply with fire code limitations as posted in each room and hours are limited for use (8:00 am-9:00 pm). Reservations can be made up to one month in advance. Quiet hours must still be observed during community room use.

Balconies and Patios

These areas must be kept clean, clear of snow, and free of toys, bikes, and other equipment. Residents are allowed to plant flower gardens on their patios but are not permitted to grow vegetables or herbs (to avoid pests). Residents are not permitted to store combustible materials, trash, or grills of any kind. Graduate & Family Housing furniture may not be stored on patios or anywhere outside the apartment.

Elevators

Report any malfunctions to maintenance at 303-735-5555. If a resident is trapped in an elevator and is unable to receive support from University maintenance they should call 911 for emergency support. Children are not permitted to not ride alone or play in the elevator.

Heat and Hot Water

Hot water heater or apartment heater problems must be reported to Emergency Maintenance at 303-735-5555 immediately. Residents must maintain an ambient temperature of 65 degrees farhenheit or above where they can control the heat in their apartment. Never store flammable or combustible items near the furnace or hot water heater.

Laundry Facilities

Graduate & Family Housing has communal washers and dryers for residents to use. Laundry rooms are for resident and occupant use only and are to remain locked. Do not prop the doors open. Be courteous and remove laundry as soon as it is finished. The Graduate & Family Housing Office accepts no responsibility for lost or stolen items. No unattended children are allowed in the laundry rooms.

Do not remove anyone's laundry when the washer or dryer is still running, place other's laundry on the give-away tables, or use dye in the washing machines. If machine repairs are needed call the "800 number" provided in the laundry room so that the machine can be fixed. Residents can also report service issues online at <https://www.cscsw.com/request-service/>.

Recycling

Recycling bins are located near dumpsters. Residents should recycle paper, glass, aluminum, plastic, cardboard, and paperboard. Dispose of broken or unusable items properly. Follow the guidelines for recycling and only recycle those materials listed on the bins.

Trash

Trash dumpsters are in all areas of Graduate & Family Housing. The tops of the dumpsters should always be closed. Do not leave garbage next to the dumpster. Keep children away from the dumpster area. Report any problems with garbage pickup, recycling bins, or rodents to the Graduate & Family Housing Office immediately. Trash is not permitted to be left outside of apartments and must be disposed of properly. To prevent the spread of insects and bed bugs, do not take abandoned property from near dumpsters.

Lock-Outs

From 9am to 6pm Monday through Friday any resident locked out of their apartment can go to the Graduate & Family Housing Office to obtain a lockout key. Children under 12 will not be provided lock out keys if an adult is not present to supervise, in keeping with Graduate & Family Housing policy the police are called to support unattended minors. Furthermore, the Graduate & Family Housing Office will not allow anyone who is not listed as a resident or occupant on a lease agreement into an apartment. It is the residents' responsibility to make sure that any guests have a key. Residents who need a lockout key **must** provide photo identification before being given a lockout key, Graduate & Family Housing Office staff are not permitted to use identification on file to verify a resident's identity. Temporary keys and keys for additional apartment occupants can be obtained by visiting the Graduate & Family Housing office in Marine Court.

Apartment Assistants have the ability to let residents into their apartments if they are locked out when the Graduate & Family Housing Office is not open. Apartment Assistants will follow the same procedures as the Graduate & Family Housing Office when supporting lockouts.

Residents will receive two lockouts for free each semester (Fall and Spring) and in the summer. Any additional lockouts will result in a \$25 charge to the resident for each instance.

Construction

Unauthorized entry into construction zones, on campus or adjacent to campus, is considered trespassing and may result in a lease violation in addition to contacting police.

Maintenance

Report any needed repairs or problems to housing maintenance by requesting a work order [online](#). For maintenance emergencies, call 303-735-5555. The maintenance office is open from 8:00 am to 4:00 pm, Monday through Friday. Evening, holiday, and weekend staff are on-call for emergency repairs only.

If an apartment requires maintenance or service due to negligence or something that is not normal "wear and tear," labor and equipment charges may be assessed. Do not contact any outside repair service.

Graduate & Family Housing will keep residents informed regarding current maintenance projects and if/when maintenance personnel will require access to apartments. Residents are required to allow maintenance access to their apartment and to move any items necessary for maintenance work to be completed. Submitting a work order is considered "notice" that maintenance will require access to the apartment soon.

Major Maintenance Programs

Maintenance, grounds, and housekeeping teams are committed to providing residents with a clean and safe environment. Repairs and maintenance on the buildings are continuous. There are no rent reductions or transfers from apartments affected by upgrades and repair projects unless otherwise communicated. Nor are there rent reductions or refunds if a resident must move permanently due to

maintenance work. Project activity is exempt from quiet hours but will comply with City of Boulder noise ordinances. Work near the building will be limited during quiet hours if possible. In the rare event that outdoor work impacts resident belongings, the resident is responsible for any damage or cleaning. The Graduate & Family Housing Office is not responsible for noise or the timing of projects that are not on University property.

Emergency Maintenance

Conditions that do not cause immediate harm or danger to residents but require attention and repair, such as broken screen doors and broken cabinets, will be fixed after maintenance attends to emergency requests. Due to the large quantity of requests, maintenance must rank the requests and attend to major problems before minor problems. Emergency problems such as clogged toilets, gas leaks, or leaking pipes will be attended to as quickly as possible.

Entering Apartments

Graduate & Family Housing staff, the housing maintenance staff, and all other university personnel respect the rights of residents and their privacy and security. After submitting a request for repair services, residents should be prepared to admit an employee into their apartment for that purpose. After a request for maintenance, every attempt will be made to complete the requests during regular business hours. If entrance into an apartment is required, residents will find a notice that explains who entered, for what reason and if additional service will be needed. The only times when Graduate & Family Housing would be authorized to enter an apartment without a resident's prior consent or request would be:

- An immediate threat to the health or safety of the occupants or University community, such as smoke, fire, or unattended children crying (these are examples and do not cover all circumstances in which the University may believe that there is an immediate threat to the health or safety of the occupants or University community)
- A need to protect university or private property, such as water leaking from the apartment above or structural damage that affects an apartment
- In the event of a pet violation or sanitary condition that requires inspection by a staff member.
- To repair, replace, or inspect university property, such as an investigation of an electrical outage, water pipe problem or an unsanitary condition
- An open (incomplete) work order
- To allow entrance to police/law enforcement officers, or Residence Life staff or their designee in consultation with Human Resources, the Office of Student Conduct and Conflict Resolution, or the Behavioral Intervention Team in the absence of police/law enforcement, for legitimate law enforcement or health and safety purposes
- To conduct safety checks

Pest Control

Graduate & Family Housing uses Facilities Management services for insect, rodent and other pest control services. There is no charge for this service. Residents must report problems with insects, mice, snakes, squirrels, pigeons, raccoons, or other pests by calling 303-735-5555. Maintaining clean appliances, cabinets, floors, and sinks assists in pest prevention. In addition, feeding animals outdoors or

hanging bird feeders is prohibited. Keep patios clean of boxes, garbage, etc., where birds could nest. Do not use commercial or store-bought products for pest control.

Sinks, Tubs, and Toilets

Contact maintenance at 303-735-5555 to report drain or toilet clogs. Do not use commercial products like Drano, or others that can damage pipes. Do not flush disposable diapers, sanitary products, baby wipes, or other products that can clog the water system.

Garbage Disposals

Some Graduate & Family Housing apartments have garbage disposals. If an apartment contains a garbage disposal, the following rules must be observed:

- Run water before, during, and after using the garbage disposal
- Slowly place food waste into the disposal while it is turned on (ONLY put food items down the disposal)
- Placing food such as celery, potato peels, banana peels, cooking oil/grease, meat and rice in the disposal will be considered a misuse of the disposal.

If a disposal stops working, turn it off, wait a few minutes, press the reset button on the bottom of the disposal, run water and then turn it back on. If it still does not work, contact maintenance for repairs. In cases where a disposal is misused, maintenance may remove it from the apartment.

Snow Removal

Residents are responsible for snow removal on their balcony or patio. Residents also must remove all items from walkways to allow maintenance to remove snow from community walkways. Maintenance is not responsible for any damage that occurs during snow removal to items that are left in walkways.

Moving In

Check-In

Apartment Assistants will contact all residents within two weeks of move in to schedule a check-in. Apartment Assistants will visit each new resident to complete check-in forms and review the condition of the apartment. Damage such as nail holes, chipped tiles, burned countertops, or worn and discolored carpet areas should be noted on the form. Dripping faucets, closet doors off the track, torn window screens and other items should also be noted so repairs can be requested.

Any problems that exist when a resident moves into an apartment and are not repaired while they reside there are not considered the resident's responsibility as long as they are recorded during a check in appointment. Residents will not be charged for pre-existing damage that is documented upon move in.

Moving Out

Notice

Residents are required to provide Graduate & Family Housing **30 days' notice** before vacating an apartment. **Residents must check out no later than the date they have indicated. Apartments are rented to another resident according to a resident's provided vacate date.**

If for any reason a resident must change the date they will vacate an apartment or cancel a departure entirely, there will be a \$100 administrative charge in addition to any charges listed below. If an apartment has already been offered to a new tenant, the resident will not be able to change their vacate date.

Vacating (including transferring apartments)

- All keys must be turned in no later than 10am on one's vacate date.
 - If all apartment keys are not returned when an apartment is vacated, the resident will be charged \$45 for an apartment lock change. If all mailbox keys aren't returned, the resident will be charged \$20 for a mailbox lock change.
- If the resident continues to occupy the apartment past the vacate date they submitted, they will be charged rent for each day until the apartment is vacated and keys returned, plus a liquidated damages fee of \$250 per day (or the maximum allowed by law) until keys are returned to the Graduate & Family Housing office and the University will seek a Forced Entry Detainer.
 - If the resident does not vacate their apartment on time, they could be held financially responsible for any charges incurred by either Graduate & Family Housing and/or the incoming resident if they are not able to move in on time—including, but not limited to, additional truck rental, hotel, meals, etc.

Deposit

A resident's entire housing deposit will be refunded unless there are outstanding rent charges, lock/key charges, appliances, and furniture not in the condition in which they were received, not including normal "wear and tear", or the apartment being left dirty or damaged. These charges will be deducted from the resident's security deposit.

Rent

Residents may not use their security deposits to pay for their last month's rent. Check with the Graduate & Family Housing Office for details. Residents who have a balance of over \$100 on the 10th of the month will be charged a \$25 late fee.

Residents who have an outstanding balance equaling more than two total months' rent will be subject to a "Forced Entry Detainer" (FED), also known as eviction. Residents who receive four or more notices that the FED process is beginning will not be eligible to renew their lease.

Rent Payment

Rent is due on the first day of each month. If rent is paid after the ninth of the month a \$25 late fee will be added to the resident's account. There are different ways a resident can pay rent:

- Pay at the housing Cashier's Office in the Center for Community. Personal check, cashier/certified check or money order accepted. Credit, debit cards and cash are not accepted.
- Students may pay online through [MyCULiving](#) (have Identikey and password ready).

Credit, debit cards and cash are not accepted. Checks should be payable to the University of Colorado. The name of the primary resident and the apartment number must be on the check. **Post-dated checks will not be accepted.**

Forwarding Address

Residents must provide a forwarding address when they inform the Graduate & Family Housing office that they intend to vacate their apartment. The forwarding address should be provided through the University's established notice system. If a refund is due, it will be mailed within 60 days. Failure to provide a forwarding address or providing an incorrect forwarding address will result in delays. All refunds are provided by check.

Cleaning/Preparation Checklist

It is the responsibility of the resident to thoroughly clean the apartment before vacating. Residents will be provided with a cleaning checklist from the Graduate & Family Housing office. The cleaning checklist is not exhaustive, and damages not listed there will still be charged in consultation with Housing Facilities Services.

Charges

Refer to the **charge sheet** (available upon request and provided when a resident informs the Graduate & Family Housing office that they will be moving out) for fees relating to cleaning, missing items, and damages. The charge sheet is not exhaustive, damages beyond the scope of the charge list will still be billed. Resident will be charged for anything that hasn't been cleaned and for the disposal of any items left in the apartment or storage unit.

Excess Charges

When charges against a unit exceed the amount of deposit, the resident will receive a letter from the University regarding the amount owed. If payment is not made in a timely manner, the resident's name is placed on the university debt file list and transferred to their bursar account or sent to collections. This action prohibits the resident from registering for classes, receiving official transcripts, or being cleared to graduate until the amount due is paid. Additional charges deducted from the deposit may include rent due, cleaning, damages, utilities, lock changes, etc.

If a resident is due a refund, the Student Affairs Finance Office will send a check to the forwarding address that the resident provided. If residents have questions regarding refund or payment, contact the Graduate & Family Housing Office at 303-492-6384. Residents may appeal damage and cleaning charges within 14 days of receiving their bill. The start of the appeal period is determined by the date billing is

communicated to a former resident and will be considered when received within 14 days of that date. Appeals should be directed to the Assistant Director of Apartment Living.

Personal Possessions

Any personal possessions left in the apartment, on patios and doorsteps or in the storage unit after moving out shall be deemed abandoned and become the property of the University of Colorado as stated in the Graduate & Family Housing Lease. The University of Colorado assesses a charge of \$24 per hour for removal of any abandoned items (a minimum charge of \$48 or two hours of work will automatically be assessed).

Driving on Lawns and Sidewalks

Motor vehicles of all kinds are prohibited from driving on sidewalks or lawns, or from blocking any walkways, driveways, etc. including vans, trucks or other motor vehicles used for moving. The possibility of damage to lawns and sprinkler heads, as well as danger to children in the area, requires that residents adhere to this rule. Residents will be charged for any damage to lawns and/or sprinkler heads.

Final Inspection

To avoid any unnecessary charges, follow all vacating directions, and utilize the **cleaning checklist** and **final inspection sheet** provided by the Graduate & Family Housing Office. Contact the Graduate & Family Housing Office at 303-492-6384 with any questions or concerns.

Final Check Out

The Graduate & Family Housing office will schedule a preliminary check out at the request of the resident. Final check out is done by staff after the resident turns their keys into the office. Final checks must be requested in advance and are done by appointment, requests for an immediate final check may not be granted based on staff availability.

There are two ways to turn in keys when vacating:

1. Bring the keys to the office during Graduate & Family Housing office hours
2. After hours, put all keys in an envelope and drop it in the secure rent deposit box located under the counter in the entryway next to the Graduate & Family Housing Office door.

Apartment doors must be locked before keys are returned. Should an unlocked door result in damage after a resident departs, the resident will be responsible for the ensuing damage. A staff member will check the apartment for damages after keys and parking permits are turned in.

Parking

Parking Permits

Parking permits are issued through Parking Services. Residents can contact parking services at www.colorado.edu/pts to obtain permits.

Parking Rules and Regulations

Motorized vehicles, including motorcycles, mopeds, hoverboards, scooters, bikes, skateboards, etc. may not be taken into, or stored in any apartment or building, parked at entrances, on the grass or on patios. If found left in these areas, they will be removed at the owner's expense.

Driving of any motorized vehicle is prohibited on sidewalks, bike paths, service drives, fields, lawn or grounds at any time. All use must follow any CU Boulder and City of Boulder policies or ordinances. Residents are responsible for any charges for damages associated with destruction caused by their motor vehicles.

Rules and Regulations

The resident shall obey the laws, ordinances, and regulations relating to the use and condition of the premises and shall abide by the rules and regulations of Graduate & Family Housing as outlined or advised in this handbook, the Graduate & Family Housing lease (or contract), the Graduate & Family Housing newsletter, the University of Colorado Regent Laws and Policies; University and CU Boulder policies and procedures; Student Conduct and Conflict Resolution's [Student Code of Conduct Policies and Procedures](#); the Office of Institutional Equity and Compliance's [Resolution Procedures](#), [the Campus Use of University Facilities Policy](#), and all policies outlined by Human Resources or other departments managing the employment or student-status of residents. The university reserves the right to make such other rules and regulations as are necessary to fulfill its responsibilities to maintain order, property, and an educational atmosphere. The subject of such rules and regulations may be, but is not limited to, the preservation of safety, care, cleanliness of the premises, or the security, comfort, and welfare of all members of the university community.

Alterations

The resident is responsible for maintaining all parts of the apartment including furniture. The apartment should be in the same condition upon move-out as it was at move-in. Residents will not be responsible for ordinary wear and tear.

Antennas, Satellite Dishes, and Cable

Residents of Graduate & Family Housing are not permitted to attach exterior radio or television antennas, or satellite dishes of any type. No alteration to cable television outlets or wiring is allowed. Residents are held responsible for charges if additional cable services and/or repairs are requested. If a resident's connection isn't working, call Comcast directly at 1-855-307-4896.

Appliance Guidelines

Upon inspection, if an extension cord, adapter, power strip, or circuit breaker is overloaded or other dangers exist, residents will be asked to discontinue use of the appliance. The University is not responsible for the installation, damage, repairs, or injuries caused by using items placed in an

apartment. For example, any cost associated with water damage because of misuse of a washing machine will be charged to the resident's account.

Other large appliances are only allowed in apartments that have hookups to accommodate them. Washing machines are allowed in apartments with washer hookups. Dryers are not allowed. Dishwashers are allowed in apartments that have their own water heater. Air conditioners are allowed in the apartments; however, residents are responsible for having the unit installed and any damage that may occur because of the installation or use of the air conditioner. Space heaters, refrigerators, and additional freezers are not permitted.

Residents may not install any appliances that require electrical, mechanical, or structural changes in an apartment. The resident is responsible for returning the apartment back to its original condition at the end of the lease term or charges may be applied. Residents will be held liable for any restoration or damage fees to their own apartment, adjoining apartments, and exterior spaces (including neighbor's belongings).

Bicycles

Bicycles must be registered with the CU Bicycle Program. For more information on how to register a bike, visit the Environmental Center website.

Bicycles may be parked in the provided bike racks or on patios and balconies. Residents are not allowed to park bicycles in any other areas of the community. For example, bikes may not be parked under stairwells, in front of doorways (inside or out), on rails (inside or out), in laundry areas, in hallways or any common areas to avoid blocking passageways or creating safety hazards.

All bicycles parked in Graduate & Family Housing areas should be in operable condition. Abandoned bicycles will be picked up and impounded at regular intervals if not claimed by the owner. Storage fees will accumulate until the owner claims the bicycle or until disposal of the bicycle.

Children

Parents are responsible for the supervision of their children. Children 12 years of age and younger must always be supervised by a responsible adult. Graduate & Family Housing activities are not to be used as childcare programs. Parents are required to attend with their children at such events.

Should a child be found unsupervised Graduate & Family Housing staff is required to contact CU Police and Child Protective Services.

Communication

All residents must provide a current email address for the Graduate & Family Housing listserv. The information provided in these resources is for the benefit of the residents and to inform them of changes in Graduate & Family Housing rules and regulations, as well as community activities. Residents are responsible for knowing the information contained in these publications.

The university's official means of communication is email, and residents are expected to check their campus account regularly.

Conflict and Noise Disturbances

Apartment Assistants are able to help resolve all types of neighborhood conflicts.

In the case of a conflict with a neighbor or a noise problem, first contact the neighbor and try to come to an understanding. If the problem is not resolved, an Apartment Assistant can help by acting as a mediator.

In the case of a serious disturbance, when Apartment Assistants are not available, the CU Police Department should be called at 303-492-6666 (non-emergency phone number).

Drones, UAS, UAV and Model Aircraft

There are university policies, [UAS Operations](#) as well as Federal Aviation Regulations that establish the permitted use of UAS or Drones on campus. Additional information is available regarding [flight operations](#), including how to request approval for any on campus flight. All flights on campus require training by an examiner as well as approval of a [flight request](#). Under no circumstances will flights be approved within 200 feet of any residential dwelling and filming or photographing the interior of any occupied residential building is not permitted.

Drugs

The possession, use, sale, manufacture, or distribution of marijuana and other drugs and their paraphernalia is not permitted on campus, including in Graduate & Family Housing and violates federal law, regardless of age and in compliance with the Drug-Free Schools and Communities Act. If violations are found, disciplinary action will be taken according to the [Student Code of Conduct Policies and Procedures](#), and may result in lease termination for all occupants of the apartment.

Medical Marijuana

CU Boulder prohibits the possession, use, or distribution of marijuana on campus and in Graduate and Family Housing. This prohibition applies regardless of whether the Resident complies with state recreational use laws and even if the Resident has obtained a Colorado Medical Marijuana Registry Identification Card.

Misuse of Legal Substances

Inhaling or ingesting a substance (including but not limited to nitrous oxide, glue, paint, gasoline, solvent, etc.) or using the substance other than for its intended purpose is a violation of the Student Code of Conduct CU boulder policy and is prohibited. Use of other prescription drugs other than by the person to whom the drug is prescribed and not in accordance with the prescription is prohibited.

Entering Apartments

In cases where a resident's safety is in question, or they pose a risk to themselves or the community, the University reserves the right to enter any apartment in Graduate & Family Housing with the confirmation and support of either the University of Colorado Police Department, or, in their absence, the Behavioral Intervention Team. The Graduate & Family Housing Office takes resident privacy seriously

and relies on ample evidence and multiple attempts at communication by phone, email, and in person prior to deciding to enter an apartment without resident authorization, unless emergency circumstances require entering the apartment. Placing a work order in the FixIt system constitutes a request from residents to have maintenance enter their apartment as quickly as possible to address the identified problem.

Internet/TV

After residents complete their move-in paperwork, they must go to Comcast to pick up their equipment to access the internet and cable television. For internet issues contact Comcast at 855-307-4896.

Furnished/Unfurnished Units

Residents living in a furnished apartment, are responsible for all of the university-issued furniture. The cost of any damaged or missing items will be deducted from a resident's security deposit. Partially-furnished apartments are not available. Furnishings will not be changed in apartments, the Graduate & Family Housing Office will not grant requests to add or remove University owned furniture from apartments.

Grills

No grills (charcoal, gas, or other fuel) are allowed in any location.

Mail and Packages

Using package lockers that are placed near Graduate & Family Housing in the Boulder community is highly recommended. Apartment Assistants and the Graduate & Family Housing Office will not accept packages or mail for residents. Graduate & Family Housing is not responsible for lost or stolen items.

Firearms and Weapons

Firearms, explosives, ammunition, and dangerous weapons/materials are not permitted anywhere in Graduate & Family Housing. Colorado law defines a dangerous weapon as an instrument that is designed to, or likely to, produce bodily harm. Weapons may include, but are not limited to, BB guns, paint-pellet guns, starter pistols, blow-dart guns, slingshots, martial arts devices, bowie knives, daggers or similar knives (blades over 3 1/2" in length), or switch blades.

Residents who violate this policy are subject to severe disciplinary action, including lease termination.

Noise

Residents are asked to observe the academic interests and close quarters of the community and not make or permit noise that is disruptive, frequent, or severe. Any excessive noise that disturbs a neighbor is a violation of this noise policy.

- Turn down devices during quiet hours.
- Make sure to turn off alarm clocks before leaving for an extended period.
- Take off shoes/boots when walking on hard floors and place rugs on floors to absorb noise.
- Close windows.

- Keep stereos and televisions at reasonable levels.
- Have children play quietly indoors so that smaller children can nap.

Quiet Hours

- **Everyday**
 - 1:00 pm-3:00 pm
 - 9:00 pm-7:00 am
- **During the time period around final exams**, 24-hour quiet hours will be observed to ensure a productive and respectful academic environment for all residents. Finals Week 24-Hour Quiet Hours start the day before the first Reading Day at 8pm and end on Graduation Day at 8am.

Groundskeeping and maintenance activity is exempt from quiet hours.

Pets

No pets or wild animals may be brought into Graduate & Family Housing. Exception: Only non-dangerous aquatic life (fish and small turtles) that live fully submerged in water are permitted in an aquarium not to exceed 30 gallons in volume. Guests are also not allowed to bring pets into Graduate & Family Housing.

Service and Assistance Animals

Residents may request disability accommodations, including for a service or assistance animal. All requests must be submitted as a request to Disability Services. All residents will be required to comply with all Assistance Animal Care Expectations as provided by Disability Services or the ADA Coordinator. A violation of the Assistance Animal Care Expectation may result in a lease violation letter and could result in lease non-renewal or cancellation.

Renter's Insurance

The University is not responsible for any damage to personal items. Homeowners or renter's insurance is expected for anyone living on campus. Graduate & Family Housing does not reimburse or otherwise compensate residents for damage to belongings of any kind regardless of cause.

Returned Checks

Residents will be charged if their rent checks are returned from the bank unpaid. Immediate payment is required in the form of certified funds made payable to the University of Colorado for the original amount of the check plus a \$20.00 service charge assessed per Colorado State Statute (CRS 24-30-202).

Subletting and Guests

The resident shall not assign, share, or sublet (including short term rentals) all or any portion of the premises. Any assignment of this lease (in writing or in reality) or subletting of the premises will subject the resident to termination of this lease. The names of all apartment occupants must be written on the lease and be approved to move in by the Graduate & Family Housing Office in writing. All occupants must disclose any sex offender status during the application process in accordance with the lease

(Section 4-B) and are unlikely to receive approval to reside in University owned Housing. Occupancy by someone not on the lease for an extended period (more than two weeks) or while an occupant is residing elsewhere will be considered a sublet. Any guest staying for a longer period must have written permission from the Graduate & Family Housing Office in advance and inform their Apartment Assistant.

Sanitary Conditions

Residents are expected to maintain sanitary standards of cleanliness for the benefit of themselves and Graduate & Family Housing. Apartments must be kept clean enough to prevent insects, rodents, and other health concerns. Keep trash covered while it is in the apartment and remove it directly to the dumpster when it is full or contains unsanitary materials. Do not place trash on patios, balconies, stairs or by front doors. Clean all spills immediately, do not allow dirty dishes to accumulate over an extended period and use general care regarding the cleanliness of the apartment. Unsanitary conditions are a lease violation and may result in lease non-renewal or termination.

Smoking Policy

The use of smoking products of any sort is prohibited on all CU Boulder owned and operated campus grounds both indoors and outdoors. "Smoking," as used in this policy, means smoking any substance, including but not limited to; tobacco, cloves, or marijuana. "Smoking Products" include, but are not limited to; all cigarette products (cigarettes, bidis, kreteks, e-cigarettes, juuls, etc.) and all smoke-producing products (cigars, pipes, hookahs, vaporizers, etc.). For more information about the Smoke Free Policy visit CU Boulder's Smoke Free Campus website <https://www.colorado.edu/smokefree/smoke-free-policy>

Residents who smoke on Graduate & Family Housing property will receive a warning letter for their first violation. If residents are sent a total of three or more letters, their lease will be terminated.

Soliciting

No university person shall solicit in the area without prior written permission from the University.

Violations

All violations of the lease, Graduate & Family Housing Resident Handbook, Student Code of Conduct (regardless of student status), the Campus Facilities Shared Use Policy, signed agreements between the resident and the University, and state, local, and federal laws will result in a lease violation and be referred to the Office of Student Conduct and Conflict Resolution. Violations where a resident is found responsible or guilty, or where law enforcement is involved, may result in termination of their lease. Repeated lease violations may result in lease termination or non-renewal.

Safety

Bi-Annual Safety Inspections

To ensure the safety of the Graduate & Family Housing residents, Apartment Assistants perform a safety inspection for each apartment twice a year. During this time, Apartment Assistants will enter each

apartment and check the condition of smoke detectors and appliances. Residents are not required to be present for the inspection, and due to the large number of apartments that each Apartment Assistant is responsible for, individual appointments are not available. Residents will receive email notification before Apartment Assistants enter apartments.

Security

All Graduate & Family Housing apartments have a high-security lock on the front door. Each lock has a deadbolt that is designed to prohibit duplication. Residents are responsible for their keys at all times. Door safety chains are not permitted, and residents will be charged a removal fee if they install one.

Do not mark keys with apartment numbers or addresses. If a resident loses their keys they must alert the Graduate & Family Housing Office. An emergency apartment lock change (at a cost of \$45 or more) can be processed and a new set of keys will be issued. If a resident does not request the lock change after losing keys, a lock change will be charged to the resident's account when vacate.

A locked door is only one line of security and perhaps the last barrier against break-ins. Community awareness and prevention are additional lines of security. Please continue to help Graduate & Family Housing be a safe place to live.

- Report any suspicious situation to CUPD at 911 or 303-492-6666 immediately.
- Do not admit strangers into any apartment.
- Stay with laundry while washing and drying .
- Do not leave toys, equipment, personal items, etc. on patios or landings—place in storage units or apartments.
- Lock bikes to the racks provided or place them in storage units or apartments.
- Park cars in a well-lit area. Do not leave anything of value within view. Close all windows, lock all car doors, and lock all windows securely.
- Notify Apartment Assistants if the apartment will be vacant for an extended period. Stop newspaper deliveries and inform the post office of the dates of absence from the apartment.
- It is expected that all resident's purchase renter's insurance to cover all personal belongings.

The University assumes no responsibility for personal property that is lost, stolen, or damaged due to negligence. It is also not responsible for injuries caused by fire, smoke, water, wind, utility or equipment malfunction or any other uncontrollable circumstance.

For more information on safety and security within the community and surrounding areas, visit the CUPD website.

Fire Safety

Fire Alarm Systems and Equipment

Tampering with, removing, or misusing fire safety equipment such as fire extinguishers, fire alarms, smoke detectors (including batteries), fire evacuation route instructions, sprinklers, firefighting equipment, and exit signs are prohibited. Hanging items from sprinklers or pipes is prohibited.

Motorized vehicles, charcoal, highly flammable materials such as chemicals, gasoline, camping stove fuel, and charcoal starter and gas/propane equipment (including propane tanks) are not permitted inside apartments, on decks, patios, common areas, entryways, or storage areas.

Do not keep large quantities of newspapers, rags, or other trash in any room. Residents are responsible for any devices that may be flammable and their impact on apartments or the community. Also, do not block doors or exit pathways with large items, such as furniture. The use of padlocks and safety chains on doors is prohibited.

Fire is a danger to all residents, and everyone must be aware of how to prevent damage and personal harm in case of a fire. Each apartment is equipped with smoke detectors. Staff will check these annually. Disabling a smoke detector is a safety violation and could result in lease termination.

Always turn the stove and oven off when not in use. Never leave burning candles or cooking food unattended.

Always use appropriate extension cords and do not overload outlets. Extension cords must not be laid under rugs, stapled to walls or hung on nails.

Residents are prohibited from hanging items from ceilings and doorways, and no items may be fixed to windows, such as posters, post-it notes, flyers, or similar materials. University staff reserve the right to ask students to remove any decorations from walls, doors, windows, floors, etc. Residents are not allowed to plug extension cord into another extension cord also known as "daisy chaining". Failure to comply with such a request will be considered a violation of the policy. Additionally, residents are expected to use CU Boulder provided microwaves and ovens, including those in community kitchens, in a manner that does not endanger other residents and the community.

Fire Sprinkler System

To ensure proper and worry-free operation of the fire sprinkler system:

- Never hang anything from the sprinkler heads or from sprinkler system piping. Clothing and holiday decorations can cause the system to be ineffective and can lead to breakage and potential water damage.
- Never use a space heater in Graduate & Family Housing; they are prohibited.
- Never place or store objects in the path of the sprinkler head spray pattern. This could cause sprinkler heads to be ineffective in the event of a fire. Picture frames, potted plants, vases and other decorative items are examples of potential obstructions. To be certain, no items should be stored within 18'' of any sprinkler head.
- Exercise awareness and caution around sprinkler equipment. It should be free of any obstructions as it could be damaged and/or activated. Damaging a sprinkler head can lead to accidental activation which causes water to be released into an apartment.

Fireworks

Boulder fire prevention ordinances and Graduate & Family Housing policy prohibit the manufacture, sale, use, and possession of all fireworks (including sparklers) anywhere within city limits and all of Graduate & Family Housing.

Evacuation

In addition to the danger of fire, there are times during the year when Graduate & Family Housing has the possibility of floods, tornadoes, severe wind storms and/or other emergencies that may require evacuation. Note that the following guidelines for emergencies in the Graduate & Family Housing area.

- Prepare an emergency kit . Place it near the exit of the apartment. Be sure to include the following items: medicine, water, blanket, diapers, baby formula/food, first-aid kit, emergency contact phone list, money, flashlight, dry snacks, etc.
- Report any emergency conditions (smoke or fire, electrical storms, tornado funnels, etc.) by dialing 911. If possible, inform neighbors and the Graduate & Family Housing Office as well.
- Listen for a siren, alarm, or automated phone call from emergency services, instructions from CU staff members in the area, or a loudspeaker announcement from a University of Colorado official driving through the area. Follow any instructions provided.
- Contact all family members and evacuate. Leave a note explaining to emergency staff that the evacuation is complete. Inform the emergency service team of anyone whose whereabouts are uncertain.
- If necessary, Graduate & Family Housing or University officials may enter apartments to make sure that residents have evacuated and/or use the space as shelter for individuals who were not able to evacuate due to high flood water.
- When the flood siren sounds, residents should move upward in the building. First floor residents should go to the second or third floor. Second or third floor residents should accommodate residents from lower levels.