

2024-2025 **Graduate & Family Housing Handbook**



Effective date August 1, 2024



Graduate & Family Housing
UNIVERSITY OF COLORADO **BOULDER**



Real-time spoken translation services are available during your move-in appointment. Languages include, but are not limited to English, Arabic, Spanish, Korean, Hindi, Bengali, Mandarin, Cantonese, Nepalese and Farsi. If you have questions about this service, please reach out to graduatefamilyhousing@colorado.edu.

Existen servicios de traducción oral en tiempo real disponibles durante la cita de mudanza. Los idiomas disponibles son, entre otros, el inglés, el árabe, el español, el coreano, el hindi, el bengalí, el mandarín, el cantonés, el nepalés y el farsi. Si tiene alguna pregunta sobre este servicio, póngase en contacto con graduatefamilyhousing@colorado.edu.

INTRODUCTION TO THE GRADUATE & FAMILY HOUSING HANDBOOK

The 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

Residents living in Graduate and Family Housing are responsible for reading and complying with all contents of this Residential Handbook. Failure to comply can subject residents to disciplinary action under the Student Code of Conduct and CU Boulder termination of the housing contract.

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



“RESIDENT”

Anyone living in Graduate & Family Housing. All residents must be listed on a lease.



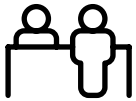
“OCCUPANT”

Anyone living in Graduate & Family Housing that is not the primary leaseholder.



“LEASEHOLDER”

The primary signatory on a lease in Graduate & Family Housing. Only the leaseholder has a financial relationship with the university, and is the only resident able to make adjustments to the occupants listed in the lease agreement.



“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 AND DETAINER”

In Colorado, a forced entry and 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.



CONTACT INFORMATION

GENERAL INQUIRIES FOR ASSISTANCE MAY BE DIRECTED TO:

Graduate & Family Housing Office

1350 20th St. Boulder, CO 80302

303-492-6384

graduatefamilyhousing@colorado.edu

APARTMENT ADVISORS

Apartment advisors are available to support residents with community room access when space is reserved, after-hours lockouts, urgent concerns about the living environment, noise complaints, etc.

An apartment advisor (“AA”) is available every night.

To reach an apartment advisor after office hours, call:

Newton Court, Apartment Advisor: (720) 222-4705

Smiley Court, Apartment Advisor: (720) 222-9544

West End, Apartment Advisor: (720) 222-9562

*The West End AA supports Athens Court, Athens North, Expansion, Faculty/Staff Court and Marine Court.

COMMUNITY RESOURCE MANAGERS

Community resource managers (CRM) are full-time staff available to support with move-in and move-out appointments, resident engagement, crisis response and community concerns.

To reach a community resource manager, email:

Newton Court Community Resource Manager: newtoncoordinator@colorado.edu

Smiley Court Community Resource Manager: smileycoordinator@colorado.edu

West End Community Resource Manager: westendcoordinator@colorado.edu

*The West End CRM supports Athens Court, Athens North, Expansion, Faculty/Staff Court and Marine Court.

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ELIGIBILITY

Housing within Graduate & Family Housing is generally provided for the support of graduate students. In instances where space is available, housing may be provided for postdoctoral scholars, faculty and staff. Undergraduates may be housed under limited circumstances.

To be eligible to live in Graduate & Family Housing at CU Boulder, residents must be affiliated with CU Boulder or be an immediate family member living with a CU Boulder affiliate (student, postdoctoral scholar, staff or faculty).

All leaseholders must meet one of the additional criteria:

- Be a full-time graduate student.
- Be a full-time undergraduate student.
- Be a postdoctoral scholar of CU Boulder.
- Be a CU Boulder faculty or staff member with an appointment of at least 85% FTE.

All residents residing within Graduate & Family Housing must be included on a lease agreement. Leaseholders must inform the Graduate & Family Housing Office immediately of any changes in their family status or living arrangements that require updates to the lease document. The university reserves the right to request eligibility verification documents from any resident. Failure to meet eligibility criteria may lead to lease termination.

GRADUATE STUDENT ELIGIBILITY

CU Boulder graduate students are eligible to be a leaseholder or occupant within Graduate & Family Housing if they are enrolled in at least five credit hours per semester.

UNDERGRADUATE STUDENT ELIGIBILITY

CU Boulder undergraduate students are only eligible to be a leaseholder or occupant within Graduate & Family Housing if they:

- Maintain a full-time courseload of a minimum of 12 credit-hours per semester.
- Have responsibility for the care of family members living with them, or
- Are living with a leaseholder that serves as their parent or legal guardian, or
- Are over the age of 24

POSTDOCTORAL SCHOLAR (POSTDOC) ELIGIBILITY

Postdocs affiliated with CU Boulder are eligible to be a leaseholder or occupant within Graduate & Family Housing if they:

- Maintain good standing with the university.
- Maintain continuous employment as a postdoctoral associate, postdoctoral fellow or research associate.
- Have not surpassed the five-year limit within Graduate & Family Housing.

FACULTY/STAFF ELIGIBILITY

Faculty/staff affiliated with CU Boulder are eligible to be a leaseholder or occupant within Graduate & Family Housing if they:

- Maintain good standing with the university.
- Maintain continuous employment in a role classified as an 85% FTE or greater.
- Have not surpassed the two-year limit within Graduate & Family Housing.

FAMILIAL OCCUPANTS

Leaseholders may add immediate family members as occupants on their lease agreement. The Graduate & Family Housing office requires proof of custody, birth certificates/photo IDs or adoption papers for all dependents living as occupants in Graduate & Family Housing.

Spouses, partners and other family members must establish their relationship by sharing documents issued by a non-familial third-party that demonstrates a prior committed relationship, or by providing a legally binding document.

CU AFFILIATES AS OCCUPANTS

Leaseholders may add non-familial CU affiliates as occupants on their lease agreement. Before move-in, occupants must provide documentation of their affiliation with CU Boulder. Examples could include a letter from a department chair of a program stating enrollment or employment, a course schedule for the current or upcoming semester depending on the time of year, a letter from an academic advisor, etc. Course schedules should note full name, course titles and number of enrolled credit hours.

All non-familial occupants in the apartment must have full time affiliation with the university. Proof of eligibility will be required before non-familial occupants will be added to the lease. All occupants over 18, regardless of familial relation to the leaseholder, will be required to sign an occupant addendum.



DEGREE PROGRESS

Residents that maintain eligibility as a student must:

- Remain enrolled full-time in in-person courses.
- Continue making satisfactory progress towards degree completion.
- Continuing Education, study abroad and other coursework away from Boulder will count toward the full-time requirement if:
 1. Residents are enrolled in a degree-seeking program.
 2. The resident's academic department supplies documentation stating that the courses the resident is taking will fulfill requirements toward the completion of residents degree.

TERM LIMITS

- Faculty and staff residents may live in Graduate & Family Housing for a maximum combined total of two years.
- Postdoctoral scholars may live in Graduate & Family Housing for a maximum combined total of five years.
- For the purposes of calculating term-limits, a year is determined by the number of previous leases that have been signed by the leaseholder.

MAINTAINING ELIGIBILITY

In order to maintain eligibility within Graduate and Family Housing, residents must:

- Consistently pay monthly rent on time and ensure that account remains in good standing with a zero-dollar balance.
- Remain in compliance with the terms of the Graduate & Family Housing Lease Agreement, 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 Regent's policies as well as any other federal, state or local ordinances or regulations.
- Not have received more than three lease violations within one year.

GRADUATION

All student residents must be full-time and degree-seeking students at the University of Colorado Boulder to qualify to live in Graduate & Family Housing. Graduating students must fill out an Intent to Vacate form 30 days before moving out. Graduates must vacate within 30 days of degree completion, and therefore must fill out the Intent to Vacate form 30 days prior to that date.

LEAVE OF ABSENCE PROGRAM

The University of Colorado has a [Leave of Absence](#) opportunity for graduate students to leave CU Boulder 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 CU Boulder and still maintain eligibility. If not returning in person to CU Boulder following a Leave of Absence, the resident must complete the Intent to Vacate form to initiate the final move-out process.



LEASE RENEWAL

The lease renewal process begins annually in June. The university reserves the right to request proof of enrollment, or proof of continued employment from any resident at any time. Failure to produce such a document may lead to lease termination.

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

LOSS OF ELIGIBILITY

Any resident who loses eligibility to reside in Graduate & Family Housing must 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 the financial penalties outlined in the "Termination By Resident" section of the lease agreement (typically the financial penalty is equivalent to one month's rent):

- Graduation
- Withdrawal from the university in accordance with university policy
- Loss of employment at the university, voluntary or otherwise
- Approval of a petition of hardship
- End of two-year faculty/staff residency limit
- End of five-year postdoctoral scholar 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, Office of Institutional Equity & Compliance, Office of the Dean of Students, Human Resources, the CU Police Department, and other campus departments that have the authority to determine if the resident poses a threat to the community.

In instances where move-out related penalties are waived, the resident is still responsible for any damage and cleaning charges that may apply.

MAXIMUM OCCUPANCY

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

To remain within the maximum occupancy for each apartment, residents are required to inform the Graduate & Family Housing office and apartment advisor of the names and dates any guests will be visiting for 14 days or longer. The 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 online, or 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.

Transfer fee may be waived for the following:

1. **Medical Transfer:** A 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. **Increase in family size:** A situation where a resident needs to move because they are expecting or adopting a child, or adding other family members to the lease, 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.

REQUEST TO TRANSFER PRIMARY LEASEHOLDER

In instances where two family members reside together and both meet eligibility criteria, Graduate & Family Housing will allow the transfer of the primary leaseholder status to the other occupant, up to one time. After one transfer of primary status, all occupants of the unit will need to vacate the unit at the end of eligibility before that unit will be eligible for lease transfer again.

SEX OFFENDERS

If an occupant is convicted of a sex offense while living in University Housing, occupant must notify the director of University Housing. The nature of CU Boulder's housing environment was designed to be conducive to academic learning and, for example, includes a communal living environment with close proximity to residents that may include minor students and children. Based on this nature of CU Boulder's housing environment, CU Boulder does not authorize registered sex offenders to reside in university housing, absent rare, extenuating circumstances provided by the occupant, in a manner specified by CU Boulder, clearly demonstrating that there is not unreasonable risk to the safety or security of the CU Boulder housing environment. Occupants who are required to register as sex offenders are encouraged to seek off-campus housing options.



MOVING IN

CHECK-IN

Apartment advisors will contact the leaseholder within two weeks of a leaseholder's move-in to schedule a check-in appointment. During the appointment, apartment advisors will visit each new resident to complete check-in forms and review the condition of the apartment. Apartment advisors will also support the resident in completing an Apartment Condition Form. The Apartment Condition Form is used upon move-out to assess cleaning and damage fees. Graduate & Family Housing recommends that the leaseholder record every noted damage to avoid charges at move-out.

Damage such as nail holes, chipped tiles, burned countertops, worn and discolored carpet, dripping faucets, closet doors off the track, and torn window screens should be recorded on the Apartment Condition Form, and also reported through fixit.colorado.edu so that repairs can be completed.

Any problems that exist when a leaseholder moves into an apartment and are not repaired while they reside there are not considered the leaseholder's responsibility as long as they are recorded during a check-in appointment.

MOVERS AND MOVING SUPPLIES

Residents utilizing the support of a moving company are responsible for coordinating the use of parking spaces through [Parking Services](#) prior to arrival.

There are three [UPS Store locations](#) on campus. Residents may ship items to and from the UPS Store locations.





MOVING OUT

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. The leaseholder will be charged for anything that hasn't been cleaned and for the disposal of any items left in the apartment or storage unit.

DEPOSIT

Within 60 days of move-out, a leaseholder's housing deposit will be refunded after the following items have been deducted:

- Any remaining rent balance and/outstanding rent charges
- Lock/key charges
- Damage to the unit, including to appliances and furniture
- Apartment cleaning fees

All refunds are returned to the forwarding address provided by the leaseholder, via a mailed check.

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. This includes 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.

EXCESS CHARGES

When charges against a unit exceed the amount of deposit, the leaseholder will receive a letter from the university regarding the amount owed. If payment is not made in a timely manner, the leaseholder's name is placed on the university debt file list and transferred to their Bursar account or sent to collections. This action prohibits the leaseholder 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 leaseholder 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 a refund or payment, contact the Graduate & Family Housing office via email. Leaseholders 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 the former leaseholder and will be considered when received within 14 days of that date. Appeals should be directed to the Graduate & Family Housing office.

FINAL CHECK OUT

The Graduate & Family Housing Office can schedule a preliminary check out at the request of the leaseholder, though this is not required. Appointments for optional preliminary checks must be requested at least a week in advance. Requests for an immediate final check may not be granted based on staff availability. A final apartment walk through is done by staff after the leaseholder turns keys into the Graduate & Family Housing Office.

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, label the envelope with the leaseholder's name and apartment number, drop the envelope in the secure deposit box located under the counter in the entryway (Marine Court A Building) 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 leaseholder will be responsible for the ensuing damage. A staff member will check the apartment for damages after keys are returned.

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.

FORWARDING ADDRESS

Residents must provide a forwarding address when they inform the Graduate & Family Housing office of their Intent to Vacate. Students may update their address through their Buff Portal or by contacting the Office of the Registrar. Postdoctoral scholars, faculty and staff can update their forwarding address by contacting Human Resources.

Failure to provide a forwarding address or providing an incorrect forwarding address will result in delays in the processing of any refunds.

NOTICE

Residents are required to provide Graduate & Family Housing 30 days' notice before vacating an apartment, including at the end of their lease.

Residents must check out no later than the date they have indicated. Apartments are rented to another leaseholder according to the resident's provided vacate date.

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

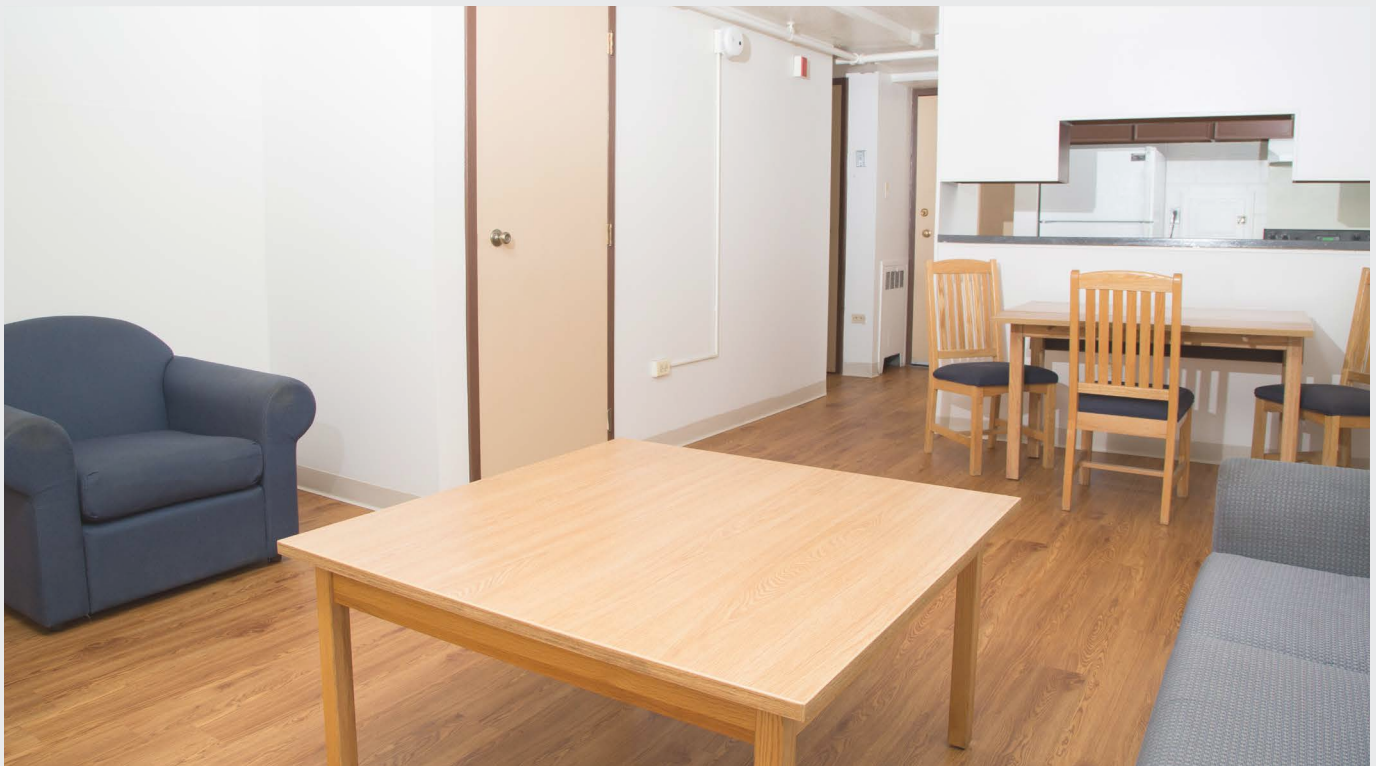
PERSONAL POSSESSIONS

Any personal possessions left in the apartment, balconies, patios, 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).

VACATING (INCLUDING TRANSFERRING APARTMENTS)

All keys must be turned in no later than 10 a.m. 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 vacating resident used an access card (such as Buff OneCard) to access their unit, the card should be deactivated by the Graduate & Family Housing office at the time of check-out.
- If any resident continues to occupy the apartment past the vacate date, the leaseholder will be charged rent for each day until the apartment is vacated and keys returned or deactivated, plus a liquidated damages fee of \$250 per day, or the maximum allowed by law, until keys are returned to, or deactivated by, the Graduate & Family Housing office. The university will seek a Forced Entry and Detainer as needed.
 - If any resident does not vacate their apartment on time, they could be held financially responsible for any charges incurred by the university.





RENT

RENT PAYMENT

The leaseholder can pay rent via the following options:

- Pay at the Student Affairs Cashier's Office (303-492-6067) in the Center for Community S300. Personal check, cashier/certified check or money order accepted. Credit, debit cards and cash are not accepted.
- Students may pay online through the [MyCULiving Portal](#) (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.**

Leaseholders may not use their security deposits to pay for their last month's rent.

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

Rent is due on the first day of each month.

Accounts with a balance greater than \$99 on the tenth of each month will be assessed a \$25 late fee.



AMENITIES

BUFF ONECARD

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

COMMUNITY ROOMS

There are three community rooms available for resident use. Rooms are free for resident use, so long as any event held within the community room is available for any Graduate & Family Housing resident to attend. Events that have a restricted audience are subject to review by Graduate & Family Housing staff.

To utilize the community room, residents must reserve the room at least a week in advance by emailing the coordinator for that community (Newton, Smiley or West End). During business hours, residents should access the community room by contacting the Graduate & Family Housing office. After normal business hours, residents can be let into the space by their apartment advisor or by calling the apartment advisor after-hours number. Residents must notify the apartment advisor when the use of the space is complete for an inspection of damages and ensuring the space is locked properly.

The community rooms are in the following areas:

NEWTON COURT	SMILEY COURT	ATHENS COURT
A large room, a full kitchen and attached washroom.	A large room and a full kitchen.	A large room in Athens North; no kitchen and no washroom.
Open space is roughly 190 sq. feet.	Open space is roughly 214 sq feet.	Open space is 133 sq. feet.
Maximum of 31 people.	Maximum of 35 people.	Maximum of 22 people.

All usage must comply with fire code limitations as posted in each room and hours are limited for use (8 a.m.-9 p.m.). Reservations can be made up to one month in advance.

Quiet hours must still be observed during community room use.

EQUIPMENT

Dollies/hand carts are available for residents to check out from the Graduate & Family Housing office. There is a 24-hour time limit when checking out equipment so that others may use it. Charges may be incurred if equipment is damaged or late.

GARDENS

Graduate & Family Housing has two 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, residents are not permitted to grow plants or produce for consumption near their apartment.

PICNIC AREAS AND GRILLS

Some of the courts in Graduate & Family Housing have picnic areas located nearby for resident use. Use courtesy when using these facilities, including cleaning up after use. All waste must be properly disposed of. Grills are not permitted on the grounds of Graduate & Family Housing.

PLAYGROUNDS

Some university communities have play areas for children. Children must be supervised while using the playgrounds. Parents are responsible for the safety and supervision of their children. Report any playground hazards to the Graduate & Family Housing office.

RESIDENT COUNCIL

The university maintains a supportive relationship with the resident-led Resident Council. Resident Council meets regularly with the purpose of supporting Graduate & Family Housing residents through planning events and advocating with Graduate & Family Housing leadership for the needs of residents. To learn more about Resident Council, email residentcouncil@colorado.edu.





FACILITIES

BALCONIES AND PATIOS

Residents are responsible for ensuring that personal balconies and patios are kept clean, clear of snow and free of toys, bikes and other equipment.



Residents can grow potted flowers on their patios. To prevent pests, the growing of fruits, vegetables, herb and other food items are only permitted in community gardens. To prevent injury to individuals below, no items, including flowerpots, may be placed on balcony railings.

Only outdoor furniture may be used on the patios or balconies.

Soft furniture, such as couches and chairs, are not permitted in outdoor living spaces. Graduate & Family Housing provided furniture may not be stored on patios or anywhere outside the apartment.

Bird houses and bird feeders are prohibited on resident balconies and patios.



The storage of combustible materials, or grills of any kind, is prohibited anywhere on Graduate & Family Housing property, including on balconies. It is not permissible to store trash or recyclable materials on balconies or patios.

No items may be fixed to windows, doors or balcony railings, including but not limited to, items such as posters, post-it notes, flags, flyers or similar materials. In adherence with safety and fire protocols, CU Boulder staff reserve the right to ask residents to remove any decorations from walls, doors, windows, floors, balconies, etc.

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.

ELEVATORS

Residents are expected to abide by elevator occupancy limits. 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 ride alone or play in the elevator. In the event of a power outage, elevators will not function and residents should expect to use stairwells.

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 Fahrenheit 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 resident use. Laundry rooms are for resident use only and are to remain locked. Do not prop the doors open. Be courteous and remove laundry as soon as it is finished and keep space clean. CU Boulder accepts no responsibility for lost, stolen or damaged items. No unattended children are allowed in the laundry rooms. All residents should observe a 10-minute courtesy rule before removing any laundry left in the washers or dryers.

Do not remove anyone's laundry when the washer or dryer is still running. Residents are prohibited from the use of dye in the washing machines. If machine repairs are needed, call the 1-800-762-3452 provided in the laundry room so that the machine can be fixed. Residents can also report service issues online at cscsw.com/request-service.

LOCKOUTS

From 9 a.m. to 6 p.m. Monday through Friday, any resident locked out of their apartment can go to the Graduate & Family Housing office for assistance. Children under 12 will not be provided keys or given access to the space if an adult is not present to supervise, and in keeping with university 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 on a lease agreement into an apartment. It is the leaseholder's responsibility to make sure that any guests have a key. Residents who need assistance must provide photo identification before receiving access to a space. University staff are not permitted to use identifying information on file to verify a resident's identity. Temporary keys for guests staying less than 14 days can be obtained by visiting the Graduate & Family Housing office in Marine Court. Apartment occupants can obtain an affiliate Buff OneCard by visiting the Buff OneCard Office and purchasing an affiliate card. This card can be programmed for access by visiting the Graduate & Family Housing office in Marine Court after all affiliate documents have been provided via email to graduatefamilyhousing@colorado.edu.

In the event of an after-hours lockout, residents should call the after-hours apartment advisors for support.

Residents will receive assistance for two lockouts for free each semester (fall, spring and summer). Any additional lockouts may result in a \$25 charge to the resident for each instance.

RECYCLING

Recycling bins are located near dumpsters. Residents should recycle paper, glass, aluminum, plastic, cardboard and paperboard and dispose of broken or unusable items properly. Follow the guidelines for recycling and only recycle those materials listed on the bins. Boxes should be broken down and placed flat in the box recycle bin.

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 at graduatefamilyhousing@colorado.edu 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.



MAINTENANCE

Report any needed repairs or facilities issues to housing maintenance by requesting a work order online at fixit.colorado.edu. For maintenance emergencies, call 303-735-5555.

The maintenance office is open from 8 a.m. to 4 p.m., 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.

The university will inform residents of upcoming 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 grants permission for maintenance staff to enter your unit, with or without your presence, to perform requested repairs. Submitting a work order is considered “notice” that maintenance will require access to the apartment soon. Housing Facilities Services and Graduate & Family Housing do not schedule maintenance appointments to complete resident-submitted work orders.

EMERGENCY MAINTENANCE

Contact Emergency Maintenance for the following:

- Clogged or overflowing toilets
- Gas leaks (always call 911 first)
- Leaking or broken pipes
- Entry doors that do not lock
- Loss of heat (if below 65*)
- Electrical failure
- Malfunction of an essential appliance (like a refrigerator)
- No hot or cold water
- Activation of a fire suppression device or alarm
- Fire (always call 911 first)

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.

The university does not provide rent reductions or transfers from apartments affected by Emergency Maintenance work unless otherwise communicated, nor does the university provide rent reductions or refunds if a resident must move permanently to another location on or off campus due to maintenance work.

ENTERING APARTMENTS

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. 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.

In the following circumstances, university staff will enter an apartment without a resident's prior consent or request:

- An immediate threat to the health or safety of the occupants or university community, such as smoke, fire, flood and/or unattended children crying.
- A need to protect university or private property, such as water leaking from the apartment above or structural damage that affects an apartment.
- 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/bi-yearly apartment inspections.
- To execute the terms of a court directed search or Forced Entry and Detainer.
- 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.



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, please submit a workorder at fixit.colorado.edu. In cases where a disposal is misused, maintenance may remove it from the apartment and you may be charged a damage maintenance/property fee.

MAJOR MAINTENANCE PROJECTS

Maintenance, grounds and housekeeping teams are committed to providing residents with a clean and safe environment. Repairs and maintenance on the buildings are continuous.

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.

MODIFICATIONS

Residents are prohibited from altering the infrastructure of their unit, including painting, removal or construction of walls, false ceilings or floors, and installation of different/additional appliances.

PEST CONTROL

Do not use commercial or store-bought products for 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 or submitting a [FixIt](#).

Residents are responsible for maintaining clean appliances, cabinets, floors and sinks to assist in pest prevention.

SINKS, TUBS AND TOILETS

Contact Housing Facilities Services at 303-735-5555 to report drain or toilet clogs. Do not use commercial products like Drano or others that can damage pipes.

Disposable diapers, sanitary products, baby wipes, cleaning wipes and other such products should be disposed of in the trash. Flushing these items can clog drainage systems, resulting in costly repairs. Residents found flushing these items may be found financially responsible for repairs. Residents are prohibited from pouring grease and cooking oil down drains.



SNOW REMOVAL

The university manages snow removal in all community areas within Graduate & Family Housing. While all efforts are made to ensure walkways and parking lots are cleared as quickly as possible, residents should exercise caution when walking on snowy and icy surfaces. To ensure that staff can complete snow removal, residents must remove all items from community walkways. University is not responsible for any damage that occurs to items that are left in walkways during snow removal.

Residents are responsible for snow removal on their balcony or patio.

If residents need support with snow or ice removal in a particular area, they should call 303-735-5555. Requests will be prioritized based on need.



PARKING

PARKING PERMITS

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

GUEST PARKING

Graduate & Family Housing residents are able to request short-term guest parking permits in advance of their guest's arrival. To request a guest parking permit, email parking@colorado.edu. Availability and cost of guest permits are at the sole discretion of Parking Services.

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 all university rules and regulations, including those 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](#).
- 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 apartment, including all furniture, 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, which is determined at the sole discretion of the university.

ANTENNAS, SATELLITE DISHES AND CABLE

Residents 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. All appliances (for example, a refrigerator, oven, AC units, etc.) should be plugged directly into the wall. 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 professionally installed and any damage that may occur because of the installation or use of the air conditioner. Space heaters, additional 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](#).

Bicycles may be parked in the provided bike racks. 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.

The CU Police Department encourages all bicycle users to lock your bike tightly, using a strong U-Lock, securing the bike through both the frame and front tire. Lock all loose parts of the bicycle or take them with you.



CAMERAS

The installation of exterior security cameras, including personal doorbell type cameras, must comply with the university's [Security Camera Policy](#). Security cameras must not capture footage of any private areas, including through other's apartment windows. Security cameras shall not be directed at the windows of any privately-owned residence not located on CU Boulder property.

CANVASSING AND SOLICITATION

Residents are only allowed to canvas or solicit in compliance with the procedures outlined by Campus Use of CU Boulder Facilities policy in order to prevent material and substantial disruption of CU Boulder functions or activities. For the full policy, please review the [Campus Use of CU Boulder Facilities \(CUUF\) Policy](#) and related procedures.

CHILDREN

Adult family members are responsible for supervising their children. Children must always be supervised by a responsible adult. Parents are required to attend Graduate & Family Housing activities with their children.

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

COMMUNICATION

All residents must provide a current email address for university communication. 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. Leaseholders are responsible for knowing the information contained in these publications, and for disseminating relevant information with other residents within their unit.

The university's official means of communication is email and leaseholders are expected to check their university-provided account regularly.

CONFLICT AND NOISE DISTURBANCES

In the case of a conflict with a neighbor or a noise problem, first contact the neighbor, share your concern and try to come to a mutual understanding. If the problem is not resolved, an apartment advisor can help by acting as a mediator. Apartment advisors can help resolve various types of neighborhood conflicts.

The Ombuds Office is able to support residents if a dispute arises amongst residents within the same unit

In the case of a serious disturbance, when apartment advisors 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.

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 CU Police Department, or, in their absence, the Behavioral Intervention Team. The university 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.

EXCLUSION FROM AN AREA

Under CU Boulder's [Exclusions of Persons from CU Boulder Property Policy](#), authorized university officials reserve the right to exclude residents from CU Boulder property, including housing. Any person whose behavior is detrimental to the well-being of the community or is incompatible with its function as part of an educational institution may be excluded from campus. Exclusions will normally be for a specified period of time, after which they are eligible for review by university staff. Failure to comply may result in disciplinary action and/or arrest.

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, OrbeeZ guns, 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, and may involve and/or be reported to CU Police and have further additional consequences with law enforcement.



FURNISHED/UNFURNISHED UNITS

Residents living in a furnished apartment, are responsible for all of the university-issued furniture. No CU Boulder property, including room and lounge furnishings, may be moved within the building or taken from the building without university's prior written authorization. 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.

GAMBLING AND RUNNING A BUSINESS

The use of any CU Boulder facilities, including apartments within Graduate & Family Housing, for the running or promotion of a business for personal or corporate profit is not permitted.

Gambling is prohibited in University Housing. To get help with problem gambling, visit [Health & Wellness Services](#).

GRILLS AND PORTABLE STOVES

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

HYPODERMIC SYRINGE AND NEEDLE DISPOSAL

Any CU Boulder residents using hypodermic syringes and needles will be responsible for proper disposal of these objects in "sharps containers," which may be obtained from Medical Services.

INTERNET/TV

After residents complete their move-in appointment, they must go to Comcast with a copy of their lease to pick up their equipment to access the internet and cable television. The Comcast address to pick up equipment is 2900 E. Baseline Rd, Boulder, CO 80303. For internet issues, contact Comcast at 855-307-4896. Once residents reach the end of their lease, they are responsible to return Comcast equipment prior to checking out of apartment. Should Comcast equipment be left in the apartment, a fee may be assessed to cover the cost of returning the equipment.

LOST AND FOUND

University reserves the right but not the obligation to take reasonable action to identify owners of abandoned property. Items found and not claimed within 10 days will be donated or otherwise disposed of.



MAIL AND PACKAGES

In areas where package lockers are provided, resident packages will be delivered to secured lockers. Residents will be notified via email when their package is placed in a locker. It is not possible to opt out of the package locker system.

In communities where package lockers are not yet installed, resident packages will be delivered to their unit or mail delivery area. To help combat package theft, residents are encouraged to have packages shipped to community-based package lockers.

Apartment advisors and the Graduate & Family Housing office will not accept packages or mail for residents. University is not responsible for lost or stolen items.

MEDICAL MARIJUANA

University prohibits the possession, use or distribution of marijuana on campus and in Graduate & 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 and university 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.

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.



PETS

Residents and resident guests are not allowed to have pets in any Graduate & Family Housing with the only exception allowed being small aquatic life (fish and small turtle) contained in an aquarium (not to exceed 30 gallons). Residents are only allowed one tank up to 30 gallons. Multiple smaller tanks are not permissible.

QUIET HOURS

Everyday: 9 p.m.-7 a.m.

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 8 p.m. and end on Graduation Day at 8 a.m.

Groundskeeping, maintenance and construction crews follow city of Boulder noise ordinances and are exempt from quiet hours.

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. University does not reimburse or otherwise compensate residents for damage to belongings of any kind regardless of cause.

RETURNED CHECKS

Leaseholders 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).

SANITARY CONDITIONS

Residents are expected to maintain sanitary standards of cleanliness for the benefit of themselves and university. 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.

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.

SUBLETTING AND GUESTS

Residents 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 to the university 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 advisor.

SLACKLINING AND HAMMOCKS

Slacking is an activity in which the participant walks on a span of nylon climbing or slacklining webbing, positioned horizontally with the ground below and securely anchored at two fixed points. Hammocks consist of a swinging couch or bed made of net or cloth, typically tied between two poles or trees. Slacklining and hammocks are permitted only in accordance with the [Campus Use of CU Boulder Facilities](#) procedures.



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, pens, etc.). For more information about the Smoke Free Policy, visit CU Boulder’s [Smoke Free campus website](#).

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

UNAUTHORIZED ENTRY

Accessing restricted areas, such as maintenance rooms or corridors, climbing on roofs, scaling or rappelling outside walls, and using windows as entrances or exits is prohibited.

VIOLATIONS

All violations of the lease, Graduate & Family Housing Resident Handbook, Student Code of Conduct (regardless of student status), the Campus Use of University Facilities, 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 advisors perform a safety inspection for each apartment twice a year. During this time, apartment advisors 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 advisor is responsible for, individual appointments are not available. Residents will receive email notification before apartment advisors enter apartments. Residents are required to allow apartment advisors entry in order to complete safety inspections.

RESIDENT INJURY AND ILLNESS

Graduate & Family Housing reserves the right, but not the obligation, to request medical assistance (including an ambulance) on a resident’s behalf, should it be deemed necessary. It is the university’s policy not to (personally) transport injured or sick individuals. Medical care providers are instructed to bill the cost of their services to the resident or their health insurance. University is not responsible or liable for payment of medical bills that may be a result of injury or illness while residents reside in CU Boulder housing.

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 they 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 CU Police Department 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 residents 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. The university 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 at colorado.edu/police.

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.

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 not allowed to plug extension cord into another extension cord also known as “daisy chaining.”

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 residents to remove any decorations from walls, doors, windows, floors, etc. 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.

Disabling a smoke detector is a safety violation and could result in lease termination.



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 windstorms and/or other emergencies that may require evacuation.

Note 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 emergency service 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 are encouraged to accommodate residents from lower levels.



GRADUATE & FAMILY HOUSING OFFICE

1350 20th St. Boulder, CO 80302

303-492-6384

graduatefamilyhousing@colorado.edu