



FAMILY HOUSING GUIDEBOOK

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GENERAL INFORMATION

GUIDEBOOK APPLICABILITY

The Family Housing Guidebook is a part of the Family Housing Contract, and residents are required to comply with its contents and policies. Where the contract conditions differ from an updated Guidebook, the most current Guidebook conditions apply.

By signing the Family Housing Contract, you agree that you have read, understand, and will comply with the contents of this Family Housing Guidebook. Violation of Guidebook policies is considered a contract violation and is subject to contract termination.

By signing a Family Housing Contract, the resident indicates acknowledgement of the obligation to comply with the Student Code of Conduct (studentconduct.unl.edu/student-code-conduct), the information documented in this Family Housing Guidebook (<https://housing.unl.edu/family-housing>) and the Family Housing Contract.

OCCUPANCY

Change of Address

It is the resident's responsibility to change their address when moving in or vacating the premises. A "Change of Address" form can be obtained from the main United States Postal Service; or online at usps.com. Family Housing does not assume any responsibility for checking mail or forwarding mail after the resident vacates the apartment.

Insurance and Liability

Residents are required to obtain and carry Renter's Insurance throughout the term of the contract. Please review the Contract Agreement, "Responsibility for Damages" section. You will be required to show Proof of Insurance upon signing the Contract. Liability should be \$100,000 or greater; UNL Board of Regents must be named as "Additional Insurers," as a part of the renter's insurance policy.

Internal Move Policy

Residents currently living in a Family Housing apartment may request to move to a different apartment within the Family Housing system if they have lived in their current Family Housing apartment for a period of one year or more. Some of the reasons for this request could be:

1. The number of individuals residing in the apartment will exceed the number allowed by contract policy. Individuals who fall into this category are given priority for an internal move; however, if a larger accommodating apartment is not available within a reasonable amount of time, the residents have the option of moving out of Family Housing into an off-campus apartment.
2. Residents prefer a different apartment, based on location within their current complex, or outside their current complex.

Current residents must apply for an internal move and will be placed on the Waiting List according to their application date.

INTERNAL MOVE FEE: If a current resident is offered a different apartment based on preference and accepts the offer, they will be required to pay a \$300 fee to offset costs involved in turning over both apartments, in addition to their regular monthly rent payment.

If the internal move is made on a day of the month other than the first, rent will be calculated using the daily rate established for each apartment for the number of days in each unit. No resident will be granted more than one internal move during their occupancy in Family Housing.

Rental Payments

Rent is due on the first of each month, and no later than the fifth of the month. Failure to receive payment by the 5th of each month will result in a \$15 late fee. If the 5th falls on a Saturday, Sunday or holiday, the payment deadline will be extended to the following business day.

Apartment rental billing will be posted on the 22nd of each month, so residents can pay their rent or other charges for the following month.

If residents fail to pay rent or any charges when due, they will be considered in default, and Family Housing may terminate the contract. Residents who are past due on rent will be sent a written notice of account delinquency. Failure of the resident(s) to respond to that notice within three days will result in contract termination.

Rental rates are reviewed annually for possible increases on July 1 of each year. In accordance with the University's fiscal calendar, published rates are effective beginning July 1 through June 30 of the following year.

Online rental payment process

The following instructions explain how to use the online rental payment system (there is no fee to use the web account payment system). Cash payments for rent are not accepted.

- Log into myred.unl.edu
- Select "Profiles/Housing Portal"
- Select "Profiles"
- Select ACCOUNTS tab
 - Payment due is listed with a minus sign in front of it. (If you want to pay an amount different than what is listed, press "Manual Breakup", then input the amount of your payment. If you don't see any charges on your Account Summary, your account is paid in full.)
- Select "Pay Now". This will take you directly to the area where you selection payment method. Payment methods include credit card, debit card and electronic check.
- Once your payment is submitted and the transaction is completed, you will receive an email confirming payment.

Security Deposit Refund

Unpaid rent, damages and cleaning charges will be deducted from the security deposit. If the deposit does not cover charges, the Resident will be required to pay the balance due to the Family Housing Office.

- Failure to pay any Housing charges may result in an "Administrative Hold" being placed on academic records. This hold prevents the recontract of transcripts, class registration, diplomas, and future enrollment. If necessary, a collection agency will intervene on unpaid charges.

Vacate Procedures

Residents may terminate the contract by submitting a written notice to the Family Housing Office thirty (30) days prior to the actual vacate date. (Refer to your Contract.) When that is received, Family Housing will send the resident the following correspondence:

1. Letter confirming intent to vacate, with amount due for rent
2. Vacating Instruction Sheet
3. Forwarding Address Request
4. Estimated Charges Sheet

The Facilities Staff may conduct a pre-move inspection of the apartment to determine scheduling and supply needs for the turnover. Residents need not be present during this inspection. Vacating residents are expected to leave apartments clean and damage-free. The apartment will be inspected after the residents have totally vacated the premises. All keys and parking permits must be left in the apartment on the vacate date or returned to the Family Housing office. Failure to leave the keys and/or parking permits will result in additional charges against your security deposit. The deposit refund will be mailed to your forwarding address by the State of Nebraska. If damages and/or cleaning charges exceed the original security deposit amount, the former residents will be billed and notified in writing of the unpaid charges.

Residents are responsible for 30 days of rent, beginning on the date of their vacate notice, whether they physically move out of the apartment before that or wait until the end of the notice. If a resident holds-over in the premises after the expiration or termination of this Contract without the written consent of Family Housing, the resident shall pay as a hold-over rental a rate of 150% times the daily rental rate.

COMMUNITY LIVING

Living in Family Housing requires residents to possess the life skills that are needed to live independently and to interact with other residents in mature, civil, respectful, and healthy ways. It also requires students to recognize, understand, and appreciate that an apartment, floor, and building are a community.

A community is more than common physical space and time together, though those are important. Rather, it is a collection of diverse people with interests and needs that are fulfilled by sharing resources according to fair rules and expectations about how to treat one another while using those shared resources to achieve individual educational goals.

When you signed your Family Housing Contract, you indicated you would follow the rules established by that contract, the University of Nebraska Student Code of Conduct, and this Family Housing Guidebook. Residents are responsible to know what the rules and expectations are and what they must do to follow them. Contact Family Housing if you have questions.

Antennas

Outdoor radio, television antennas, including satellite dishes are not allowed to be installed.

Appliances

- No “after-market” attachments can be installed. This includes attachments such as portable laundry machines, portable dishwashers, bidets, hoses, or any other attachments.

- Appliances provided in the apartment include a stove and refrigerator.
 - City campus apartments are equipped with dishwashers (microwaves are not provided in Vine Street Apartments). Run the automatic dishwasher through a complete cycle at least once a month to keep the motor and other working parts from drying out. Use only products recommended for dishwashers. Do not use regular dishwashing soap in the dishwasher.
 - East campus apartments are equipped with microwaves (dishwashers are not included at east campus.)

Automobiles and Trailers

Trailers, trucks, motorcycles, and automobiles are not allowed on the lawn or sidewalks at any time, including moving in or out of an apartment unit.

Basements

East Campus/Colonial Terrace:

Basements in the townhouse style apartments are for laundry and/or storage, or for protection in the case of a tornado warning. They cannot be used as a sleeping area because of fire/life/safety code and regulations.

Common basements in all one level apartments cannot be used for any laundry services or as a playroom. The only use for the common area basement is for storage in the designated storage area, or for protection in the case of a tornado warning.

Bidets

Bidets are permitted as a medical accommodation with approval from the Office of Services for Students with Disabilities (SSD) or as a religious or cultural accommodation with approval from Institutional Equity and Compliance (IEC), in coordination with Family Housing. Family Housing facilities staff will install the bidet once approval has been confirmed.

Family Housing Facilities staff must install and remove approved bidets by request at a cost of \$300 total for installation and removal (financial responsibility for installation/removal costs to be determined at the time of approval). Residents are responsible for damage if bidets are misused or self-installed.

To have the bidet removed, please submit a Fix-It ticket requesting removal of the bidet, as well as the desired removal date (must be a business day between 8 AM – 3:30 PM). Family Housing staff will do their best to accommodate this requested date, but it may not be possible due to staffing levels, so we recommend residents request the removal well in advance of their desired departure date.

Candles

For safety reasons, candles, incense, and other flame-emitting articles are prohibited for use in UNL Housing properties. Only a candle warmer or potpourri burner with an enclosed heating element and an automatic shut off are allowed.

Carpet Care

The carpet in each apartment is shampooed before the resident moves in. During the contract term, carpet care is the responsibility of the resident, including vacuuming weekly and shampooing when needed.

Common Area Responsibility

Family Housing provides clean common areas. The condition of the common areas (lounges, hallways, stairwells) is also the responsibility of family housing residents.

- Residents who damage or misuse any facility will be responsible for the cost of repairs and may be subject to disciplinary action. Residents may also be held accountable for damages to the common areas should those responsible not come forward.
- Residents should report malfunctioning laundry machines to Family Housing or complete a Fix-It ticket at fixit.unl.edu.

Computer/Internet Issues and Problems

Colonial Terrace

The internet provider for Colonial Terrace is ALLO. Internet access issues and service problems should be reported to ALLO by calling (402) 480-6650.

There is a modem for the internet service in each apartment for use while living in Family Housing. The modem is the property of ALLO, and it should stay in the apartment upon vacating. If it is not left upon vacating the premises, there is a \$150 fee for replacement, which will be charged against the security deposit refund. Leave the internet equipment in the apartment when you vacate.

To log into your Internet, utilize the SSID and password provided by Family Housing. Please make sure your ONT/Modem is plugged in. If you're unable to connect with the information provided, contact ALLO at 402-480-6650. More information can be found at: www.allofiber.com/get-allo/lincoln

Vine Street Apartments

"Eduroam", the campus provided internet, is provided in city campus Family Housing units; a wireless access point (WAP) is installed in the living room of each unit. This WAP should stay in the apartment upon vacating.

Devices can connect—using either the eduroam or NU-IoT network as appropriate—and will have full access to the internet. They do NOT have access to medium- or high-risk sites on UNL's *internal* network **(if, due to your employment, your device requires access to these sites, please connect with your departmental IT staff to determine your options).**

For more information about our Wifi networks, please visit <https://services.unl.edu/service/network-wi-fi>. For instructions on configuring your computer, smartphone, or tablet, follow the link for "Connect to eduroam." For game consoles, TVs, and other "smart" devices, follow the link for "Register an IoT device."

Courtesy Hours/Quiet Hours

When living in community areas in proximity with other families and families with children, there will be a certain amount of noise that occurs. Some people are more sensitive to noise than others, and sometimes community living does not work out if this is the case. Please remember, there will be some normal noise that goes along with community living in an apartment building.

Residents are primarily students with study needs so be considerate of others in surrounding apartments. Residents should keep noise from musical instruments, video games, radios, televisions, and stereo equipment at a level that will not disturb other residents. In the event of serious noise disturbance after 10:00 p.m., residents should notify the UNL Police at (402) 472-2222 for assistance.

If you have children, show regard for your neighbors by making sure that, especially after 10:00 p.m., your children do not create undue disturbances from running and jumping, playing or high-volume television viewing. Parents need to remind children about respect for neighbors. Avoid running, jumping and rambunctious activities. Children are not allowed to play in the common hallways of the buildings or close to neighboring windows on the outside.

Drains

Family Housing apartments do NOT have garbage disposals. To avoid clogged drains, here are some important instructions:

1. Grease - Drain all grease into a can or jar and dispose of it in the outside garbage dumpster. The can/jar should be tightly covered so it does not attract pests.
2. Food - Be sure the strainer remains in place in the sink when draining the dish water. The water will drain more slowly, but the strainer will prevent food from getting into the plumbing system. Empty the remaining food particles directly into the garbage.
3. Special care should be taken to ensure rice, pasta, eggshells, and grease are not rinsed in the drain. These items are especially troublesome in plugging drains.
4. Bottle caps/lids, other small items - Because most trouble calls can be prevented if care is exercised, plugged drains caused by bottle caps, toys or other items may result in a labor/materials charge to the resident.
5. Hair - Residents should take extra care to make sure hair from their haircuts or hair brushing does not get rinsed down the drain. The sink/bathtub plug should be closed during these processes and all hair should be removed before running the water in the drain.

Under no circumstances should residents pour caustic chemicals down the drain. The products destroy pipes and are potentially dangerous - the chemicals could burn hands and even splash in the face and eyes.

Fire Sprinkler System

Fire sprinklers are installed for the purpose of saving lives and property. They are not to be used for hanging items or any other use by the residents, including touching, throwing items, or otherwise activating either on purpose or accidentally. If activated by the resident and damage is caused to the apartment or any other adjacent apartment, the resident may become liable for any damage to UNL property. There is an annual check of the fire sprinkler system performed by UNL Facilities & Fire inspection officials.

Floor Care

The hard surface floor should be swept and washed weekly. DO NOT USE WAX. Clean with a mild soap/warm water mixture. If you have questions, contact the Family Housing office at (402) 472-3753.

Grills

Based on State Statute and University Code, UNL Housing does not allow propane grills. For charcoal grills, we ask that you buy charcoal that does not require lighter fluid. Lighter fluid is very flammable, and you are not allowed to keep that type of potentially dangerous item on the premises. Be sure the charcoal cools down before removing from the grill to dispose of in an appropriate container.

Guests and Visitors

Any guest/visitor who resides at the apartment for more than two weeks (14 days) must be approved in advance of arrival and registered with the Family Housing Office.

- For purposes of the family housing contract and Guidebook policies, “occupancy” is defined as the total number of occupants in the apartment, including guests who are staying longer than 2 weeks. If the number of guests puts the apartment occupancy over the total number of people allowed to live in the apartment, guests will not be approved.
- Residents are not permitted to host guests who have any active trespass restrictions.

Hoverboards & Electric Propulsion Devices

The use of hoverboards and other electric propulsion devices are not permitted in any Family Housing apartment building. Electric propulsion devices may be stored in the apartment but must be UL2272 approved. Any device deemed unsafe or being used inside Family Housing buildings is subject to removal or confiscation.

Laundry

Vine Street apartments have laundry facilities in the lower level of each building in the complex. The washers and dryers are free for family housing resident use only. East Campus (Colonial Terrace) Townhouse apartments have a basement area in which residents can place their own washers/dryers for personal use.

- East Campus (Colonial Terrace) apartments that are all on one level have a common area laundry facility behind the apartments at 3330 Starr Street. This laundry facility can be used by any Colonial Terrace resident. These washers and dryers are free for resident use. A key card to the laundry facility is issued to residents when they sign their contract.
- Residents are solely responsible for unattended laundry. The front load washing machines require HE (high efficiency) soap in order to minimize sudsing, which can damage a machine.

Parking

Vine Street Apartments: Residents are assigned one designated parking space for each apartment. One Area M parking permit is distributed and administered through the Family Housing office at no charge to the Resident for this permit. The Area M parking permit is valid ONLY in your designated parking space. All Parking rules and regulations are enforced by Parking Services. There is no guest/visitor parking in the apartment complex parking lots.

- If available, an extra ‘overflow parking’ permit can be issued for a \$50 fee. Should residents desire to park elsewhere on campus, a University parking permit must be purchased from UNL Parking Services, parking.unl.edu, (402) 472- 1800.
- Colonial Terrace Apartments: Each apartment has one designated parking space. No permit is required for this space. Guests must park on the street at all complexes.

Pets

Fish are the only pets permitted in Family Housing. Residents who violate this policy are subject to contract termination. Pets of visitors/guests are not allowed.

Pictures/Mirrors

Lightweight pictures may be hung on walls with a 4 penny nails. Adhesive tape, picture hangers, tacks or screws should not be used. Do not use Scotch tape or other adhesives on the walls, as these products leave marks that can neither be removed nor covered with paint. Contact Family Housing for proper installation procedures. Minimize the number of nails used. Televisions are not allowed to be hung on the walls.

Recycling

The City of Lincoln enforces a cardboard ban. This means no cardboard should be thrown in a trash can. Please recycle all cardboard by throwing it into the designated recycling bins. For more information visit recycling.unl.edu.

Smoke Detectors

Each apartment is equipped with smoke detectors. Family Housing is responsible for the replacement of batteries (where applicable) and will check the general operation, as well as battery function, during quarterly maintenance checks. Tampering with the smoke detector or other fire and life safety equipment will be cause for immediate termination of the contract.

Smoke-Free Campus Policy

The University of Nebraska-Lincoln is smoke-free, tobacco-free and vapor-free. For more information, go to go.unl.edu/quit.

Solicitation

Canvassing or solicitation of funds, votes, memberships, literature, signatures, sales or subscriptions, or operating a business, is not permitted in Family Housing. Residents are not permitted to operate any business for remunerative purposes or affix any sign, advertisement, or notice to any part of the premises or the building of which it is part. Please notify Family Housing before holding a garage or yard sale.

Storage

East Campus/Colonial Terrace: Residents should leave a 3-foot open space on all sides of the furnace, hot water heater, and under the stairs. The stairs to the basement should be free of items which block easy access by maintenance personnel.

Telephone

Telephone service is the resident's responsibility. University Telecommunications provides discounted services to students living in Vine Street Apartments. Contact information its.unl.edu/telecom/dorm-phone-service-signup. University phone service is not available in Colonial Terrace.

Toys

Residents are responsible for making sure toys are not left in the yard areas, parking lot stalls or parking lots.

Utilities

All rental rates include water, sewer, trash, electricity, gas, and wireless Internet. Residents are responsible for amenities they desire, including cable TV and telephone service.

Weapons and Other Potentially Dangerous Items

Residents are not permitted to keep any of the following on or about the premises: weapons, (including firearms and other items identified in the Campus Weapons Policy), ammunition, fireworks, gasoline, kerosene, naphtha, benzene, or any chemicals that are hazardous or explosive in nature.

Window Coverings

All apartments are furnished with blinds. They can be easily cleaned using a damp or dry cloth.

APARTMENT CONDITION

Facility Misuse/Cleanliness

Cleanliness and sanitation are a necessity of community living. Residents must maintain their apartment in a clean, orderly, and sanitary condition at all times, in order to meet reasonable health and safety standards.

Residents are responsible for the condition of their apartment and its contents and will be charged for any damages beyond normal wear and tear. The condition of the common areas (hallways, etc.) is also the responsibility of the building residents. Residents who damage or misuse any hall facility will be responsible for the cost of repairs and may be subject to disciplinary action. Residents may also be held accountable for damages to the common areas should those responsible not come forward. In addition, cleanliness and sanitation are a necessity of community living. We provide clean common areas. You will be expected to clean your apartment and dispose of trash properly and on a regular basis. If a resident is responsible for unsanitary conditions that affect their apartment or others, they may be assessed a cleaning fee and sanctions may result from the community disruption.

Garbage/Recycling

Dumpsters are in each area for residents to place garbage and trash and are emptied three times per week. Do not put hot charcoals in trash dumpsters. Personal garbage and trash should be taken out of the apartment on a regular basis, at least once weekly to avoid attracting insects and other pests. Do not set trash in the hallways, common grass areas, exterior skirting balconies, or any other common areas of the apartment complex. Do not place unwanted food in any of these areas, as this could attract animals. Best practice is to always bag garbage when placing in the trash receptacles, as this will avoid flies, insects, and unwanted animals.

Discarded furniture and other similar personal items will not be picked up or taken by the trash vendor. Residents must make alternate arrangements for the disposal of such items. If the Housing staff ends up disposing of such items, the resident will be charged labor and disposal fee for removal. If the apartment complex has "Recycling" bins, please follow the rules, and only place designated items in those bins. If other items that do not belong are placed in the Recycling bins, then that entire bin will be deemed contaminated and not able to be recycled.

Refrigerator Cleaning

Residents should regularly clean the inside of the refrigerator with warm water and baking soda, rinse with clear water, and wipe dry. Do not store paper or plastic bags behind the refrigerator.

Stove Cleaning

Cleaning instructions for the self-cleaning oven are located on the oven. Remove shelves before starting the self-cleaning feature. Burners disassemble for easy cleaning. Clean enameled surfaces with mild soap solution. Abrasives should NOT be used on the enamel surface. Keep the stove in good condition by wiping it clean after each use.

Drip Pans must be kept clean and grease free to deter pest infestations. Do not line the drip pans beneath the coil on the stove with aluminum foil. Keep the drip pans uncovered, particularly the opening in the bottom because they are designed to ventilate the heat that builds up inside the oven from general use and while the self-cleaning mechanism is operating. Aluminum foil can also serve as a conductor of electricity and short out the burners on the stove. Family Housing will replace drip pans once during a residents' occupancy at no charge.

Maintenance Requests

The prompt reporting of maintenance issues can often prevent more extensive problems. Requests for repairs or services must be submitted online to Family Housing through MyRed, in the Housing Portal, under the FIXIT tab, or through the fixit.unl.edu website. Be as specific about the problem as possible. By submitting the request, you are giving permission for a maintenance staff member to enter your room and complete the work. Call the on-call/emergency number – 402-610-6108 in the event of:

- malfunction of utilities or damage by fire, water, or similar cause.
- water leaks, electrical problems, broken glass, broken locks or latches, malfunction in heating, air conditioning or other equipment, and any condition which poses a material hazard to health or safety.

Sanitation, Insect Control, Fire/Life Safety, Maintenance Inspection Policy

Good housekeeping is the most important factor in preventing and controlling insect populations. Residents are required to maintain the apartment in a safe, clean, and sanitary condition. Garbage should be emptied daily to help control insects/pests.

If sanitation conditions in any apartment are such that a potential health problem may exist or insect infestation and/or conditions exist that may result in insect infestation, notification will be made *in writing* to the resident instructing them to remedy the situation within a specified length of time.

As a preventive measure, the University conducts a **mandatory** monthly inspection (which may include spraying and/or traps) of each apartment for insects, sanitation, and fire/life safety conditions. Residents will be notified in advance of these inspections.

Implementation of the insect control program will also include inspection of all apartments for the purpose of identifying maintenance needs, safety needs, and ensuring that the residents are complying with the terms of the contract and the corresponding Guidebook.

In the event of an insect infestation or reported pest control problem, Family Housing Facilities reserves the right to inspect the apartment with outside vendors, including using bed bug sniffing dogs. Treatments may include spraying with chemicals, dusting, setting traps, heat treatment or other methods.

It is each residents' responsibility to let us know if you are having any pest control issues, so that we can start treatment immediately. If Family Housing staff find pest control infestations during inspections that have not been reported, the resident will be charged for pest control service. In addition, if the resident is not complying with the recommendations made by the Family Housing office due to an infestation, they may be responsible for pest control service calls.

If there is a problem with pests and/or insects, please submit a FIXIT request via the MyRed online system or contact the Family Housing Office **immediately** at 402-472-3753, or on-call Housing Maintenance at 402-610-1068 so the Housing staff and residents can work together to solve the problem.

Our Sanitation, Insect Control, Fire/Life Safety, Maintenance Policy includes controlling all grease and cooking oil used in the apartment. Each resident is expected to clean up any grease/cooking oil that is still present after cooking, including splatters on the stove, in your microwave, kitchen floor, cabinets and countertops. We will be checking these areas during our regularly scheduled Sanitation, Insect Control and Fire/Life Safety, Maintenance Inspection.

If Fire/Life Safety conditions in any apartment are such that a potential fire or safety problem may exist, such as grease and cooking oil build up, notification will be made *in writing* to the resident instructing them to remedy the situation within a specified length of time.

If compliance is not met with any of these Sanitation, Insect Control, Fire/Life Safety Maintenance Inspection Policies, Family Housing reserves the right to give the resident a 30-day notice to terminate the contract.

By signing the Family Housing contract, residents agree that they have read and understand the Sanitation, Insect Control, and Fire/Life Safety Policy of Family Housing.

SAFETY & SECURITY

Your personal safety and the protection of your possessions require a joint effort between you and the University. Any behavior that jeopardizes the safety of residents or staff is prohibited. In order to make living in family housing at UNL a safe and pleasant experience, please adhere to the following policies:

Apartment and Building Security

For security purposes, always lock the entrance(s) to the apartments.

Apartment Lockouts - Call the Family Housing On-Call number, (402) 610-1068 for assistance. There is no charge for the first lockout. A \$25 fee will be assessed for each call after the first lockout.

Keys

If a key is lost, residents must notify Family Housing. Locks will be changed, and new keys will be issued at a cost of \$30 each to the resident. Restricted access entry keys for the Vine Street apartments may require a \$30 deposit for each key issued. Residents cannot duplicate keys.

- Post Office Box keys: There will be a \$30 charge for post office box key replacement.

Unsafe Activities

Any activity deemed by Family Housing staff to be a threat to the health and safety of residents is strictly prohibited. Prohibited activities include, but are not limited to, sitting on balcony railings, throwing anything from a window/balcony, physical assault, or threat of physical altercation.

EMERGENCY PROCEDURES

EMERGENCY TELEPHONE NUMBER: (402) 610-1068

MAINTENANCE REPAIRS/CALLS:

Report Maintenance Issues through MyRed/Housing Portal/FIXIT.

MAINTENANCE EMERGENCIES:

TYPE OF EMERGENCY	WEEKDAYS 8AM TO 4PM	AFTER HOURS, WEEKENDS & HOLIDAYS
No water	402-610-1068	402-610-1068
Locked out of apartment	402-610-1068	402-472-2222
Locked out of bathroom	402-610-1068	402-610-1068
Toilet clogged/overflowing (immediately shut off water) Valve located beneath toilet tank.	402-610-1068	402-610-1068
No heat	402-610-1068	402-610-1068
Extreme heat	402-610-1068	402-610-1068
Gas smell	402-610-1068	402-610-1068
Partial/total electrical failure (check breaker box)	402-610-1068	402-610-1068
Medical	911	911
Fire	911	911
UNL Police Department	402-472-2222	

Fire Hazard Warning

DO NOT store any items in the furnace closet area of your apartment or block air intake vents outside of the furnace closet area. This can result in a fire that endangers not only your life, but the lives of others in the building. Anyone who fails to adhere to this policy will be held responsible for any resulting damages. No storage of flammable materials in the units is allowed.

Medical Emergencies

Should a situation occur in which medical attention appears needed, University staff may summon emergency medical assistance. The cost of such assistance will be borne by the resident.

Missing Persons

All students residing in Family Housing shall be given the opportunity to provide a confidential contact person to notify should they be missing for 24 hours or more. In instances where the missing student is under 18 years of age, parent(s) or legal guardians will be contacted in addition to the confidential contact person. Individuals should report anyone believed to be a missing person to a member of the Family Housing staff and/or UNL Police. If a student is believed to be missing, staff will contact University Police to begin an investigation.

Severe Weather

Everyone must evacuate to the designated tornado shelter immediately when directed by announcement/bells/sirens. Follow posted procedures for tornado evacuation. You are expected to participate in hall drills to familiarize yourself with building evacuation procedures and shelter areas.

- In case of tornado
 - Colonial Terrace – seek shelter in your basement away from windows.
 - Vine Street – seek shelter in the center of the lower-level hallway.

Stairwells and Hallways

Indoor and outdoor stairwells and hallways including balconies, concrete patios and walkways must not be obstructed in any manner, nor used for storage of personal property. University staff will remove any property found in these areas. The University is not responsible for damage or loss resulting from the disposition of such property.

COMMUNITY SERVICES

Bus Service – City of Lincoln

Star Tran, 710 “J” Street, Lincoln, NE 68508
 Phone: (402) 441-7185 | Fax: (402) 441-7055
 Email: StarTraninfo@lincoln.ne.gov

Schedule Information: (402) 476-1234
 Office Hours: 8:00am - 4:30pm, M-F

Bus Service for UNL Students

Students will need both of the following to use university transit services:

1. UNL/Star Tran Bus Pass
2. NUID

Students are issued a bus pass paid by student fees. For further information on Bus Service and routes, please visit the university website at parking.unl.edu/transit.

Cable Television

Allo - (402) 480-6650

City of Lincoln Information

www.lincoln.ne.gov

Gardening

There are several Community Gardens throughout the City of Lincoln. Information can be obtained at: info@communitycrops.org or (402) 474-9802.

Libraries

For City of Lincoln Library hours and locations, please visit: www.lincolnlibraries.org.

Newspapers

- Lincoln Journal Star, 926 “P” Street, Lincoln, NE 68508 (402) 475-4200
- Omaha World Herald, 825 M Street, Lincoln, NE 68508, (402) 476-6100

School System

Lincoln Public Schools, P.O. Box 82889, 5905 O St, Lincoln, NE 68510, (402)-436-1000

CONTRACT CHANGES AND CORRECTIONS

The university has made every reasonable attempt to make sure information contained herein is accurate at the time of publication. However, we reserve the right to make corrections when necessary. Also, because Family Housing tries to respond quickly to resident concerns and to facilitate the best possible housing and dining programs, we further reserve the right to make changes in operations as needed. Refer to the Family Housing website for changes and updates (<https://housing.unl.edu/family-housing>).

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