FGH Community Resident Guide 2015-2016

The Family and Graduate Housing (FGH) Community Resident Guide is designed to supplement the policies found in University Housing's Community Guide by providing information and resources specific to Family and Graduate Housing Community. Please note that Family and Graduate Housing residents are responsible for complying with all relevant policies.

Directory Information

Community office telephone: 706-542-1473
Community email address: fghsec@uga.edu

Area Coordinator
Blake Singleton: 706-542-2041

Residence Hall Director
Jamie Burkley: 706-542-1473

Community Administrative Assistant
Lauren Bodiford: 706-542-2041

Custodial Supervisor and Structural Maintenance Foreman
Jamie Wilkes: 706-542-1473

Resident assistant on duty for University Village (Buildings A-L): 706-540-4366*
Resident assistant on duty for Rogers Road (Buildings M-S) and Brandon Oaks (Buildings T,U,V): 706-201-3725*

*Resident assistants are on duty after 5 p.m. and on all weekends and holidays.

Have a maintenance issue in your room? Submit a work order online.

Policies and Procedures
Check-In/Check-Out Procedures
Check in and checkout information is emailed to residents. Residents checking in to apartments at FGH need to check in at the community desk in the Family and Graduate Housing (FGH) Office on East Campus Road. All residents should complete a yellow emergency contact card and room inventory card. Residents will receive an apartment key that also opens your mailbox and laundry rooms. In some buildings where roommate options are available, residents may receive an additional key for their bedroom. Residents with spouses and partners who wish to receive an additional apartment key must make sure the appropriate documentation is on file with the assignments office before requesting a key from the FGH office.

Once you have checked in, you should take your inventory sheet to your apartment and make note of any discrepancies. If you find any concerns with the apartment, you should note them on the inventory sheet you received and return the sheet(s) to the FGH community office within 24-hours of checking in.
Anytime a resident moves out of FGH, whether moving off campus, leaving UGA, or changing rooms, the following procedures should be your guide:

- Arrange a checkout time with your resident assistant at least 48 hours in advance of the anticipated checkout time, or follow the appropriate checkout appointment guidelines distributed by the FGH Community Office
- Remove all your belongings and clean all apartment rooms. All trash should be taken out to the Dumpsters. The resident and the resident assistant (RA) will then check the room against the Apartment Inventory Form for damages at the scheduled checkout time. If there are any damages, they will be noted on the sheet. The damage charges will be assessed by staff and posted to the resident account
- Log onto usps.com to change your address with the United States Postal Service and forward your mail
- Upon checkout, turn in your apartment key(s) to the RA

Procedures for December, May and August checkouts will be sent to all residents via email to your UGA email account. Residents should make your travel plans accordingly in order to meet the deadlines so they will not be assessed late checkout charges.

Please note: housing does not provide storage space for resident belongings.

Fire Evacuation
In the event of an alarm, all residents and guests must evacuate the building immediately. Exit the building through the nearest emergency exit. Everyone must move away from the building. Anyone requiring assistance in the event of an evacuation due to a temporary or permanent disability should contact the FGH Community Office at 706-542-1473 in order to make arrangements prior to an emergency.

Fire System
All apartments are equipped with smoke detectors, audible alarms and sprinklers to protect residents in the event of a fire. Please be aware that cooking foods at high temperatures with a lot of oil can cause smoke that will set off the smoke detectors and in some cases the entire fire system. Using the vent hood in the kitchen, opening the kitchen window during cooking and keeping the stove free of grease can reduce the likelihood that the fire system will be unnecessarily activated. Never cover or remove smoke detectors as this is a violation of housing policy and compromises the safety of you and your neighbors.

Hanging Decorations
In FGH apartments with masonry walls, wall decorations should be hung with small masonry nails in the spaces between the blocks. Nails located in any other locations are not permitted. Residents of Buildings G and H (University Village) must limit wall decorations to being affixed to the existing picture moldings provided within the apartments. Special care should be exercised in hanging items from the walls in the Brandon Oaks apartments. Excessive damage caused by decorations will be assessed at the time of checkout and charges will be applied to the resident’s resident account.

Moisture
To help reduce moisture issues during the warmer months of the year (May-September) take the following precautions: always run the exhaust fan in the bathroom(s) anytime you shower or bathe and for at least ten minutes afterward, run the vent hood fan in the kitchen while cooking and for at least ten minutes afterward, keep windows closed and air conditioning set between 70 and 75 degrees. Report all moisture issues immediately via work order or by contacting a resident assistant or the FGH office for assistance.

Pets
No pets other than fish are allowed in the apartments. The fish must be kept in properly maintained aquariums of 20 gallons or less.

**Pest Control**
Apartments receive preventative pest treatment every three months. To keep pest issues from arising residents should make sure to store all food in sealed containers, take out trash daily and keep the sink and kitchen free of dirty dishes and food debris. Should you have an issue with pests please submit a work order immediately.

**Parking**
The parking areas located in Family and Graduate Housing are regulated by the UGA Parking Services. Registration and permit information may be obtained through Parking Services. Their website is parking.uga.edu and phone number is 706-542-7275 (PARK). Residents who wish to obtain an additional parking pass for spouses or partners should visit the FGH office during regular business hours (Monday-Friday 8 a.m. to 5 p.m.) to obtain the necessary documentation.

**Internet**
All of our buildings have wireless internet or can be connected through an Ethernet cable. Personal routers are against UGA policy. Please contact EITS for more information. You can reach EITS by phone at 706-542-3106 or online at eits.uga.edu

**Keys: Lost & Temporary Checkout**
During normal business hours: Daily from 8 a.m. to 10 p.m., residents can go to the Family and Graduate Housing office to check out a temporary key. This key must be returned within 24 hours, preferably sooner. If the key is not returned within 24 hours, your apartment will be rekeyed and a $45 lock security fee will be billed to your student account. After normal business hours, on the weekend or during holidays, contact the resident assistant on duty for assistance.

**Mail**
Mail is delivered by the US Postal Service to the central mailboxes assigned in each apartment complex. The assigned mailbox is the same number as the apartment and the apartment key will open the mailbox. There are also boxes for packages that cannot fit into the designated mailboxes. The postal service will take the key from the designated package boxes and place them into the resident's mailbox if there is a package for them. UPS, FedEx, and other non USPS delivery systems will deliver directly to your apartment and, depending on the package, may require your signature.

**Severe Weather**
During a severe weather warning, residents are encouraged to remain in the building. Residents are also encouraged to sign up for the UGA Alert Emergency Notification System at ugaalert.uga.edu, which will notify residents in the event of a weather or other emergency as determined by the Office Emergency Preparedness.

**Temperature Control**
Each apartment is equipped with a resident-controlled, high-efficiency heating and cooling unit.

**Visitation**
Family and Graduate Housing offers 24-hour visitation, "Option 2."
You are responsible for informing your visitors of policies and residents are held responsible for the behavior of your visitors. Roommate rights have priority over visitor rights.

**Locations**

Computer Labs
There is a computer lab in the community office and it is available for use daily from 8 a.m. to 10 p.m. There is a printer in the computer lab that can be used with Bulldog Bucks.

Ice Machines and Vending Machines
There is an ice machine and vending machine in the FGH Office.
Laundry Rooms
Laundry rooms are located throughout each apartment complex. Instruction on how to use the machines is posted in each laundry room. In order access the laundry rooms you simply use your door key. If you need to report a repair issue for washers and dryers located in the laundry rooms call 1-800-927-9274 or email service@caldwellandgregory.com. Apartments in buildings G, T, U, V and some in building H have washers and dryers inside the apartments. For issues with these machines submit a work order to our facilities department.

Recycling
You are responsible for removing your trash to one of the dumpster areas adjacent to your apartment. Recycling is located in University Village, Rogers Road and Brandon Oaks.

Garden plots
Garden plots are available to residents at a first-come-first-serve basis. These plots are to be used to grow fruits and vegetables. They are located directly behind building Q on Rogers Road. Information about these plots is distributed to residents at the beginning of spring semester. Planting season is from February 1 to December 15 each year.

Pavilion/Community Room/Playgrounds
There is a pavilion and a community room that are available for use by residents of Family and Graduate Housing. Visit the community office in order to reserve these spaces. Playgrounds are also located around the apartment complexes and are available to residents for use during daylight hours. For more information on reservation policies please visit: http://housing.uga.edu/contact/facility-reservation-information.