

Student Life

Agate Apartments

# Family Housing & University Apartments

Spencer View

Friends

Community

Service Center

Students

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University of Oregon

Ducks

Families

East Campus Houses

Child Care



Green Campus

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Library

Graduate Village

Moon Court Apartments

Education

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Spencer View

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Ducks

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FAMILIES

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Child Care Center

CAMPUS

Library



Environment

Green Campus

East Campus Houses

Equal Opportunity

Moon Court Apartments

Education

International

Organizations

## University Housing

1220 University of Oregon, Eugene OR 97403-1220  
T (541) 346-4277  
F (541) 346-4268  
www.housing.uoregon.edu  
An equal-opportunity, affirmative-action institute committed to cultural diversity and compliance with the Americans with Disabilities Act.

Graduate Village

# Tenant Handbook

# Contact & Resource Information

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## Life-threatening Emergencies:

Call 9-1-1

## Child Care Co-op at Spencer View:

541-346-7400, coopfcsv@uoregon.edu, <http://coopfamilycenter.org>  
Open Monday - Friday, 7:30 a.m. - 5:45 p.m.; closed holidays  
2250 Patterson Street, Eugene, OR 97405.

## Community Assistant on Call:

541-912-1435, after hours, weekends, and holidays.

## EWEB - Eugene Water & Electric Board:

541-685-7000, <http://www.eweb.org/>  
500 East Fourth Avenue, Eugene, OR

## Maintenance (Emergency):

541-346-5263, Monday - Friday, 8:00 a.m. - 5:00 p.m.  
541-912-1435, after hours, weekends, and holidays.

## Maintenance (Non-Emergency):

541-346-8585, Spencer View.  
541-346-8584, East Campus and Graduate Village.

## Resources:

Dash - <https://housing.uoregon.edu/dash>  
Documents & Forms - <http://housing.uoregon.edu/documents-and-forms>  
Facebook - UO Apartments and Family Housing  
Spencer View Gardens - [dfp@uoregon.edu](mailto:dfp@uoregon.edu)  
Student Conduct Code - <http://policies.uoregon.edu/vol-3-administration-student-affairs/ch-1-conduct/student-conduct-code>

## ResNet - Resident Network Services:

541-346-4223, [reshelp@uoregon.edu](mailto:reshelp@uoregon.edu)  
Open Monday - Friday, 9:00 a.m. - 5:00 p.m.  
113 McAllister, Eugene, OR 97403  
(Walton Complex/University Housing)

## Spencer View Area Office:

541-346-5263, [ecsvview@uoregon.edu](mailto:ecsvview@uoregon.edu), <https://housing.uoregon.edu>  
Open Monday - Friday, 8:00 a.m. - 5:00 p.m.; closed holidays  
2250 Patterson Street Eugene, OR 97405

## Student Billing:

541-346-3170, [stubills@uoregon.edu](mailto:stubills@uoregon.edu),  
<http://ba.uoregon.edu/student/faqs-student-billing-account>  
Oregon Hall, 13th & Agate, University of Oregon

## United States Postal Service - Southside Station:

541-349-9774, <http://www.usps.com>  
Open Monday - Friday 8:30 a.m. - 6:00 p.m.  
Saturday 10:00 a.m. - 2:00 p.m.  
30 E. 33rd Avenue, Eugene, OR 97405

## University Housing main office:

541-346-4277, [housing@uoregon.edu](mailto:housing@uoregon.edu), <https://housing.uoregon.edu>  
Open Monday - Friday, 8:00 a.m. - 5:00 p.m.  
1595 E 15th, Eugene, OR 97403 (Walton complex by Hayward Field)

## UO Parking and Transportation:

541-346-5444, [parking@uoregon.edu](mailto:parking@uoregon.edu), <https://parking.uoregon.edu/>  
Open Monday - Friday, 7:30a.m. - 5:00 p.m.  
1401 Walnut St, Eugene, OR 97403

## UOPD - University of Oregon Police Department:

541-346-2919, Non-emergency University of Oregon Police Department.  
<http://police.uoregon.edu/>

## UO Telecommunications (internet outages/phone service):

541-346-6387, [nts@ithelp.uoregon.edu](mailto:nts@ithelp.uoregon.edu), <http://telecom.uoregon.edu/>  
1244 Walnut Street, Eugene, OR 97403



*Spencer View Apartments are located less than a mile from the UO campus, adjacent to two schools and a large city park.*

Always refer to your rental agreement/contract for complete information. The tenant handbook provides a quick guide to common questions and does not replace the rental agreement or contract.

The University of Oregon actively promotes cultural diversity and equal opportunity. We honor the humanity that joins us and we celebrate the differences that distinguish us. University Housing has an expectation that all residents will actively participate in creating welcoming communities that value all members. For more information e-mail [housing@uoregon.edu](mailto:housing@uoregon.edu) or call 541-346-4277.

## Move-in Checklists

Welcome to Family Housing and University Apartments. We are glad you chose us to support you and your household throughout your academic endeavors. To assist in your transition to the community, please complete the following items within 24 hours of your check-in appointment:

- Read this tenant handbook and understand the resources and policies. Review and understand your copy of the Rental Agreement/Contract.
- Check the condition of the unit. Make any notations on the pink copy of the Unit Condition Report, and return it to the Spencer View Area Desk within 1 business day. You may be charged upon checkout for any damage and/or abnormal wear-and-tear that is not already noted on the Unit Condition Report.
- Call Eugene Water and Electric Board (EWEB) and have the utilities put in your name.** Students without a social security number may need to go to the EWEB office with passport, UOID, and security deposit. Contact EWEB for more information.
- For some East Campus houses, call Northwest Natural Gas at 541-342-3661 and have the natural gas account put in your name.
- East Campus house residents need to contact a private Trash/Waste & Recycling provider to begin service.
- Agate, Moon Court, and Spencer View:  
Take your authorization form to UO Parking and Transportation to receive your parking permit. Hang the permit in your car from the rear view mirror whenever parking in the lot or assigned space (Spencer View Only)
- Change your address on DuckWeb and at USPS.com to assure mail and package delivery. Find your mailbox, open it, and write the names of all members of the household on the slip of paper inside. Place the paper back in the mailbox, shut, and lock the door. This tells the post office that new tenants have arrived and that your mail can be safely left in that mailbox. If someone else's mail is in your mailbox return it to the Spencer View office so it can be forwarded on.
- Find the laundry rooms, trash, and recycling sites closest to your unit.
- Load your laundry card(s).

Contact the Spencer View Area Desk at 541-346-5263 or [ecsvview@uoregon.edu](mailto:ecsvview@uoregon.edu) for any questions about these steps.

## Within the first week of check-in:

- Purchase cleaning supplies including but not limited to a toilet plunger and a broom if you do not already have them.
- Consider purchasing renter insurance. University Housing does not assume legal responsibility for theft or accidental damage of your personal property. We strongly recommend that you protect yourself by purchasing renters insurance. Renters insurance may cover damage to or theft of your property. Ask your insurance agent for details.
- Set up internet service, if desired:  
Spencer View, Agate, and Graduate Village:  
Wireless is available with a router; routers may be purchased from ResNet. Contact ResNet to set up wireless. Contact Telecommunications about internet outage problems.  
  
East Campus and Moon Court:  
Contract with external internet providers
- Set up telephone service, if desired:  
Spencer View, Agate, and Graduate Village:  
If you would like university-operated landline telephone service, contact Telecommunications.  
  
East Campus and Moon Court:  
Contract with external telephone providers
- Set up television or satellite service, if desired:  
Cable television service may be contracted with external cable providers.  
  
Before scheduling any service requiring a satellite, the facilities manager must approve the installation. Contact the Spencer View Area Desk for more information.
- Register your bike and laptop with UOPD, locks can be purchased at UO Parking & Transportation for \$15. A steering wheel lock for your vehicle can be purchased for \$15 at UO Parking & Transportation.



*Graduate Village Apartments are designed specifically for graduate students and are located on the east side of campus.*

# Policies and Procedures

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Always refer to your rental agreement or contract for more information.

## Air Conditioning:

- Window air conditioning units are not permitted without prior approval. Residents will be responsible for any building damages that occur as a result of installation and/or use. A freestanding unit, vented through the window is the only type of unit that may be approved. Window mounted units are permitted only on ground floor units with facilities approval.

## Community Room at Spencer View:

- The community room is available for resident and community gatherings. FHUA adult residents may reserve the community room for one four-hour time period, one day per week, and one non-consecutive day per weekend a month. Tenant must remain in the room for the duration of event. Contact the Area Desk for availability or to make a reservation. A contract must be signed for each use; keys must be checked out during office hours and returned the next business day or to the CA afterhours.

## Dash:

- The Dash is located on the housing website. It is used for petitions, package notifications, and other housing procedures.

## Electrical Usage:

- Breakers must never be shut off. Damages caused as a result of turning off breakers can be substantial and will be assessed to the student account.
- A GFCI (ground fault circuit interrupter) is the small button in the middle of all bathroom electrical outlets and at least one kitchen electrical outlet. If all the bathroom lights go out, the GFCI may have been tripped. Press the GFCI reset button before calling for assistance.
- Effective January 26, 2016, the University of Oregon banned all hoverboards and similar types of electronic skateboards from all campus buildings due to the danger of fire and injury from the devices. This includes all university housing. The battery must be drained and removed before placing item in any structure.

## Equipment:

- Ping Pong equipment and board games may be checked out for 1 business day. Contact the Spencer View Area Desk for information and availability.

## Household Changes:

- Any changes in the people living in the unit must be reported to the Spencer View Area Desk immediately. New roommates must be approved by University Housing prior to residing in the apartment - this approval may take up to two weeks. University Housing does not provide roommate matching or roommate mediation services. Residents can check the Family Housing & University Apartments Facebook page for other students looking for an eligible roommate. Guest and visitor stays are limited to one week without prior approval.

## Internet disruption:

- Any widespread internet disruption or outage is a University of Oregon issue and cannot be fixed by ResNet. If your internet goes out, contact UO Telecommunications.

## Keys:

- Unit keys are issued only to adult tenants who are listed on the rental agreement. Lost keys will result in a lock change. Lock change fees are \$40 for unit keys and \$25 for mailbox keys.

## Laundry:

- Spencer View, Agate, Moon Court, and Graduate Village: Residents have access to card-operated laundry machines. An empty card will be issued at check-in. Adding money to the card may be done by visiting an Add Value station. The Add Value Station (AVS) is located in the Spencer View Area Office building and is accessible during office hours. After office hours, AVS machines can be accessed at Global Scholars Hall, Living Learning Center, and other residence halls on campus. Treat your card like cash! Area desk staff cannot replace or refund cards. Laundry is 75 cents per load to wash or dry. Replacement cards can be purchased at the AVS stations.

## Lost and Found:

- The Spencer View Area Desk has a lost and found for items found on the premises. Units closer to campus may check with the front desk at the Main Housing Office. Valuable items are turned into UO Parking & Transportation.

## Music Room:

- Spencer View has a room dedicated to music practice. Residents may check out a key from the Area Office for up to 2 weeks. Keys are renewable based on availability.

## Moving Out:

- A 30 day notice to vacate is always required; refer to your rental agreement or contract. A vacate notice can be found on the housing website. Be sure to change your address on DuckWeb and USPS.com so you continue to receive mail and packages.

## Packages:

- Graduate Village: Packages may be picked up at the Hamilton Housing Service Center during the academic terms. Package pick-up locations are posted in the building.
- Spencer View: Packages too large for the mailbox are delivered to the Spencer View Area Desk and may be picked up during business hours only with photo ID. Packages larger than 3'x2'x4' or in excess of 75 pounds are not accepted. A notice is emailed through the DASH to tenants (student only) when a package is received. Packages are held a maximum of 5 business days. Packages not picked up are returned to the sender. If you cannot pick up a package, forward your notification to the Spencer View Area Desk with the name of a designated person. That person will be required to show their ID and sign when they pick up your package. Or schedule an after hours package pick up time by forwarding the notification to the Spencer View Area Desk with a time (before 9pm) to pick up the package. The person the package is addressed to must be the one to pick up package for this option.
- If you are having trouble receiving your package visit the United States Post Service (USPS). Packages addressed to someone not on the rental agreement or contract will be immediately returned.

## Parking:

- Motor homes, moving trucks, recreational vehicles, bus, trailers, boats, ATVs, etc. are not allowed to be parked at any Family Housing & University Apartments site. During check-in or out portable moving containers (PODS) are restricted to certain areas and times. See website for details. Vehicles must be in operable condition, have current registration, and belong to the resident. Vehicles may be ticketed and/or towed if they are illegally parked.
- Agate and Moon Court:  
Vehicles must display the parking permit provided by UO Parking & Transportation at all times while parking in the lot. Tenants are provided with an authorization form to take to UO Parking & Transportation to receive their permit during check-in. Only one permit per unit will be issued and does not guarantee parking availability.
- East Campus Houses:  
Not all houses have off-street parking. To park on the street, you need to contact City of Eugene and UO Parking & Transportation to find out if street parking is available for the address. No street parking is guaranteed by University Housing and availability may change from year to year.
- Graduate Village:  
Parking at Graduate Village is managed by the UO Parking & Transportation.
- Spencer View:  
Vehicles must display the parking permit provided by UO Parking & Transportation at all times while parking in their spot. Tenants are provided with an authorization form to take to UO Parking & Transportation to receive their permit during check-in. There is one assigned parking space per apartment. All other parking is on street only, including second car, guest, and visitor parking.

## Petitions:

- Residents may submit petitions on the DASH at the housing website. When submitting a petition include documentation supporting your request. Documents may include medical statements, verification from your program or advisor, and/or study abroad or internship confirmation.

## Porches, balconies, patios, yards, walkways, barbecues:

- Review your rental agreement for your specific area. Storage on any unit exterior space, walkway, or stairwell is prohibited. Only furniture designed for outdoor use is permitted outdoors.
- Barbecue grills:  
Always allow charcoal briquettes to cool in the grill and dispose when cool. Do not dispose the briquettes on the surrounding grounds or landscaping.
- Agate:  
Use barbecue grills only away from the building, including stairwells and balconies.
- Spencer View:  
Barbecue grills are allowed on the patios. Keep the grill away from the building. Place the grill along but not touching the metal patio railing or the vinyl siding. Vinyl siding will melt from the grill's heat.

## Rent Payments:

- Rent is due on the 1st of every month. Rent paid after the 10th of each month rent is considered late. After check in, all rent payments are made at Student Billing. When paying rent, tell the cashier that your payment is for rent, the amount, and the month
- Contact Student Billing or Collections & Loans directly to discuss past due rent charges on your student account. Student Billing may place a hold on registration when rent is overdue. Lease renewal may not be offered. University Housing issues a 72-hour notice of eviction for non-payment of rent.

## Satellite Dish:

- Before scheduling any service requiring a satellite, the facilities manager must approve the installation. Contact the Spencer View Area Desk at for more information.

## Smoke Detectors:

- Smoke detectors are installed for the safety of all residents. Removing batteries or smoke detectors in your unit will result in a \$50 fine per detector. A beeping smoke detector may be a battery that needs to be replaced. Contact the maintenance line or a Community Assistant if beeping occurs after office hours.

## Smoking:

- The University of Oregon is smoke and tobacco free as of September 1, 2012. No smoking, vaporizers, pens, e-cigarettes, marijuana, hookahs or tobacco use is permitted on any university-controlled property, including all units and grounds. In non-university controlled areas, smoking must be at least 25 feet from any building.

## Spencer View Community Gardens:

- If you are interested in community gardening at Spencer View, please contact the Residence Life Coordinator.

## Therapy, Support, or Companion Animals:

- Pets are not permitted except in East Campus houses. Residents can contact the Accessible Education Center (AEC) with questions about adding a support, or companion animal. Residents with animals not approved by AEC and University Housing will receive a 10-day notice of eviction for pet-violation. Pets of guests and visitors are prohibited.



*Agate Apartments are located on the southeastern edge of campus near the historic Hayward Field.*

## Care and Cleaning of Unit

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### Cleaning:

- Keeping your unit floors, counters, appliances, fixtures, and window ledges clean and dry will prevent pests and sanitation concerns for the unit and the neighbors around the unit.
- Residents are responsible for purchasing and replacing lightbulbs except for the fluorescent lightbulb over the kitchen sink in Spencer View units. If you need assistance with changing a lightbulb, leave a message at the non-emergency maintenance phone number. No halogen light bulbs are permitted. Tenants should purchase the supplies necessary for cleaning their unit including a toilet plunger.
- Treatment for ants, insects, or mice is only effective when the unit is kept clean and dry. Ongoing issues due to sanitation conditions may result in charges.

### Clogged Toilets & Drains:

- Help prevent clogged drains by following these tips:

Do not put any food, oil, or chemicals down the drain.

Only dispose of human waste and toilet paper down the toilet. Do not flush cleaning cloths, condoms, feminine hygiene products, cardboard, paper towels, or food.

Keep small children from playing in the toilet to avoid inappropriate objects from being placed there.

Purchase a toilet plunger for use in your unit.

### Garbage and Recycling:

- Insects are drawn to areas where food and moisture are available. Food sources include spills on the floor that are not properly cleaned, garbage that is not removed and in a proper container, and water sources.
- All residents are required by rental agreement or contract to routinely remove and dispose of garbage, trash, and recycling from the unit including outdoor areas of the unit. Failure to follow sanitation practices may result in infestations, rodents, damage to property, additional inspections, charges for cleaning and damages, and issuance of a notice of eviction.

Maintenance can help with your clogged drain. If it is determined the clog was caused by negligence you will be charged for the time needed to correct the problem.

## Controlling Moisture in the Home

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This area of the country has a higher moisture content in the air than what you might have experienced elsewhere. As a result, moisture accumulations can result in mold if not taken care of properly.

### To help control indoor moisture, University Housing has:

- Installed fans in bathrooms and kitchens
- Installed windows with vents at Spencer View that will allow air circulation.
- Installed automatic fan timers in Spencer View to increase airflow in apartments. If the bathroom fan does not come on automatically throughout each day, call the maintenance line. Fan timers can be set to a preferred time.

### Tenants are expected to help control moisture by taking the following steps:

- Keep furniture at least two inches from any wall to allow for air circulation.
- Whenever possible, keep window shades open to allow airflow on the window pane. Wipe condensation off windows.
- When available, always use the kitchen fan when cooking. Keep the kitchen fan cover clean of grease and debris
- When not in use, leave bathroom door open to allow for better air circulation. Allow the bathroom fan to run 20 minutes after showers.
- Dry any wet areas around the kitchen sink, bathroom sink, and shower.
- Report any leaks (plumbing, roofs, or windows) to the appropriate maintenance line.
- Report any mold/mildew growth on any surfaces to the non-emergency maintenance line.



*Moon Court Apartments offer easy access to the university library, academic classrooms, and university recreational facilities.*

## Maintenance

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For life-threatening emergencies, contact 9-1-1 immediately.

### Emergency maintenance:

- Include smoke detector malfunctions, large leaks, clogged toilets, broken refrigerators, complete lack of hot water, and other urgent needs. To report emergency maintenance concerns: Monday-Friday from 8:00 a.m. to 5:00 p.m., call 541-346-5263. After hours call the Community Assistant at 541-912-1435.

### Non-emergency maintenance:

- Include slow drains, resetting the fan timer, small leaks, pests, and other non-urgent issues. To report non-emergency maintenance concerns, call 541-346-8585. Include your name, unit, and a contact phone number.

Tenant may be responsible for damages from unreported repairs.

### Inspections:

- Routine inspections are conducted throughout the year. For all inspections, tenants will receive at least 24-hours' notice of the inspection.

### Fire, Safety and Sanitation Inspections:

- Occur annually and help to ensure all fire safety equipment is in working order and that apartments are in safe and sanitary condition. Never remove batteries from your smoke detector without replacing them immediately.

### Moisture Inspections:

- Occur in the early spring and help ensure units are kept in a condition contributing to moisture control.

### Basement Inspections:

- Occur monthly throughout winter and spring in homes with basements. These inspections help to ensure the basements are maintaining moisture control during the wetter months.

Re-inspection may be required as part of follow up to an inspection.

## Bus Routes and Local Resources

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### Bus Routes:

- LTD (Lane Transit District) is the bus system in Eugene and campus. Your UOID is a free bus pass. You can find bus routes on the LTD website at [www.ltd.org](http://www.ltd.org).
- The EmX is an express bus that runs every 10 minutes from campus to the downtown Eugene Station. From there you can catch a bus to most Lane County destinations including large department stores, malls, grocery stores, furniture stores, EWEB, and the DMV. There are several bus stops to catch the EmX along Franklin Blvd, or you can catch a bus to the downtown Eugene Station from the UO Station South at 13th & Kincaid Street across from the DuckStore.
- Other bus stop locations can be found at <https://www.ltd.org/pdf/Maps> Spencer View residents can access bus routes home from UO Station South along Patterson to Spencer View, or to campus from Patterson or from several stops one street over on Hilyard.
- Bus stops are posted, routes for Spencer View are #27, 28, and 73.

### Local Resources:

- Grocery stores and pharmacies near Spencer View Apartments can be found at 18th and Oak, and near campus at 19th and Franklin Blvd.
- Copies can be made on campus at the EMU (Erb Memorial Union) Copy Center, the Knight Library, or the Duck Store.
- Contact the Lane School District for information about area schools for children.
- Spencer View Area Desk staff can provide confirmation of your residency to enroll your child in school or for the DMV (Department of Motor Vehicles) to apply for an Oregon driver's license.



*University Housing offers a limited number of houses on quiet residential streets just east of campus.*

# Safety and Security

## The safety of residents is very important to University Housing.

We encourage all residents to follow basic safety practices such as:

- Keep your doors and windows locked whether you are home or not. Graduate Village and Spencer View have windows that can be locked in place when partially open.
- No solicitation is permitted on University Housing property. Violations should be reported immediately to the Spencer View Area Desk or Community Assistant.
- It is not rude if you do not open your door to someone you do not know.
- Do not leave property in your vehicle or on your porch, patio, or balcony where it can be observed and stolen.
- It is a crime to intentionally touch someone against his or her will, regardless of the situation.
- Encourage friends to travel in pairs or with trusted companions, especially at night or in remote areas. Be aware of surroundings, and attempt to keep a safe distance from strangers.
- Whenever possible, keep valuables secured and out of sight.
- If someone attempts to grab you, yell "NO" loudly, do whatever is necessary to get the person to let go, and flee to a safe place like a populated location, and call police. When safe, try to remember as much as possible about the person's appearance and behavior.
- Use UO Safe Ride (541-346-RIDE ext. 2), call a taxicab, or contact UOPD for an on-campus escort (541-346-2919).
- If you feel you or others are in danger, call 9-1-1.
- To report suspicious, illegal or unusual activity on campus, call UOPD at 541-346-2919. For emergencies or if you see a crime being committed, call 9-1-1.

## Resources available for survivors of crime:

- Call 541-346-SAFE at any time or visit [safe.uoregon.edu](http://safe.uoregon.edu) to learn about options and resources.
- For students, a range of support services are available through the Office of the Dean of Students, 541-346-3216; [uodos@uoregon.edu](mailto:uodos@uoregon.edu). Personal counseling and other support services are available through the University Counseling and Testing Center, 541-346-3227 (available 24 hours); [counseling.uoregon.edu/dnn](http://counseling.uoregon.edu/dnn). Medical and sexual assault examination services are available at University Health Center, 541-346-2770; [healthcenter.uoregon.edu](http://healthcenter.uoregon.edu).
- Other community resources available are Sexual Assault Support Services (SASS), 541-343-7277 (24 hour crisis line) or 541-484-9791, Womenspace, 541-485-8232 or 541-485-6513 (24 hour crisis line), and White Bird Clinic Counseling, 541-342-8255 or 541-687-4000 (24 hour crisis line).

Family Housing & University Apartment area map including bus route from Spencer View to University Station near the Duck Store. East Campus, Agate, Graduate Village, and Moon Court driving or walking routes from Spencer View Area Desk. Oregon Hall/ Student Billing for rent payments. Main housing office and ResNet location for ID assistance. UO Parking & Transportation location for parking permits.

