

Kraettli Apartments

Community Living Guide

Owned & Operated by the University of Oklahoma



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WELCOME TO KRAETTLI APARTMENTS

Kraettli Apartments is a diverse community of international and domestic students, faculty, staff and other university affiliates. Kraettli is the exclusive on-campus living option serving families. Residents of Kraettli apartments enjoy all-bills paid housing, WIFI/Internet Access, 24-hour maintenance, an on-site 24-hour Laundry Facility and on-site access to CART transit. The Kraettli community is served by a dedicated office staff to provide a safe and enjoyable experience for residents and their families. Welcome home!

CONTACT INFORMATION

Kraettli Apartments
405-A Wadsack Drive
Office (405) 325-4431
kraettli@ou.edu

Office Hours are 8 a.m. – 5 p.m. Monday - Friday
We reserve the right to close our office at any time.

UNIVERSITY OF OKLAHOMA MISSION STATEMENT

The mission of the University of Oklahoma is to provide the best possible educational experience for our students through excellence in teaching, research and creative activity and service to the state and society.

OU HOUSING AND RESIDENCE LIFE MISSION STATEMENT

We bring life to the university experience.

CORE PURPOSE

OU ~~HFS~~ HRL's core purpose is to provide safe, attractive, comfortable, and affordable housing to students, faculty, staff, and their families. It is our goal to support education, encourage responsible living, provide support services to residents, create respect for cultural diversity, and encourage the development of community life to support personal and academic excellence.

This guide is provided to help maximize residents' university apartment living experience. The information contained here will enable new residents to become familiar with the Kraettli Apartment Community, inform residents of their rights and responsibilities as a community member and serve as a reference guide during your stay in Kraettli Apartments.

All residents of the Kraettli Apartment Community are subject to the rules and regulations in this guide and in the resident's Lease Agreement.

IMPORTANT PHONE NUMBERS

Ambulance Service-Norman EMS: 911 or 360-1232

Fire/Police (OUPD) Emergency: 325-1911

Police Non-Emergency: 325-1717

Poison Control: 271-5454

University of Oklahoma phone numbers

Kraettli Office: 325-4431

Maintenance: 325-4421

Housing and Residence Life: 325-2511

Bursar Office: 325-3121

Career Counseling Center: 325-1974

CART: 325-2278

Cox Cable: 600-7676

Financial Aid: 325-4521

Goddard Health Center Info: 325-4611 (main line) or 325-4441 (appointments only)

Counseling and Testing Services 325-2911

Disability Resource Center: 325-3852

OU Behavior Intervention Team (BIT) 325-7700

OU Advocates 615-0013

Recreational Services: 325-3053

International Programs Center: 325-1396

International Student Services: 325-3337

Norman Regional Hospital: 307-1500

Number Nyne (Crisis Center): 325-6963

If closed call: 848-2273

OU IT: 325-4357

Parking & Transportation: 325-3311

Registration: 325-2891

Student Affairs: 325-3161

Tutoring Service: 325-4096

City of Norman Community Phone Numbers

Norman Public Schools Administrative Services Center: 364-1339

Madison Elementary School: 366-5910

Irving Middle School: 366-5941

Norman High School: 366-5812

Norman Public Schools Bus Barn: 366-5965

COMMUNITY INFORMATION

The Kraettli Apartments staff is a team composed of an Assistant Director, and office staff. The office is located at 405-A Wadsack Dr., and it is in operation Monday through Friday, from 8:00 am to 5:00 pm, with respect to holidays, administrative days, and inclement weather events. Office staff reserves the right to close the office at any time. Any time the office is closed; residents may call the office telephone number and follow the instructions provided. Residents may also leave a message as voicemail and your call will be returned as soon as possible. The emergency number for maintenance is 325-4421.

OFFICIAL KRAETTLI COMMUNICATIONS

All communications that are applicable to the Kraettli community are forwarded to the resident's OU email from the official email of Kraettli Apartments kraettli@ou.edu. Residents are encouraged to save this email address in their address book. This email address is used for all direct communication with Kraettli residents and for all community-wide notices. **Please read all Kraettli Apartments communications carefully as they may pertain to you.**

ELIGIBILITY FOR OCCUPANCY

In order to be eligible to live in Kraettli Apartments, university students, staff, and/or faculty must maintain affiliation with the University as follows:

- **Students:**
 - Must be enrolled in classes at the University of Oklahoma Norman campus or the Health Sciences Center campus. Audit courses, correspondence courses (Independent Study), CLEP, Advanced Standing, Intersession and courses taken at other schools taught on the Norman campus do not fulfill class requirements for living in Kraettli Apartments.
 - Must meet one of the criteria below
 - Be upperclassmen (completed 24 hours or more of college credit)
 - 20 years of age
 - Married or have dependents.
- **Full-time faculty or staff members of the University of Oklahoma**

A new Lease Agreement is required anytime a resident wants someone new to move-in with him or her.

RENTERS INSURANCE - PROTECTING SELF AND PROPERTY

Residents are strongly advised to purchase renter's insurance to protect their personal property from loss. The university is not responsible for damage or loss to personal property including but not limited to furniture, electronics, equipment, clothing, food, or other personal items resulting from fire, water, smoke, wind, utility equipment malfunction/failure, appliance malfunction/failure, or any other causes. The university shall assume no responsibility for theft, destruction, loss of money, valuables or other personal property belonging to or in the custody of the resident for any cause whatsoever, whether such loss occurs in resident's apartment, storage area, or public areas. Although residents may feel safe and comfortable in the Kraettli community, residents should make certain doors to apartments and vehicles are always locked.

MAINTENANCE REQUESTS

Emergency Maintenance Requests

Please contact maintenance immediately at 325-4421 in the event of a maintenance emergency. A maintenance emergency includes any of the following:

- Plumbing stoppages or backups in sink, bathtub or toilet
- Water leaking from ceiling, floor or in between walls
- No air conditioning or heat
- No electricity
- No water
- Gas odor

Routine Maintenance Requests

Routine maintenance requests may be made on the Housing and Food Services website at www.housing.ou.edu. Click on "Maintenance Request" on the Quick Links toolbar. Maintenance requests may also be made by phone at 325-4421.

MAIL

The United States Postal Service delivers mail to Kraettli Apartments. Each apartment has one locking mailbox. Only one mailbox key is issued per apartment so roommates must share the key. Residents will be issued a mailbox key from the Kraettli office after they have completed and submitted a unit assessment checklist to the Kraettli office. Kraettli staff suggest the mailbox key be kept in an area that is accessible to everyone living in the apartment.

In the event of a misplaced or stolen mailbox key, residents must request new replacement keys directly from the US Postal Service. Replacement mailbox keys may be requested by the resident at the US Post Office located at 200 36th Ave. NW, Norman, OK 73072. Residents are responsible to pay the \$25.00 fee to the post office. Once resident obtains replacement mailbox keys, they are required to keep one key and return all extra/duplicate keys to the Kraettli office. Problems with a resident's mailbox lock must be reported to the United States Postal Service at (405) 366-6149.

TRANSPORTATION

Cleveland Area Rapid Transit (CART) is the public transportation system that services the University of Oklahoma. Northbound CART stops for the Kraettli Community are located along Asp Ave. in front of buildings 313 and 406. Southbound CART stop is located on Asp Ave. across the street from building 406 (next to the Traditions Square East entrance). Kraettli residents may utilize CART for the Norman campus free of charge by presenting their OU Digital ID from a smartphone through the OU Innovate App to the Bus Driver. Residents may also present a physical OUID to the bus driver. CART system maps, stop locations and times may be accessed through the OU App, CART App, by visiting CART online at <http://cart.ou.edu/> or by calling (405) 325-CART. For more information on the Norman off-campus bus system, visit embarkok.com/norman.

INTERNET ACCESS

Residents owning a personal computer may connect to the internet using OUWIFI or by direct Ethernet connection. Residents are encouraged to utilize a surge protector to protect equipment from possible power surges on the University campus. Cables are required for Ethernet connection; however, OU HRL does not provide cables. Personal routers are prohibited at Kraettli apartments. To report a problem with OUWIFI or direct connect internet, please call OU IT at (405) 325-HELP (4357) or visit <http://support.ou.edu>

CABLE TELEVISION

Kraettli residents are provided expanded basic cable TV. Instructions to set up a new TV are available at the Kraettli office. If a resident is interested in additional programming or packages, they must contact Cox Communications directly to set up an individual cable account:

Cox Communications
1421 24th Ave NW
Norman, OK 73069
(405) 701-0205

LAUNDRY FACILITY

Kraettli apartments provides residents with access to an on-site 24-hour Laundry Facility. One laundry card is issued for each apartment upon resident's completion of the unit assessment checklist. The laundry card grants use of the washing machines/dryers located in the Laundry Facility. In the event a laundry card is misplaced, a new card may be requested in the Kraettli office for a \$10 charge.

Washing Machine Use Instructions - At the kiosk, press the touch screen button that says washer (you have a choice between washer and dryer). Then, select the washer number you would like to use. After that, you will swipe your Kraettli laundry card. Put the laundry detergent

on the bottom of the washer; then, load your clothes into the washer. Close the washer. On the washer, you choose one of the following options by pressing a button: Permanent press, normal, or delicates. Then, you choose one of the following options by pressing a button: Hot, warm, or cold. After that, you hit start.

Dryer Use Instructions - At the kiosk, press the touch screen button that says dryer (you have a choice between washer and dryer). Then, select the dryer number you would like to use. After that, you will swipe your Kraettli laundry card. Then, you will load your clothes from the washer into the dryer. Make sure to clean out the lint screen in the front of the dryer before using. Then, choose one of the following options: no heat, low, medium, or high. After that, you hit start. Make sure to clean the lint screen after using the dryer.

Please be courteous of other Kraettli residents when using the laundry facility:

- Do not leave your clothes in the machines longer than the machines are in use
- Do not use all the machines at once.
- Trash containers in the laundry facility should be used only for laundry refuse.
- Kraettli staff can confiscate items left in the laundry facility. If confiscated by staff, those items will only be returned to the resident after the resident has paid a \$65 violation charge.
- If your clothes are stolen, call OUPD at 325-1717. The University is not liable for damaged or stolen property.

Clotheslines

Clotheslines are provided directly behind the laundry facility. No additional clotheslines are permitted. Laundry that is hanging in breezeways or anywhere else outside will be confiscated. Items confiscated will only be returned to the resident after the resident has paid a \$65 violation charge.

BULLETIN BOARDS

Bulletin boards are located in every downstairs breezeway near the stairs. Community notices and other communications will be placed in the bulletin boards. Residents should read all notices on these bulletin boards as information may pertain to them.

The laundry facility has a bulletin board for resident use. This is the only public space where residents are allowed to post notices. Notices that have been up for 30 days will be removed to avoid clutter.

PLAYGROUND EQUIPMENT

Playground equipment is located just south of the Laundry Facility. Parents must always supervise their children. Any broken equipment should be reported to OU Housing Maintenance.

GARDEN PLOTS

Garden Plots are available to Kraettli residents on a first-come, first-served basis. Only one Garden Plot may be issued per apartment. There are a limited number of garden plots available for Kraettli residents' use. Garden Plots are located on Monitor St. A map and driving directions to the Garden Plots may be obtained at the Kraettli Office. Gardens and flowerbeds are not permitted outside your apartment. Likewise, outdoor flowerpots are not allowed. Inquire about garden plot availability in the Kraettli office.

PETS

Pets are permitted in apartments at the discretion of the Kraettli Apartments and Housing and Residence Life Staff. Residents are allowed 1 pet, any more than that must be approved by the Kraettli front office. All pets must be screened and approved before they are allowed inside an apartment. If a pet is found in an apartment without prior approval from Kraettli Apartments or Housing and Residence Life Staff, the resident may be fined. Information about the Kraettli Apartments pet application process and Pet Addendum is available for review at the Kraettli Office.

PARKING

Parking decals/permits are not required to park in Kraettli Apartment; however, vehicles parked in areas that are not designated as parking areas will be ticketed or towed at the owner's expense. Under no circumstances are residents permitted to drive any motor vehicle on lawns, sidewalks, walkways, or breezeways. Vehicles that are not properly tagged or not in running condition will be towed at the owner's expense.

BICYCLES

- All bicycles operated on the University campus shall be registered with the University Department of Public Safety ("DPS" or "Campus Police") through the university and City of Norman joint bicycle registration program. This requirement applies regardless of whether the owner is a **student, faculty, or staff member**. Registration is at no cost.
- Residents may register bicycles through OUPD at 325-2864 or online at <http://www.ou.edu/oupd/bikereg.htm>
- Residents should keep a record of their bicycle's serial number and/or a copy of its registration or sales receipt.
- Residents should secure the bicycle's frame and both wheels to a bicycle rack located near our buildings.
- Residents should not secure bicycles to trees, signposts, stairwells, or handrails. Failure to comply will result in removal at owner's expense.
- OU Facilities Management may impound bicycles that block stairways or other pedestrian or emergency access and/or bicycles found unlocked or unattended.
- Any bicycles that are identified as abandoned by Facilities Management will be removed.

PROHIBITED ITEMS/ACTIONS

The items listed below are prohibited on the premises of Kraettli Apartments and are a direct violation of the Lease Agreement.

- Possession or use of firearms, explosives and other items that may be considered as weapons
- Possession, use, sale or distribution of illegal drugs and paraphernalia
- Tobacco use of any kind
- Alcohol possession or use by persons under 21 years of age
- Possession, installation or use of washing machines or dishwashers
- Disposal of grease down the kitchen sink, bathroom sink, bathtub or toilet
- Operating a business from your apartment
- Hanging clothing in breezeways
- Leaving personal items, children's bicycles/toys, or other items in community green spaces
- Use or possession of halogen lamps
- Installation of wallpaper, borders, or contact/shelf paper
- Installation of personal locks, chains or doorknobs on doors or cabinets
- Covering air vents inside the apartment
- Painting
- Littering/leaving trash outside or in common green spaces
- Repairing vehicles/motorcycles on Kraettli Apartment premises
- Utilizing exterior faucets
- Soliciting
- The display or hanging of signage/banners/flags in windows/doors or in any way that may be visible from the outside of an apartment
- Subletting (allowing someone to stay in your apartment for personal monetary gain)
- Overnight guests staying more than 3 consecutive days or 6 days within the same month
- Possession or use of personal outdoor grilles
- Storage of items inside the hot water tank closet (any items stored in this closet may present a fire hazard)
- Parking motorcycles, bicycles or electric scooters on grass, sidewalks or breezeways
- Chaining/locking bicycles or other items to stairs, light poles, gas lines, or trees
- Installation and/or use of personal routers
- Installation and/or use of satellite dishes
- Leaving flowerpots, brooms, or other items in breezeways
- Alterations to common green spaces into flower beds or gardens

Residents found to be in violation of their Lease Agreement will first be notified by OU HRL of the violation to correct the issue. In the event a resident remains out of compliance after receiving notice, the resident may be subject to fines and/or immediate termination of their Lease Agreement.

Kraettli staff may confiscate any items left in outside common areas, breezeways, or common green space at any time. Any confiscated items may be returned to residents by request for a fee.

FACILITY INFORMATION

APARTMENT ASSESSMENT AND INVENTORY

When a new resident moves into an apartment, they are required to inspect it thoroughly, noting any damages to the apartment on the Unit Assessment Checklist. The signed form must be returned to the Kraettli office within 24 hours for the resident to obtain a Laundry Card and Mailbox Key.

Unfurnished apartments include a refrigerator and oven/stovetop

Furnished apartments include a refrigerator, oven and the following furnishings:

Living Room

- 1 sofa
- 1 armchair
- 2 end tables
- 2 lamps

Dining Room

- 1 dining table
- 4 dining chairs

Bedroom (each room)

- 1 double bed or 2 twin beds
- 1 chest-of-drawers
- 1 nightstand
- 1 study desk
- 1 study chair

FURNISH/UNFURNISH REQUESTS

If a resident has leased a furnished apartment and desires to change it to an unfurnished apartment, or vice versa, the resident must submit a request in writing to the Kraettli office. All requests must be approved by HRL Operations, OU Housing Maintenance and the Kraettli office. If a request is approved, the resident will be subject to a minimum charge of \$200.00 to furnish/unfurnish an apartment. This fee applies even at the end of a resident's Lease term.

Kraettli does not provide any options for partially furnished apartments. An apartment will be either completely unfurnished or completely furnished. If a resident desires to exchange a bed for

one of a different size, you will be charged \$100.00 for removal. All applicable fees will be charged to the resident's bursar account.

TELEPHONE SERVICE

To keep your rates low and better meet the needs of residents, local telephone service is not an included amenity at Kraettli Apartments. Local telephone service is still an available option to residents upon request for a monthly charge. For more information and to set up service, contact OU IT's Telecom department directly.

APARTMENT CARE

Some wear and tear is bound to occur in an apartment during the course of normal living; however, residents must take care of the facilities. If an apartment is found to be damaged, a charge will be assessed to the resident's bursar account for repair, including materials and labor. The apartment must be kept clean during occupancy and left clean upon checkout. If a dirty apartment presents a pest problem, the residents will be responsible for the cost of cleaning, pest control/removal.

RESIDENTS RESPONSIBLE TO KEEP APARTMENTS CLEAN

Kraettli does not provide housekeeping services to residents. Residents are expected to keep apartments clean for the benefit of themselves and the community. Trash should never be left outside in stairways, breezeways, vestibules, patios, or storage rooms. All trash must be put in provided dumpsters to prevent pests and other safety and health concerns. Do not use sinks, tubs, and toilets for anything other than their intended purpose. Do not flush disposable diapers, sanitary pads or similar products, garbage or other related articles down the toilet bowl as it may result in a clogged toilet. A clogged drain, whether the resident's fault or not, is considered an emergency and should be reported immediately by calling Work Authorization at 325-4421.

PEST CONTROL

Housing and Residence Life offers routine pest treatment once every two months to each apartment at no cost to the resident. If a resident's apartment has an infestation problem with insects, mice, or some other pest, they should submit an online maintenance request by visiting the Housing and Residence Life website at www.housing.ou.edu and selecting "Maintenance Request" on the Quick Links toolbar. Maintenance requests may also be made by phone at 325-4421. In the case of a cockroach problem, neighboring apartments may also be treated. If we must treat for such an infestation, the resident will receive preparation information from the Kraettli staff. We request that residents cooperate fully so that treatment may be completed in a thorough and timely manner. Prompt reporting of these issues helps to keep infestation problems at a minimum and provides for a better environment. Any resident who is scheduled for treatment and cancels or has not properly prepared their apartment for treatment may be assessed a charge and will be assigned another treatment date. Pest issues that are determined to be caused by the resident will result in the resident being charged for necessary treatment(s). **To minimize cockroach infestation, residents**

should properly clean appliances and apartments, dispose of garbage promptly in the dumpsters, and store food properly.

1. Contact OU Maintenance if you have a problem with pests.
2. Take trash to the dumpster daily. Any resident leaving garbage outside their apartment will be charged for littering.
3. Clean dishes, stovetop, and countertop each day.
4. Sweep and mop the floors weekly, if not more frequently.
5. Do not store newspapers, paper sacks, or empty cans in or around apartment.
6. Do not allow grease to build up around stove or refrigerator.
7. Nothing should be placed on the sides of the stove, refrigerator, hot water tank, or the walls.
8. Store food products properly in freezer, refrigerator, or in sealed containers in cabinets.

MOLD AND MILDEW PREVENTION

Mold and mildew grow in areas that are dark and/or moist. These tips help prevent growth:

1. Keep everything clean, well lit, and dry.
2. Leave the bathroom door and shower curtain open to allow walls to dry after showering.
3. Clean shower curtains in the washer with a commercial mold and mildew remover.
4. Use cleaning products designed to prevent mold and mildew.
5. Clean the inside and outside of the vent hood after cooking.
6. Sweep the tile floors daily and mop routinely. Rinse after mopping to prevent stickiness.
7. Vacuum carpets at least weekly.
8. Clean windows regularly. Report any loose or leaking windowpanes to housing maintenance.
9. Keep heat at a level to prevent condensation from forming on the walls, ceilings, and windows.
10. Refrain from hanging wet items inside apartment.

If it is determined that resident has caused the mold, the resident will be responsible for cleaning. If management has to clean. The resident will be charged accordingly. Not following these tips may result in damage to resident's apartment and damage charges will apply.

SHOWER CURTAINS

The use of shower curtains is required in all bathroom facilities. Proper installation and use requires the shower curtain to be **INSIDE** the bathtub while showering. Any cleaning or repair resulting from improper shower curtain installation or lack of shower curtain use will be charged to the resident immediately or upon checkout.

RANGE/STOVE USE AND CARE

1. Keep the stove free from grease buildup to help prevent a fire hazard. This will also help prevent roaches and keeps your stove operating well. Wipe clean every time you cook.
2. Pay particular attention to burners to prevent grease buildup.
3. Do not cover stovetop or sides with aluminum foil. This blocks vents and creates safety and pest hazards.
4. Do not pour water in or on the stove. Stoves are electric or have an electric ignition that may short out.
5. Do not cook food items directly on the stove burners or oven racks. Place food on/in an oven-safe container and place on racks to cook.
6. Clean grease splatters and spills as they occur.

REFRIGERATOR USE AND CARE

1. To ensure proper operation, keep the refrigerator defrosted and clean. Even frost-free refrigerators must be defrosted and cleaned regularly.
2. Prevent excessive frost in the freezer by closing the door properly, especially in hot, humid weather, and making sure that vents are not blocked.
3. Remember that an apartment-sized refrigerator/freezer holds less; too much food in the freezer is another cause of excess frost.

ENTRANCEWAYS, LANDINGS, AND GROUNDS

To make our grounds safe from fire and pest hazards, and to improve the general appearance of our grounds, **there are no items allowed in the breezeways.** Residents must place all bikes at one of the bike racks outside. To ensure safety, bicycles must not be chained to the stairs, poles, gas lines, or under the stairs. Apartment staff will confiscate any items mentioned above. However, you will have 15 days from the date it was taken to retrieve it. There will be a \$65 charge for hauling, storage and/or disposal. All food items will be discarded immediately. Items not allowed include bicycles of any kind, furniture, food, shoes, workout equipment, clothing, children's toys and plants. Please note, this list is considered a quick reference and does not include all items that may be confiscated. Thank you for helping us to keep our community safe and clean.

First Offense-\$15

Second Offense-\$30

Third Offense-up to \$45 and/or disciplinary process

WATER HEATER

The water heater is located in a utility closet next to the bathroom. Nothing should be stored inside of the utility closet. If an emergency arises due to hot water leaking from the relief valve or the heater itself, locate a bucket or similar container to collect water leaking from the heater and report immediately to OU Maintenance at 325-4421.

AIR CONDITIONING/HEATING

A central plant controls all heating and air conditioning functions for Kraettli Apartments. Residents are limited in their ability to set exact temperatures inside their apartment as the heat or air conditioning will operate automatically based on the outside temperature. Residents can keep the fan on to assist with humidity control in the apartments and ensure proper function of the fan coil unit.

LIGHTING

Interior Lighting: If a light bulb has burned out or the light fixture is not operating properly, Residents may submit an online maintenance request by visiting housing.ou.edu, by clicking the Quick Links drop down menu and selecting Maintenance Request.

Exterior Lighting: The exterior lights on the buildings are activated according to the amount of light outside. If an exterior light is not operating properly, please complete an online maintenance request.

KRAETTLI APARTMENT PROCEDURES

SECURITY DEPOSIT

Each resident is required to pay a security deposit prior to occupancy. Security deposits are not charged OU HRL until the resident moves in. Security deposits may be refunded upon move out if residents follow the procedures for vacating and have no outstanding debts with the university.

A deposit and first month's rent must be paid prior to the Lease Agreement being signed. The Lease Agreement must be signed online and prior to deposit or rent being paid, and before apartment keys are issued to any new resident.

RENT

Monthly rent charges are billed to the resident's Bursar account(s) and are due on the first day of each month. The rent period runs from the first day of each month to the last day of each month. Rent online at one.ou.edu, paid in person or by mail at the OU Bursar's Office:

Office of the Bursar
1000 Asp Avenue, Room 105
Buchanan Hall
Norman, OK 73019-0430

- If two unrelated residents occupy one apartment, half of the rent amount will be charged to the bursar account of each resident.
- If payment is mailed, it must arrive before the 21st of the billing period.
- Rent becomes delinquent if not paid by the 21st, and residents will be assessed a \$25 late charge after that date.

- If a check is returned by the resident's bank, a \$25 charge will be assessed to the resident's bursar bill in addition to any additional late charges. Failure to pay rent can result in termination of your Lease, and, when applicable, academic transcripts may be held until all accounts are paid.

RENTAL RATE CHANGES

The State of Oklahoma Board of Regents for the University of Oklahoma periodically approve rental rate increases. In the event of a rental rate increase, residents will be notified a minimum of 45 days prior to when a rate increase goes into effect as specified by the Lease Agreement.

APARTMENT KEYS

Each adult resident listed on the Lease Agreement has the right to issuance of one apartment key, but there will be only one mailbox key and one laundry card issued per apartment. Under certain circumstances, an apartment key may also be issued to children 13 years old and above with a photo included in the apartment file. All keys are the property of the University of Oklahoma and may not be duplicated or shared. Always carry your apartment key and return it to the Kraettli office when you vacate the apartment. **Under no circumstances should a resident give their key to anyone else, including family members, friends or roommates.**

Missing or Stolen Keys

All keys issued to residents are the responsibility of the resident. Report missing apartment keys, whether lost, stolen, or replaced to the Kraettli office immediately. A temporary replacement key may be issued to any resident for 2 business days. If, at the end of two business days, the resident is unable to locate their key, the lock(s) will be re-keyed, and the cost will be charged to the resident's OU Bursar account. The charge to re-key locks is \$100.

Report the theft of an apartment key to the University of Oklahoma Police Department at (405) 325-1717 as a lost or stolen key jeopardizes your safety and security.

Locked Out During Office Hours

If a resident is locked out of their apartment during office hours, the resident should visit the Kraettli office and check out a spare key. Spare keys must be returned within 2 business days. Failure to return a spare key may result in re-keying of the resident's locks at their expense. Proof of original key must be provided when the temporary key is returned to the Kraettli office.

Locked Out After-Hours

After office hours call the Kraettli office (405) 325-4431. Press 1 when the voicemail prompts begin to be connected to someone for assistance. If there is no answer on the first try, leave a contact number for someone to return your call. After-hours lockout calls will result in a fee of \$60 being charged to the resident's OU Bursar account and, if necessary, the cost to re-key the apartment locks.

Re-keying Locks

In the event an apartment key is lost, stolen or not returned the Kraettli office upon move-out, the resident the key was issued to will be charged \$100.

APARTMENT MOVE-AROUND GUIDELINES

Current residents of Kraettli Apartments may request to move to another apartment within the Kraettli Apartment community pursuant to the following conditions:

- All monthly rent must be paid in full.
- Residents that have a roommate and seek to move-around without their existing roommate are required to notify their existing roommate. The remaining roommate must complete and submit a roommate acknowledgement form to the Kraettli office.
- The resident(s) requesting the move-around will be charged \$75.00 fee per resident.
- Vacating residents will be responsible for any damage charges in their previous apartment.
- Vacating residents will be permitted two business days to move into the new apartment.
- The previous apartment keys must be returned within two business days to avoid double rental charges and/or lock recombination charges.
- Move-around requests are permitted within 30 days of Lease Agreement expiration; however, resident(s) will still be required to pay a \$75.00 move-around fee per resident.

ROOMMATE & DEPENDENT FAMILY INFORMATION

A new Lease Agreement is required anytime a resident wants someone new to move-in with him or her.

New residents over the age of 18 may be permitted to live at Kraettli Apartments and must execute a Lease Agreement with the current resident if they meet the criteria below:

1. The prospective occupant is the spouse or dependent family member of the current resident

OR

2. The prospective occupant is affiliated with the university as student, faculty or staff.
 - a. The prospective occupant must pay the application fee, security deposit, and an advanced payment equal to one month's rent before executing a new Lease Agreement with current resident.

Both current resident and prospective occupant must schedule an appointment with HFS operations to execute a new Lease Agreement. Both current resident and prospective occupant must be present at the appointment to execute the Lease Agreement.

Current residents who will be adding a dependent family member under the age of 18 are not required to sign a new Lease Agreement; however, they are required to notify the Kraettli office of the new occupant living in the apartment.

Roommate Selection

Residents are responsible for selecting their own roommates. Housing and Residence Life and/or the Kraettli office are not responsible for providing roommates to Kraettli residents. A Kraettli resident will be charged the entire rent amount for occupying an apartment prior to adding a roommate to the Lease.

LEASE RENEWAL

All Kraettli Lease Agreements terminate in mid-May of each year. OU HRL provides Kraettli residents the opportunity to renew their Lease Agreements during the month of April each year. Kraettli residents will be emailed a lease renewal survey in April with questions about their intent to vacate their apartment or renew their Lease Agreement.

All residents who intend to renew their Lease Agreement must execute a new Lease Agreement prior to the expiration of their current Lease Agreement. Residents will be permitted to renew their Lease agreement pursuant to the following:

- All residents must bring their Sooner ID card
- All housing charges on the resident's bursar account must be current
- All occupants 18 or over who will be living in the apartment must execute the new Lease Agreement at the same time
- All dependents of the primary resident who are 18 years or older that will be living in the apartment must be present to execute the Lease Agreement
- Residents affiliated with the university as faculty or staff must provide documentation evidencing current employment. Acceptable proof of affiliation includes:
 - A current PAF Form
 - OR
 - A letter from supervisor/manager confirming employment. Letter must be on department letterhead and dated within 30 days of new Lease Agreement execution

EARLY LEASE RELEASE REQUESTS

Kraettli residents may request an early release from their Lease Agreement pursuant to the following:

- All Lease release requests must be made at the Kraettli Office at least 30 days prior to the day the resident plans to vacate the apartment.
- All Lease Release Requests must include the following:
 - Kraettli Apartments Lease Release Request form (available at Kraettli office)

- Documentation explaining why resident is requesting an early release of their Lease Agreement. All documentation must be dated within 30 days of the early release request. Acceptable forms of documentation includes, but is not limited to the following:
 - i. Letter of Completion from OU Academic Records
 - ii. Letter from department confirming completion of program of study
 - iii. Letter from department confirming the date affiliation or research will end
 - iv. Letter of termination of employment
- Roommate Release Acknowledgement form (if applicable)

Upon submitting all required forms and proper documentation, the request will be reviewed by a committee. Residents will be notified of approval or denial of their request via e-mail within one week of their request. If a resident's request for early release is approved, they must follow the instructions below.

1. Visit the Kraettli Office to obtain a checkout packet and to schedule a checkout appointment.
2. When the resident is ready to check out, they must place their apartment key(s), mailbox key, laundry card, and Cox remote (if applicable) in an envelope or Ziploc bag and put them in the drop box outside the Kraettli office (405-A). If possible, they should write their name and apartment number on the envelope or Ziploc bag. **All resident's personal belongings must be removed from the apartment and the apartment must be cleaned.**
3. After the resident's checkout, Kraettli Staff will walk through the apartment and document any damage or cleaning charges resident may be subject to on the "Kraettli Apartment Unit Assessment Form". **If there is a remaining roommate, Kraettli staff will not check the apartment. Resident will be responsible to pay for any damages that were not identified by resident during the move-in process in addition to any applicable cleaning charges that exceed your \$200 security deposit.**
4. In the event resident(s) are not assessed any damage or cleaning charges, resident will receive up to \$200 of their initial security deposit within 90 business days.
5. Resident should update their forwarding address on one.ou.edu. Here is more information on the refund process:
https://www.ou.edu/content/dam/bursar/documents/how_to_set_up%20eRefunds_2021.pdf

If the above steps are not completed properly, the resident's early release approval may be reversed, and any applicable charges may continue to accrue according to the resident's Lease Agreement.

EARLY LEASE RELEASE REQUESTS – REMAINING ROOMMATE

Residents requesting early release from their Lease Agreement who will have a remaining roommate still living in the apartment must complete the process above AND

1. If resident desires to be released from the Lease Agreement for any reason other than loss of affiliation with the university, the request will not be processed without a Roommate Release Acknowledgement form.
2. The remaining roommate will have the option to vacate, remain in the apartment and pay the full apartment rental rate or add another roommate after the vacating roommate has properly checked out of the apartment.
3. The remaining roommate may request to terminate the Lease Agreement after the vacating resident has checked out; however, the granting or denial shall rest with the sole discretion of the University.

Residents who leave without properly checking out will be responsible for any damage, cleaning or keying charges associated with the apartment. Charges will be placed on your OU Bursar account.

FORWARDING ADDRESS

All vacating residents should inform the US Postal Service and all persons/companies that they are moving and update all address information. Vacating residents should provide forwarding address information to the following:

- OU Bursar's Office
- United States Postal Service located at 200 36th Ave NW, Norman, OK 73072
- All online vendors, publications and/or circulation departments
- Cox Communications (if applicable)

MOVING OUT

While allowances for fair wear and tear will be made upon a resident moving out, all residents are expected to leave the apartment and all provided furniture (if any), fixtures and appliances clean and in good condition. Kraettli staff will meet residents and the apartment at the scheduled checkout time to inspect the apartment for cleanliness and damages.

Each resident must schedule a checkout with the Kraettli office staff at least 2 business days in advance of the day they plan to vacate the apartment. When a resident schedules a checkout, they will receive a checkout packet that includes detailed information on the checkout process. It is very important for the resident to read, understand and follow the instructions in the checkout packet so they know what to expect and reduce the potential for any confusion.

In addition to this initial walk-through, maintenance workers and housekeepers also will follow up with an inspection to ensure resident's room is suitable for a new resident. Costs for damage repairs and excess cleaning charges during your occupancy or upon move out will be your responsibility.

CLEANING REQUIREMENTS.

Excepting normal wear and tear, the apartment must be returned to the University in comparable condition to when the resident first took possession of the premises. All personal items must be removed from the apartment and the resident must thoroughly clean the apartment **prior to** resident's scheduled check-out appointment with Kraettli Apartment Staff. The term "clean" for the purpose of the Lease Agreement is defined as follows:

- a. **Floors** – All hard surface floors must be swept and mopped clean. All carpeted surfaces must be vacuumed, and steam cleaned. All stains or marks must be removed from all flooring surfaces.
 - b. **Walls, Doors, Trim and Windows** – All walls, doors, trim and windows must be wiped clean. All cobwebs, dust and dirt must be removed from all surfaces. Mini blinds must be dusted and/or wiped clean so that they are free from stains.
 - c. **Oven/Stovetop & Vent Hood** - All grease, burned-on food and crumbs must be removed from the stovetop surface, stovetop burners, and stovetop drip pans, interior of the oven, oven burners, oven racks and broiler pan (lift lid where grease and food might have dripped). All surfaces must be wiped clean. *Tenants are advised to turn off the electric stove at the breaker in the bedroom or living room closet for safety before attempting to clean the oven/stovetop.*
 - d. **Refrigerator/freezer** – All items must be removed from the Refrigerator/Freezer. All food residue, stains, crumbs from interior shelves, racks, drawers, and trays must be removed. The entire interior and exterior surface must be wiped clean. The Freezer must be defrosted, and all freezer spills must be wiped clean. The refrigerator should be left on the lowest temperature setting.
 - e. **Kitchen Sink, Faucet & Countertop** – All soap residue, lime stains, water marks and other stains must be thoroughly cleaned from sink, faucet and countertop. All countertops must be wiped clean
 - f. **Kitchen Cabinets & Drawers** – All cabinets and drawers must be empty. All shelves and drawers must be free of crumbs and spilled-on food.
 - g. **Bathroom Toilet, Sink, and Mirror/medicine Cabinet & Bathtub/Shower Surround** – All shower tile walls, and bathtub must be thoroughly scrubbed to remove all built-up soap residue, water marks and other stains. All lime, rust and water marks must be scrubbed and cleaned from faucets. All mirror(s) must be cleaned, and all personal items must be removed from the medicine cabinet. The inside of the toilet and toilet seat must be thoroughly scrubbed to remove all stains and water marks.
 - h. **Furnished Apartments** - All University provided furniture and table lamps must be returned to the location they were in when Tenant first took possession. All tables, desks and dressers must be cleared and wiped clean.
1. In the event the apartment is not cleaned as specified in Section 3 above, Tenant will be subject to all applicable cleaning charges detailed in the *Kraettli Price Guide for Tenant Cleaning Charges* and any additional charges the University deems necessary to return the apartment to

move-in ready condition. Any cleaning and damage charges will be divided equally between the occupants listed on the lease agreement.

2. Rent charges will continue until the vacating Tenant has returned the key(s); laundry card and mailbox key (if applicable) and completely vacated the apartment. Tenants are subject to recombination charges if any keys are missing, not returned, or duplicate keys returned.
3. Tenant must update their forwarding address with the Bursar's Office. It can take up to 90 days to process and mail any deposit refund. No deposit amount can be applied or deducted from the last month's rent. A deposit amount can never be used in lieu of payment of rent.
4. Tenants must complete a Notice of Change of Address with the United States Post Office. Change of address cards are available at the Kraettli Apartment office or usps.com.

Cleaning and Damage Charges

The cost cleaning and damage repairs/replacements will be charged according to material cost and hourly labor rates. Repair and/or replacement may delay the return of the security deposit until final costs have been determined. Costs will be charged to individuals or split between roommates when applicable. Detailed damage and cleaning charges can be obtained in the Kraettli office.

SAFETY AND SECURITY

In addition to becoming familiar with safety issues yourself, we strongly encourage residents to discuss safety with their children.

To help prevent theft or personal injury, keep doors and windows locked even if you are only out for a short time. For additional security, each apartment has a peephole and chain lock on the front door. If University staff must enter your apartment for any reason and finds your door unlocked, they will lock the door when leaving your apartment; therefore, carry your key with you always.

Kraettli Apartments is proud to provide a safe environment for all residents. Along with being in close physical proximity to OUPD, we have a frequent OUPD presence for the safety and security of all residents. All perceived emergencies should be reported immediately.

EMERGENCY BLUE TELEPHONES

Emergency telephones, which are a direct line to OUPD, are located east of building 304 and north of building 409. These phones are identifiable by a blue light and are for emergency use only.

FIRE SAFETY

Smoke Detectors

For residents' safety, each apartment is equipped with three monitored smoke detectors. The smoke detectors are located in the dining area and each of the bedrooms. **Never remove or cover your smoke detectors for any reason.** Tampering with or removing the smoke detectors in your apartment may be grounds for immediate termination of the Lease Agreement. If you hear an alarm sound in another apartment, call OUPD immediately at (405) 325-1717.

Smoke detectors are extremely sensitive and may be activated by cooking smoke, vapors from nearby humidifiers, and shower steam escaping via an open bathroom door. In the event of such nuisance alarms, residents should attempt to silence the alarm by ventilating the apartment. Open doors, windows, and fan air below the smoke alarm. If you think there is a problem with your smoke alarm, call Work Authorization at 5-4421.

Fire Suppression Device

For residents' safety, fire suppression devices are installed on the bottom of the upper cabinet or vent hood above the surface of the stovetop. The fire suppression device will activate in the event that open flame touches the device.

Fire Extinguisher

For residents' safety, each apartment is equipped with a fire extinguisher located in the cabinet under the kitchen sink. Fire Extinguishers are to be used to extinguishing small fires. Residents will be charged for any fire extinguishers removed, vandalized, or improperly used. In the event

a Fire Extinguisher is used, residents should notify the Kraettli office immediately and clean up the residue.

****PLEASE NOTE, OU HFS MAINTENANCE IS REQUIRED TO ENTER EACH APARTMENT AT VARIOUS TIMES THROUGHOUT THE YEAR TO INSPECT ALL SMOKE DETECTORS, FIRE SUPPRESSION DEVICES AND FIRE EXTINGUISHERS. RESIDENTS WILL BE NOTIFIED IN ADVANCE BY EMAIL**

Tips to help decrease the chance of fire:

1. Do not smoke in/around your apartment. OU is a smoke-free campus, and smoke is prohibited at Kraettli Apartments.
2. Do not let cooking grease accumulate on or around the stove.
3. Do not leave unattended food on stovetop or in oven.
4. Do not run extension cords under rugs or tack them to walls.
5. Do not allow trash to accumulate (i.e., newspapers, rags, etc.)
6. Do not use open flame devices such as candles, potpourri burners, etc.
7. Do not store flammable liquids such as gasoline in or around apartments.
8. Do not store any items in the hot water tank closet.
9. Periodically verify your extinguisher is fully charged by making sure the yellow arrow on the gauge is in the green. Immediately notify the Kraettli office if the yellow arrow is in the red.

Fires caused by resident or resident negligence will be charged to the resident.

SEVERE WEATHER

Oklahoma weather can be severe and difficult to predict. The University of Oklahoma is located in the City of Norman and in Cleveland County. All residents should closely monitor the weather through the OU Emergency Preparedness Twitter, Facebook page

Civil Defense and Siren Tests

The City of Norman maintains a citywide civil defense warning siren network that is used to signal imminent danger from severe weather including tornadoes. This system is tested every Saturday at 12:00 P.M. and/or additional days where there is no chance of imminent threats of severe weather or tornadoes.

Imminent Danger

A steady siren for three to five minutes means **imminent danger**. Be sure your family or roommates have a plan that includes every person knowing how to get to the Kraettli storm shelter as soon as possible. Once the sirens sound, it is too late to seek shelter at a remote location. Kraettli staff will be in the storm shelter to let residents inside and close the doors permanently when weather has become too dangerous in the immediate area to continue opening the shelter doors.

All Clear Signal

Sirens **DO NOT** sound an all-clear. This comes from the broadcast media. An all-clear signal will usually be given on the local radio stations (KGOU 106.3-FM or WWLS 640-AM). These stations may also be used for weather advisories and updates. In the event that you are in the Kraettli storm shelter, Kraettli staff will receive the all-clear signal from University Risk Management staff and let residents know when it they have been cleared to open the doors. The doors of the Kraettli storm shelter will NOT be open until the all-clear signal is received from University Risk Management.

SEVERE THUNDERSTORM: Wind gusts of 50 knots (58 mph) or greater and/or hail at least three quarters of an inch in diameter.

TORNADO: A violent local storm of short duration with very high-speed winds rotating about a vortex with a funnel extending from the base of the clouds to the ground.

FUNNEL CLOUD: A tornado-type funnel extending downward from the clouds but not touching the ground.

TORNADO OR SEVERE THUNDERSTORM WATCH: Issued by the National Weather Service (NWS) when conditions are favorable for the development of a tornado or severe thunderstorm. *In the event of a TORNADO WATCH being issued in the Norman area, the Kraettli residents will have access to the Kraettli storm shelter.*

TORNADO OR SEVERE THUNDERSTORM WARNING: Issued by the NWS when a tornado or severe thunderstorm has been sighted visually or detected by radar. The location, direction and speed of movement of the storm are provided. Residents of the specified area should take immediate safety precautions.

WHEN A TORNADO WARNING IS ISSUED: If a tornado warning is issued for the Norman area by the NWS, the public broadcast media (KGOU-FM 106.3 or WWLS-AM 640; or any Oklahoma City television station), or the sounding of the sirens for three to five minutes.

Shelters for Tornado and Severe Weather

In the event a resident is in their apartment and cannot make it to the Kraettli storm shelter, upper-floor residents should arrange with downstairs neighbors for protection on the ground floor. Kraettli apartment bathrooms are the safest location inside each apartment due to the lack of windows. Other safe locations are bedroom closets or interior hallways. All doors should be closed to protect against debris.

If a resident is out in the open, attempt to reach a protective area, such as a sturdy building with a basement. If there is not time to escape or find a suitable protective area, lie flat and facedown on low ground, protecting the back of your head and neck with your arms. Get as far away from trees and cars as you can as they could be blown onto you in the event of a tornado. Also, avoid areas subject to rapid water accumulation or flooding in heavy rains.

Ice and Snow

During office hours, please call the Kraettli office if you know of hazardous conditions in Kraettli Apartments. After office hours, please call work authorization at (405) 325-4421.

Inclement Weather

In the event of inclement weather involving ice or snow, residents should be aware of where they are walking throughout the property. In the event that the university is closed due to inclement weather, the Kraettli office will be closed and the mail service will not run. All residents are encouraged to be weather aware by following OU Emergency Preparedness and/or monitoring their OU email address for information regarding campus closures.

MISSING PERSONS POLICY

The purpose of this policy is to define the procedures for the University of Oklahoma's response to reports of missing persons, as required by the Higher Education Opportunity Act of 2008. The policy applies to residents in University Housing. This includes the residence halls and university-owned apartments. For purposes of this policy, a resident may be considered a "missing person" when they are absent from the university for more than 24 hours without any known reason.

MEDICAL

If you or someone else sustains a severe injury or becomes seriously ill, contact OUPD at 325-1911. OUPD officers are trained in basic life support techniques and can render first aid for minor and non-life-threatening problems. An ambulance will also respond appropriately as needed.

CHILD ABUSE/NEGLECT

Guardians of dependent children must supervise their children at all times, inside and outside the apartments, and to help resolve the various conflicts that may occur when children play together in a community. A child should never be locked out of an apartment or be sent outside without adult supervision. Report persons suspected of neglecting or verbally, physically, or sexually abusing a child to the State of Oklahoma Department of Human Services Child Welfare Hotline, 1-800-522-3511, to the local office, 573-8490 or 573-8300, or to the Kraettli Apartment office. Your information will remain anonymous and confidential.

ASSAULT

Assistance is available for any assault related incidences and reporting. Call the counseling center at Goddard Health Center, 325-2911 or OUPD at 325-1911.

NORMAN COMMUNITY INFORMATION

NORMAN PUBLIC SCHOOLS

All children in the City of Norman must be registered and enrolled with Norman Public Schools before they can attend school. Residents are encouraged to contact the appropriate school directly for information on how to register their child. Generally, parents will be required to provide a child's birth certificate, immunization record and proof of residence (copy of the Lease Agreement) to the school. Residents are encouraged to call the appropriate school prior to visiting to ensure they have all required documentation.

ELEMENTARY SCHOOL (K-5th Grade)

Madison Elementary School, 500 E. James Dr., (405) 366-5910

MIDDLE SCHOOL (6th-8th Grade)

Irving Middle School, 1920 E. Alameda, (405) 366-5941

HIGH SCHOOL

Norman High School (9th-12th Grade)

911 W. Main, (405) 366-5812

ROOMMATE BILL OF RIGHTS AND RESPONSIBILITIES

Sharing an apartment with someone is like any other relationship. In order to be successful it requires openness, flexibility, respect and compromise. Right from the beginning, it is very important to communicate openly with your roommate. Learning to live with another person, to acknowledge and respect each other's differences, and to allow one another the space to grow is one of the most valuable parts of the campus living experience. This declaration outlines basic rights and responsibilities that will help healthy roommate relationships develop.

As a roommate, you have the following RIGHTS:

- To read and study free from undue interference in one's room.
- To sleep without undue disturbance from noise, roommates, guests, etc.
- To expect that a roommate will respect one's personal belongings.
- To a safe and clean environment in which to live.
- To free access to your room and facilities without pressure from a roommate.
- To personal privacy.
- To host guests in accordance with the guest policy who respect the rights of your roommate and other community residents.
- To be free from fear of intimidation and physical and/or emotional harm.
- To expect reasonable cooperation in the use of furniture and appliances (refrigerator, microwave, stove, oven, etc.) and a commitment to honor agreed upon procedures.

As a roommate, you have the following RESPONSIBILITIES:

- To keep your door closed.
- To keep your TV, stereo and voice at a reasonable volume
- To openly communicate to your roommate that you expect the same of them.
- To discuss your wishes and preferences with your roommate for hours of sleep, study and guest visitation, and to work through any differences, you may have in a peaceful manner.
- To listen to your roommate's wishes and respond appropriately.
- To read and follow the rules and regulations established to support the educational purposes of the university (provided for you by Housing and ~~Food Services~~ Residence Life and in this Kraettli Community Living Guide) and to sustain a safe and comfortable living community.
- To take responsibility for what happens in your apartment.
- To examine your own behavior when confronted by another and work toward resolving conflicts.
- To interact with others in a non-aggressive and non-threatening manner.
- To notify a staff person of your problem in a timely manner and to cooperate with the staff as they work with you to resolve your problem.
- To participate in community meetings and to adhere to and enforce community policies and guidelines.
- To be a positive member and influence in your community.

- To recognize that community cannot exist if any individual is excluded. Any action, overt or covert, that discriminates on the basis of race, gender, religion, handicap, national origin, age or sexual orientation cannot be tolerated in a community based on mutual respect and cooperation.

STUDENT CONDUCT AND RESPONSIBILITIES

The University of Oklahoma Student Code of Responsibility and Conduct applies to all students, including those who live in the University apartments. A copy of the Student Code can be found online at studentconduct.ou.edu. Although not all residents are students, the Code of Responsibility and Conduct applies to all campus residents.

Rules set forth in the Community Living Guide should be interpreted broadly. They are not designed to define misconduct in exhaustive terms. Residents are responsible for reading the information in this publication, educating themselves on the Codes of Responsibility and Conduct, and abiding by campus behavior standards. All residents are always responsible and accountable for their actions and those in their residence. Disciplinary actions for violating University standards may include the issuance of a citation, appearance before a disciplinary body for determination of a stronger penalty, Lease termination, or criminal prosecution.

Family Educational Rights and Privacy Act (FERPA)

The Family Educational Rights and Privacy Act of 1974 (referred to as the Buckley Amendment) grants you the right of privacy toward your records, both academic and disciplinary. With this right exists a responsibility to behave and act in a manner appropriate to community standards. Failure to act responsibly and/or accept responsibility for actions may result in administrative action.

University Perspective and In Loco Parentis

The University of Oklahoma does not replace your parents or guardian (the act of replacing a parent or guardian is referred to as in loco parentis). The university recognizes you as an adult responsible for your actions. Because the university is not a parent, students will be accountable, legally, if necessary, for their actions.

Title IX

The University of Oklahoma does not discriminate in its educational or employment benefits, activities, or programs on the basis of gender pursuant to Title IX of the Education Amendments of 1972. Please familiarize yourself with the University's Sexual Misconduct, Discrimination and Harassment Policy and related procedures located online at ou.edu/eoo. Should you experience sexual assault or other sexual misconduct, discrimination, or harassment, please contact the Title IX office at (405) 325-2215, Four Partners Place, Suite 1000, Norman, OK to learn about reporting options and available resources.

Noise

Your Lease prohibits loud noise that impedes on other residents. If you are anticipating having guests and feel that it might be unusually loud, talk with your neighbors about your plans to prevent unwanted conflicts. Please note that, in spite of your conversations making your neighbors aware, if your neighbors complain to management, it will still be considered a complaint on your record and disciplinary action may be taken.

Conversely, realize that people make noise, even under normal circumstances. Apartment living requires this understanding. Keep in mind that if your noise bothers your neighbor, you may be in violation of the noise policy.

Neighbor Conflicts

Disagreements can occur when people live close together. Residents are expected to communicate with community members and try to resolve any problems that may arise. If residents involved are unable to reach a resolution, they should contact the apartment manager for assistance mediating the issue.

Harassment

The University of Oklahoma supports diversity and is committed to maintaining multi-cultural, multiethnic, and multiracial work and educational settings. Respecting cultural differences and promoting dignity among all members of the University community are responsibilities each of us must share. Harassment of any kind will **NOT** be tolerated and may warrant disciplinary action. For more details see the Student Code Handbook.



This University is in compliance with all applicable federal and state laws and regulations and does not discriminate on the basis of race, color, national origin, sex, age, religion, disability, political beliefs or status as a veteran in any of its policies, practices, or procedures. This includes, but is not limited to admissions, employment, financial aid, and educational services.

Last Updated: 7/5/2022