

STUDENT HOUSING HANDBOOK

2024



TEXAS A&M UNIVERSITY
SAN ANTONIO

Dear Resident,

Welcome to Student Housing at Texas A&M University-San Antonio. American Campus Communities, Texas A&M University-San Antonio, and the entire Student Housing staff are excited you have chosen us as your HOME away from home. We look forward to connecting with you, assisting you with developing personal skills, and supporting your academic initiatives. We hope you will take advantage of all the opportunities provided to you through events and resources while building meaningful relationships. We are all part of a community in which students play an important role in fulfilling their academic goals, communicating, and upholding community standards, which is why we have compiled this handbook to make your stay here successful.

The Student Housing Handbook provides you with information about residential living that you should know as a resident. You are expected to understand and comply with each policy in the Student Housing Handbook, the policies in your Student Housing Contract, along with all applicable local, state, and/or federal laws. Community rules and regulations are subject to change by posting the alterations throughout the community and online. It is the resident's responsibility to read and understand what is in the handbook. The Office of Student Housing reserves the right to update the handbook at any time.

Outside of class, take time to enjoy the amenities offered in your community, connect with other students, and enjoy some of the great events hosted by the Resident Assistants and staff. I hope that you will enjoy your time living in student housing. Please feel free to contact me acooper@americancampus.com.

Please feel free to contact a member of the Student Housing staff if you have any questions or concerns. Have a great year!

Sincerely,

Apefa Cooper

General Manager

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Important Contact Information

Housing

Esperanza Hall Front Desk tamusastudenthousing@americancampus.com	TAMUSAHousing.com	210-784-1717
Esperanza Hall After Hours On-Call (Res-Life)	TAMUSAHousing.com	210-428-9726
Estrella Hall Front Desk tamusastudenthousing@americancampus.com	TAMUSAHousing.com	210-784-1717
Estrella Hall After Hours On-Call (Res-Life)	TAMUSAHousing.com	210-371-3328

Campus Safety

University Police Department (Emergency)	UPD	210-784-1911
University Police Department (Non-emergency)	UPD	210-784-1900

Help Desk Numbers

Community Portal Support	TAMUSAHousing.com	210-784-1717
CSC Service Works (Laundry) Report machine concerns	www.CSCSW.COM	844-272-9675
Velocity Media (Internet)	https://vmisc.us/936	877-884-4308

Campus Office and Resources

Academic Testing Center	Testing.center@tamusa.edu	210-784-1366
Bookstore	Texasamsa@bkstr.com	210-784-1070
Dean of Students	https://www.tamusa.edu/dean-of-students/index.html	210-784-1354
Disability Support Services	www.tamusa.edu/disability-support-services	210-784-1335
Enrollment Services Center	BeaJaguar@tamusa.edu	210-784-1300
Financial Aid and Scholarships	Beajaguar@tamusa.edu	210-784-1300

ITS Help Desk	https://www.tamusa.edu/information-technology-services/index.html	210-784-4357
Library	library@tamusa.edu	210-784-1500
Mays Center	mays@tamusa.edu	210-784-1356
Military Affairs	https://www.tamusa.edu/student-resources/military-affairs/index.html	210-784-1397
Registrar's Office	Registrar@tamusa.edu	210-784-1300
Student Counseling Center	stucounseling@tamusa.edu	210-784-1331
Student Government Association	sga@tamusa.edu	210-784-1329
Student Orgs & Greek Life	https://jagsync.tamusa.edu/	210-784-1329

Student Housing Staff

Director of Student Housing – Dr. Reba Sims

The Director of Student Housing, in collaboration with the Division of Student Affairs, oversees on-campus housing strategic planning and off-campus housing initiatives. The Director works with the housing management team, American Campus Communities, to create an outstanding residential experience for residents.

Residence Hall Staff

General Manager of Student Housing – Apefa Cooper

The General Manager (GM) oversees the housing management team, American Campus Communities, and is ultimately responsible for all operations, policies, procedures, and activities within Esperanza and Estrella Hall and acts as the liaison between Esperanza and Estrella Hall and the entire campus community.

Assistant General Manager of Student Housing – Amanda Rodriguez

The Assistant General Manager (AGM) of Student Housing is responsible for assisting the General Manager of Student Housing with the operation of the property and facilitation of Residence Life on the property. The Assistant General Manager supervises the Resident Assistants.

Leasing Manager – Isabel Salinas

The Leasing Manager (LM) is responsible for assisting the community staff with all leasing & marketing efforts. The LM is also responsible for all leasing processes and reports directly to the Director of Esperanza Hall.

Resident Assistant (RA)

The Resident Assistant staff are front-line student personnel living at Student Housing. The RAs play an integral part in the daily operations of Student Housing. They are charged with the responsibility for developing a sense of community, maintaining community standards and safety, and performing administrative tasks. The RAs act as your contact for University resources, daily office operations, emergency assistance, lockouts, maintenance issues, roommate conflicts, and the fun part; educational programming and community engagement activities.

Maintenance Manager – Joseph Lopez

The Maintenance Manager and the maintenance staff are responsible for the mechanical and physical upkeep of the community.

Lead Maintenance Technician/ Maintenance Technicians/ Housekeepers

The Lead Maintenance Technician, Maintenance Technicians, and Housekeepers ensure the cleanliness of the public areas and assist the Maintenance Supervisor with repairs and service requests.

Services

Office Hours:

The front desk is open on all University operating days and observes all University/state/federal holidays. Hours will vary throughout the year and will be posted in the lobby. The front desk's primary purpose is to be a face-to-face interaction point for our residents and guests. Residents can come to the desk to place a service request, receive help answering informational questions, and much more. For problems after office hours or any time the office is closed, contact the RA On-Call (210-428-9726).

<u>Esperanza Hall</u>	
Monday – Friday:	8 am – 10 pm
Saturday:	10 am – 2 pm
Sunday:	Closed
Holidays:	Closed
Main Phone Number:	210-784-1717
Residence Hall After Hours Number:	210-428-9726
<u>Estrella Hall</u>	
Monday – Friday:	8 am – 10 pm
Saturday:	10 am – 2 pm
Sunday:	Closed
Holidays:	Closed
Main Phone Number:	210-784-1717
Residence Hall After Hours Number:	210-784-1717

*Office Hours for Student Housing during the summer session, holidays and breaks will vary and will be posted for your convenience.

Resident Portal:

The Community Portal is your online connection to student housing, offering some exciting features! Through your Resident Portal account via the [Resident Portal Tab](#), you can put in maintenance requests and stay on top of hall events and announcements.

Residential Programs & Events:

Throughout the year, the Residence Hall staff plans various educational, social, and recreational programs for our residents. The activities are always free and available for your enjoyment. Programs can be found in various locations in both communities. At times, the Student Housing staff will encourage residents to participate in activities and events at other locations on the TAMUSA campus. Each Hall will support all TAMUSA organizations. Contact your Resident Assistant to learn how to get involved with your community.

Social Media:

Follow Student Housing on Facebook and Instagram for information on events, activities, and updates. Search @TAMUSAHousing to follow all social accounts.

Fees & Payment Methods

Process to Pay Housing Contract Fees:

Housing fees will be due per semester and reflected on students' University Billing Statement listed on their JagApp account. Housing fees include the housing contract fee (the full housing amount due per semester) and other housing contract fees (early move-in fees and housing contract cancellation fees).

Housing Contract Fees will be accessible and payable within JagApp (Formerly JagWire):

Tuition and fees, mandatory meal plan, and semester housing contract fees for Fall 2024 are due prior to move in day unless you are on a payment plan with Student Business Services. This information is accessible via students' JagApp account. Students can start making payments mid-to-late July in JagApp for the Fall semester. If receiving financial aid funding, students may be able to use those funds for housing contract fees.

University Installment Plans Available:

Students may set up a University Installment (Payment) Plan if needed.

Questions about installment plans can be directed to the Student Business Services Office located in Madla 135 or by calling (210) 784-2035.

Amenities

Amenities vary from residence hall to residence hall. Some of the amenities provided are as follows:

Computer Lab- Esperanza Hall:

The Computer Lab is on the 3rd floor, across from the elevators. The Computer Lab gives you access to four individual computer stations equipped with a T-1 Ethernet connection, and one printer with free usage, provided you bring your own paper.

Please be courteous about the amount of ink that you use. During office hours, you can inform the front desk if ink is not available for printing. We will refill the printer upon availability.

The computers have a Deep Freeze Program installed for your use. The program does not allow you to save items to the “C:/” drive but does allow you to save items to the Desktop. The program will delete all unused items after 15 minutes.

Management maintains the computers, and office staff are to be notified immediately of any problems.

Note: Computers and printers are reserved for residents and are available on a first-come, first-serve basis.

Fitness Center- Esperanza Hall:

The fitness center is on the first floor of Esperanza Hall and is accessible to all residents. It can be accessed 24 hours a day. Residents are responsible for reading, understanding, and complying with all the fitness center rules and regulations as well as any supplementary notices that are posted in the business center. For questions, please contact the Resident Assistant On-Call. Student Housing reserves the right to suspend a student’s fitness center privileges for non-compliance.

Internet:

Internet access is FREE for all residents and is provided by Velocity Media. Technical Support is available 24/7 by calling 877-884-4308 or <https://vmc.us/936>.

Laundry Services:

Laundry rooms are free and open for students 24 hours daily. Laundry rooms are on each floor (located near the trash rooms). Students should use high-efficiency liquid detergent only. Maintenance requests can be placed for any non-working washer or dryer through the [CSC LaundryView App](#).

Mail:

Resident mailboxes are on the 1st floor of each Hall. Residents will be assigned a specific mailbox, which roommates will share. Residents will receive mail alerts via email and items placed in designated mailboxes or package areas (depending on the size). Packages that are not properly addressed will be returned to sender.

The address for both residence halls is as follows:

Student's First and Last Name
1130 Jaguar Pkwy (Hall Name & Unit #)*
San Antonio, Texas 78224

*YOU MUST INDICATE HALL NAME AND UNIT NUMBER!

Student Lounges:

Student lounges can be found on each floor of both halls. Student lounges are open 24/7 and are only accessible to students who live in the building. Student lounges are available for resident use and residents MUST accompany their guests.

Lounge furniture may not be removed from the lounge. If lounge furniture is found in a unit, the resident(s) will be charged a fine and may be responsible for theft.

Availability of various amenities previously listed are not guaranteed. Student Housing will attempt to notify residents of any planned closures or unavailability. Residents should not leave personal items unattended in any of the amenities or in communal areas as the community is not responsible for any lost or stolen items.

Trash Room:

Trash Rooms are on each floor. Residents must dispose of trash properly in a tied trash bag and place bags directly into the trash containers in the trash room. Needles must be disposed of properly.

Parking on Campus:

All Residents MUST register their vehicle(s) by purchasing a parking permit before or upon move-in through [Parking and Transportation](#).

Housing student may purchase a Lot 1 or City Lane permit:

- Lot 1A - Housing Student Parking Permit
- Lot 1B- Housing Student Parking Permit
- Resident City Lanes- Housing Student Parking Permit
- Because there is limited parking availability next to each residence hall, these permits allow residents to park close to the residence halls.

In addition, a student/resident hangtag permit must be placed on the rear-view mirror of the vehicle, as directed by Parking and Transportation upon purchase and receipt.

Please contact the Parking and Transportation Office to report a parking violation:

Central Academic Building 116
Phone Number: 210-784-CARS (2277)
Email: Parking@tamusa.edu

Please take a moment to familiarize yourself with the Parking Rules & Regulations to avoid parking violations: <https://www.tamusa.edu/about-us/campus-information/parking-transportation/index.html>

Facilities & Maintenance

Key Policy:

The key policy is designed to provide residents with a safe and secure environment. All keys issued are specific to your assigned unit door and the bedroom. Keys are specific to each resident and their assigned space. Keys are non-transferable to anyone other than the contract holder. Giving your key to anyone else is a violation of your contract, this handbook, and the student code of conduct and will result in disciplinary action.

REMEMBER: KEYS MAY NOT BE DUPLICATED FOR ANY REASON!

Duplication of keys is also a violation and may result in disciplinary action which may include removal from Student Housing.

Access or attempted access to a window, bedroom, or facility without authorization is not permitted. Student Housing residents may not reproduce keys provided to them by the university, loan keys to another party, manipulate locks or door handles to gain entry without a key, or misuse a key or electronic lock in any way. Residents who deliberately maintain doors ajar will also violate their housing contract. Any person, not a resident, found walking unescorted through the property may be asked about their purpose for visiting the hall. If you see suspicious individuals around the building property, anyone attempting to gain access without a key, or propping doors or gates opened, please contact the RA On-Call or University Police.

Lockout Policies and Procedures:

If locked out during office hours, please go to the front desk. If locked out after office hours, call the RA On-Call number for your residence hall. Resident Assistants and staff members are not permitted to open a room for anyone other than its occupant(s). A picture ID is required for a staff member to let you back into your room. Each lock out will result in a \$25.00 charge to your account.

Cleanliness:

The facilities staff clean and maintain all community areas. However, they are NOT responsible for cleaning resident units (including shared restrooms). The Housing Contract states that residents are expected to maintain a clean-living environment. Renewing residents are responsible for the cleanliness of their room at the start of each renewal contract term. Residents who fail to maintain the unit may receive sanctions and/or fines.

Energy Conservation Tips:

- Electricity
- Turn off lights when you leave a room.
- Unplug or turn off appliances when you're not using them.

- Unplug all computers, chargers, and electronics during vacation.
- Water
- Turn water off when you're not using it: lathering your hands with soap, brushing your teeth, scrubbing dishes, etc.
- Decrease your showering time to about 5 minutes.
- Refrigerator
- Open the refrigerator door only long enough to get the necessary food items.
- Organize your food on the shelves for easy access.
- Before storing leftovers, allow them to cool. Your refrigerator or freezer won't have to work to cool them off.
- Refrigerators and freezers operate more efficiently when full, but overloading prevents cold air from circulating properly.
- Laundry
- Today's detergents are made to clean clothes in cold water, saving energy needed to heat the water.
- Wash full loads (but don't overload the machine) and use cold water instead of hot water.
- Dry full loads (but don't overload the machine) and clean the lint filter after each load.
- Most materials only need a 10-15-minute wash cycle to get them clean; excessive washing and drying will wear out your clothes faster.
- Utilize ONLY high-efficiency (HE) detergent.

Mildew/ Mold Prevention & Pest Control:

About Mold:

Mold is found virtually everywhere in our environment—indoors and outdoors and in new and old structures. Molds are naturally occurring microscopic organisms that reproduce by spores. All of us have lived with mold spores all our lives. Without molds, we would all struggle with large amounts of dead organic matter.

Mold breaks down organic matter in the environment and uses the product for its food. Mold spores (like plant pollen) spread through the air and are commonly transported by shoes, clothing, and other materials. When excess moisture is present inside a dwelling, mold can grow. There is conflicting scientific evidence as to what constitutes a sufficient accumulation of mold, which could lead to adverse health effects. Nonetheless, appropriate precautions need to be taken.

Note: Student Housing's goal is to maintain a quality living environment for its residents. To help achieve this goal, working together to minimize mold growth in the dwelling is important. The following contains valuable information for students, and responsibilities for both Student Housing and its residents.

Preventing Mold Begins with You:

To minimize the potential for mold growth in the dwelling, the student must do the following:

- Remove visible moisture accumulation on windows, walls, ceilings, floors, and other surfaces as soon as reasonably possible. Keep the shower curtain inside the tub or close the shower doors when showering. Also, the experts recommend that after taking a shower or bath, you (1) wipe the moisture off shower walls, shower doors, the bathtub, and the bathroom floor; (2) leave the bathroom door open until all moisture on the mirrors and bathroom walls and tile surfaces has dissipated; and (3) hang up your towels and bathmats so they will completely dry out.
- Promptly notify Student Housing in writing about any air conditioning or heating system problems you discover. Follow property rules, if any, regarding the replacement of air filters. Also, the student is recommended to periodically open windows and doors when the outdoor weather is dry (i.e., humidity is below 50 percent) to help humid areas of the student's dwelling dry out.
- Promptly notify Student Housing in writing about any signs of water leaks, infiltration, or mold. Student Housing will respond in accordance with state law and the Housing Contract to repair or remedy the situation as necessary.

Avoiding Mold Growth:

Preventing excessive moisture buildup in the dwelling is important.

Failure to promptly pay attention to leaks and moisture that might accumulate on dwelling surfaces or that might get inside walls or ceilings can encourage mold growth.

Prolonged moisture can result from a wide variety of sources, such as:

- rainwater leaking from roofs, windows, doors, and outside walls, as well as flood waters rising above floor level;
- overflows from showers, bathtubs, toilets, lavatories, sinks, washing machines, dehumidifiers, refrigerator or A/C drip pans or clogged up A/C condensation lines;
- leaks from plumbing lines or fixtures, and leaks into walls from bad or missing grouting/caulking around showers, tubs or sinks;
- washing machine hose leaks, plant watering overflows, pet urine, cooking spills, beverage spills and steam from excessive open-pot cooking;
- leaks from clothes drying discharge vents (which can put lots of moisture into the air); and
- insufficient drying of carpets, carpet pads, shower walls, and bathroom floors.

Suppose small areas of mold have already occurred on non-porous surfaces (such as ceramic tile, Formica, vinyl flooring, metal, wood, or plastic). In that case, the federal Environmental Protection Agency (EPA) recommends that you first clean the areas with soap (or detergent) and water, let the surface dry, and then, within 24 hours, apply a pre-mixed, spray-on-type household biocide, such as Lysol Disinfectant®, Pine-Sol Disinfectant® (original pine-scented), Tilex Mildew Remover®, or Clorox Cleanup®.

Note: Only a few common household cleaners will kill mold). Tilex® and Clorox® contain bleach, which can discolor or stain. Be sure to follow the instructions on the container. Applying biocides without cleaning away the dirt and oils from the surface is like painting over old paint without first cleaning and preparing the surface.

Always clean and apply a biocide to an area 5 or 6 times larger than any visible mold because mold may be adjacent in quantities not yet visible to the naked eye. A vacuum cleaner with a high-efficiency particulate air (HEPA) filter can help remove non-visible mold products from porous items, such as fibers in sofas, chairs, drapes, and carpets— provided the fibers are completely dry. Machine washing or dry cleaning will remove mold from clothes.

DO NOT CLEAN OR APPLY BIOCIDES TO:

- visible mold on porous surfaces, such as sheetrock walls or ceilings
- large areas of visible mold on non-porous surfaces.

Instead, notify Student in writing.

Compliance:

Complying with these provisions will help prevent mold growth in the dwelling, and both Resident and Student Housing will be able to respond correctly if problems develop that could lead to mold growth. If you have questions regarding this information, please contact your Residence Hall’s front office.

Failure to comply with the foregoing provisions may result in students being held responsible for property damage to the dwelling and any health problems that may result. Residence Hall staff can't fix problems in your dwelling unless they know about them.

Personal Repairs (Facilities):

Residents will be billed for parts, labor, and any other related property damage(s) costs. If facilities staff cannot repair the damage, staff will contact the appropriate vendor to complete the repair at the expense of the resident(s) responsible. Residents should NEVER make repairs and/or replacements on their own. Residents will be charged for any damage repairs completed by themselves or non-Student Housing employees including the removal and replacement of property, walls, holes, paint, etc.

Pests:

Students should maintain the premises in a manner that prevents the occurrence of an infestation of bed bugs and other pests. Students shall immediately notify Residence Hall Staff in writing of bedbugs and any other pests. Residents should always keep the premises clean and sanitary and not introduce any furniture or textiles from unknown sources into the premises. Residents should cooperate with Residence Hall staff with timely access to the student’s dwelling to inspect, plan, and eradicate pests. The student should complete all tasks recommended by a qualified expert.

Residents should immediately notify hall staff in writing of any signs of re-infestation or indications that treatment has been ineffective. Residents may be responsible for all costs incurred to fix any infestation that may occur including professional pest control services and replacement costs of furnishings provided by Student Housing.

Service Requests:

If something in a resident's spaces is not functioning properly, they may submit a work order at the front desk or through the Resident Portal at TAMUSAHousing.com to submit a work order. If there is a maintenance emergency after office hours or on weekends, immediately call RA On-Call for assistance.

The following situations are considered emergencies:

- Broken or non-closing windows
- Front doors do not close, malfunctioning locks
- Lost keys
- Fires (first evacuate and call UPD at 210-784-1911 or 911)
- Flooding and leaks
- Power failure
- Air conditioning or heat not functioning.
- The smell of gas in the unit or laundry rooms
- Refrigerator or freezer not cooling.

Residents do not have to be in their rooms to have work orders completed. By submitting a work order, residents authorize the facilities staff to enter their room or suite to complete the requested task. After completing any service requests assigned to that unit, the maintenance staff will email residents.

A Student Housing staff must complete all repairs and facilities work. At NO TIME should residents attempt to complete repairs themselves or hire anyone to complete repairs. Residents will be charged for removing and replacing any repairs completed by themselves or non-Student Housing employees.

Facilities staff will ALWAYS lock the front and/or bedroom doors behind them after completing service requests, preventative maintenance, or emergency maintenance. Residents are expected to always keep their keys with them, as lockout charges will NOT be reversed.

Trash:

Trash is to be bagged and deposited in the trash rooms located on each floor. Large boxes or furniture must be placed in the parking lot dumpsters during move-in and move-out. A \$25.00 per bag service charge will be immediately due and payable by resident(s) for any refuse left outside residents' units or elsewhere on the property.

Unit Condition Form:

At move-in, residents will receive an electronic Unit Condition Form (UCF), which will record their room condition at the time of move-in.

This form can be accessed via the [Resident portal](#).

- Residents must inspect their room/apartment and be certain the form is completed accurately. The UCF must be submitted within 48 hours of your check-in.

- At move-out, residents can complete an express check-out at the front desk or an administrative walkthrough with a staff member in the resident's apartment. If a resident fails to check out properly, the move-out forms will be completed without their presence or signature. Facilities staff will complete a thorough inspection after the move-out process. Once all inspections are completed, charges will be assessed for any damage or additional cleaning needed. Charges for damages will not be assessed or discussed at the time of the move-out appointment.
- Any damages (beyond normal wear and tear) that were not previously noted on the UCF will be assumed to have occurred during your residency, and you will be charged accordingly. If no one claims responsibility for damages in the common area, the total cost will be evenly divided between all residents in the unit.

Policies, Rules, & Regulations

The following rules and regulations are intended as clarifications and additions to the rules and regulations outlined in your housing contract. In addition, you are expected to comply with all University rules and regulations in the [Student Handbook](#), as well as State and Federal laws. Please contact a staff member for clarification regarding any policy, rule, or regulation in your housing contract or this handbook as needed. Rules and regulations are necessary for a community to function smoothly. Everyone in Student Housing believes that you have the right to live comfortably in an environment where you can study, socialize, and grow.

Achieving this involves three basic principles:

- Demonstrate care for yourself
- Demonstrate care and consideration for others
- Respect others and community property.

Take time to familiarize yourself with the rules and regulations, as you and your guests are responsible for following them.

Abandoned Property:

The University, Student Housing, and its staff are not responsible for any student property left in rooms or in public areas, including laundry facilities at any time. Staff will hold abandoned property for 30 days maximum before discarding found items. Residence Hall staff will not provide storage for any abandoned property beyond the designated 30 days. See Housing Contract for additional information.

Alcohol:

Consumption or possession of alcohol is not permitted in Student Housing, regardless of the resident's age, and includes the parking lots and all areas around Student Housing.

Kegs, including those that are empty or untapped, bulk sources of alcohol, or any item used for rapid consumption of alcohol, are not permitted in or around residence halls, regardless of a resident's age. Any prohibited items may be confiscated, and disciplinary action will be initiated. This includes alcohol paraphernalia (empty bottles and cans, shot glasses, kegerators, etc.).

Obvious intoxication is not appropriate in Student Housing. Any resident under the influence of drugs and/or alcohol is responsible for their behavior, as well as the behavior of any guests. It is not appropriate for any resident or guest to host or attend a group event on the property where alcohol is being served. The inability to exercise care for one's own safety or the safety of others due in whole or part to alcohol or drug consumption is a policy violation.

Staff members may require residents to dispose of alcoholic beverages if the possession of the beverage is a violation of state law, Student Housing Rules and Regulations, or University policy. Alcohol container collections and or displays (empty or unopened) are not permitted. Remember: These are considered alcohol paraphernalia and are prohibited.

In the event of an alcohol-related emergency, always call 911 or TAMUSA's University Police Department at (210) 784-1911. While waiting for emergency response, remember the acronym **FADED**, which is a quick and easy way to help a friend who has had too much to drink: **F**eel for a pulse, **A**ssess for breathing, **D**etermine sleeping status, **E**mergency—call 911, **D**o not leave alone.

Animal & Pet Policy:

Student Housing does not allow pets on the property, except for service animals and fish (see contract provisions on pets). Fines of up to \$250 will be assessed to any resident in violation of the pet policy.

Service Animals & Emotional Support Animals:

Student Housing provides reasonable housing accommodations to students requesting Emotional Support Animals and Service Animals. For this request, "disabled" means "a physical or mental impairment which substantially limits one or more major life activities." In general, a physical or mental impairment includes hearing, mobility and visual impairments, most chronic diseases, and conditions, including but not limited to chronic alcoholism, chronic mental illness, AIDS, AIDS Related Complex, cancer, and diabetes as well as mental retardation that limits one or more major life activities. Major life activities include walking, talking, hearing, seeing, breathing, learning, performing manual tasks, and caring for oneself. "Disabled" does not include current illegal use of or addiction to a controlled substance.

Wild Animals:

Do not feed or approach any wild animals. This includes stray dogs and cats. Contact UPD to report these animals. Maintain distance for your own safety and remain vigilant.

If you want to request an Emotional Support Animal, you must:

- Submit your online Assistance Animal Request and Agreement.
- When completing this form, you must provide the following:
- Doctors Information
- Picture of Your Animal
- Vaccination Record for Animal
- Pending approval, you must complete the service/emotional support animal agreement.

Your accommodations agreement and information e-form which will be reviewed by management. If your paperwork is approved, you will receive a confirmation email from Student Housing (which will be attached to your housing contract).

Note: your emotional support animal may not be in your unit until you sign the pet addendum (which you will receive once approved by the management team).

Appliances:

Approved Appliances:

Residents can have one additional mini fridge, not including the room's fridge. Roommates must communicate regarding any additional fridges needed. Residents must submit an accommodations form.

Please see the link for the form. <https://www.emailform.com/builder/form/c0iXfM7ry64sQ2>

In general, cooking appliances are not allowed in Student Housing. However, the following coil-less appliances do not have an open top heating element or open flame and have an embedded timer.

Examples of approved items are listed below:

- Rice Cooker
- Air Fryer
- Mini Maker
- Single Serving Sized Coffee Maker

Note: Cooking is prohibited in all other areas and units except those designated by Student Housing for each residence hall. The microwave supplied in each unit is the only permitted in room cooking device.

Prohibited Appliances:

There are any appliances with an open top or surface heating element, open coil, open flame, and does not have an imbedded timer.

Examples of prohibited appliances are listed below:

- Skillets/ Griddles
- Hot plates/Burners
- Toasters/ Toaster Ovens
- Grills

Note: Neither of these lists is all inclusive. Any violation of the cooking and use of appliances policy will result in subsequent fines of up to \$500, cost of damages, and further disciplinary actions. Possession and use of non-approved or prohibited appliances will result in further disciplinary actions and confiscation of such appliances.

Balconies and Windows:

Furniture owned/ provided by Student Housing specifically for units, interior furniture (such as sofas), clotheslines, laundry, boxes, trash, mops, surfing gear, and unsightly items (as determined by housing staff) **are not permitted** on balconies, patios, or in other exterior areas. Fire code prohibits storage or use of barbecue grills in any building, on any walkway, stairway, patio, or balcony. No grills of any kind are permitted in Student Housing. Throwing/Tossing any object from windows or balconies is prohibited. No items, signs, posters, or flags may be hung on the windows or balconies. The use of foil and other similar materials over windows is not permitted. Window screens must remain permanently in place to fulfill their purpose and avoid loss. A \$25.00 fee will be assessed for each offense.

Community Meetings:

There will be occasional mandatory resident meetings. All residents will be notified of mandatory meetings via their Jaguar email. Choosing not to attend these meetings may result in failure to obtain necessary and relevant information regarding housing. Residents who fail to attend these meetings will still be responsible for acquiring the information from Student Housing staff via a visit to the front desk or connecting with their Resident Assistant (RA).

Community Responsibility:

Everyone in a community has a responsibility to maintain the safety and well-being of the individuals in the community, to maintain the condition of the facility, and to take initiative and action if the violation of any policy should come to their attention. Concealment of violations negatively impacts the community. If concealment should occur, you may be considered an accomplice to the violation and be subject to disciplinary action. Report any violations to your Resident Assistant or your community's front desk. **Residents are held jointly responsible for the condition of their shared common areas.**

Note: It is the responsibility of each student to make a prudent choice when they become aware of a violation. Those choices include: **1)** leaving the situation immediately; **2)** advising those in violation of a policy to cease behavior and then leaving the situation immediately thereafter; **3)** reporting the policy violation to housing staff or UPD and leaving the situation immediately; or **4)** staying and possibly being charged with a violation.

Cooperation with Student Housing and University Personnel:

Residents and their guests must cooperate with and show respect for Student Housing and TAMUSA personnel who are their professional duties. This includes interactions with all Student Housing staff (both professional and student), facilities and housekeeping staff, and University Police. Examples of violations of this policy include providing false information, withholding information, interfering with staff while they are performing their duties, attempting to conceal policy violations by refusing to open the door, noncompliance with verbal or written directives or sanctions, abusive language, or exhibiting abusive behavior towards staff. Violation of this policy may result in a fine of up to \$25.00 and the initiation of the student conduct process.

Damages/Damage Assessment:

When a student moves out of a room, Student Housing staff will review the Unit Condition Report completed at the time of the resident's move-in. Once the move-out is complete, Student Housing staff will thoroughly assess the room for final damage. Student Housing staff have the final word regarding damages. In general, roommates will split the cost of all damages in the common area unless one roommate takes full responsibility at the time of check-out.

- **Room Damages:** A resident is liable for all damage to housing facilities resulting from negligence and misuse. All residents of a unit will be held mutually liable for damage once occupancy is established. When individual responsibility can be clearly established, charges will be appropriately applied. This includes but is not limited to, damage caused by electrical appliances or other personal equipment and belongings such as adhesives, nails, tacks, and vandalism.
- **Common Area Damages:** All residents of a floor or unit are liable and accountable for all damage to the public areas of their floor or unit resulting from negligence and misuse. Residents should attempt to find the person(s) responsible for the damage and hold them accountable. If this fails, the cost of repairs will be split among all the residents of that floor or unit.
- **Appeals:** Whenever damages are assessed, residents will have the right to appeal damage charges within 30 days after moving out. Damage charge appeals need to be submitted in writing via email to tamusastudenthousing@americancampus.com. Please be as detailed as possible in your description of the appeal.

Residents are held financially liable for vandalism or damage they cause to TAMUSA and/or Student Housing property (including, but not limited to the listed above). Residents are not permitted to tamper with, repair, replace, paint, or adjust TAMUSA or Student Housing equipment, furniture, or property. Residents are responsible for vandalism or damage done by their guests. Damage to common areas may result in a fine of up to \$150.00 plus the cost to repair damage.

Note: All fines and fees will be added to the student's university account.

Decorations & Electrical Equipment/Devices:

All decorations must be of non-flammable or fire-retardant materials and may not cover or block exits, exit signs, lights, fire panels, or fire extinguishers. Decorations and electrical equipment/devices must not be attached to any fire safety equipment, including sprinklers. No attachments can be made to the exterior of buildings. It is essential that residents observe good taste and common sense in decorating their units. No articles are to be displayed in windows. Residents will be charged for damage caused by any affixation of decorations or electrical equipment/devices that marks or defaces the interior and/or exterior of any building. Seasonal decorations must be of a fire-retardant material and relevant to the time of year. String lights must be battery operated. Live cut Christmas trees are prohibited for fire safety reasons.

Discrimination, Harassment, & Sexual Misconduct:

Texas A&M University-San Antonio and Student Housing are committed to ensuring an environment in which members of the University community, guests, and visitors have the right to be free from

discrimination, harassment, and sex-based misconduct regardless of a person's race, color, sex, religion, national origin, age, disability, genetic information, veteran status, sexual orientation, gender identity, or any other classification protected by federal, state, or local law. Those found to have violated this policy will face disciplinary action up to and including eviction and may be referred to the Office of Student Rights and Responsibilities, the Title IX Office, or other on-campus departments/organizations.

Sexual harassment is a form of sex discrimination under Titles VI and VII of the Civil Rights Act of 1964, Title IX of the Civil Rights Act of 1972, the Texas Commission on Human Rights Act, and other federal and state laws and university policies.

Sexual misconduct offenses include, but are not limited to:

- Sexual Harassment
- Sexual assault (or attempts to commit the same)
- Stalking, domestic violence, and dating violence based on sex
- Sexual Exploitation (which could include secretly videotaping sexual activity, voyeurism, invasion of sexual privacy, exposing one's genitals or causing another to expose one's genitals, and knowingly exposing another person to a sexually transmitted infection or disease.

Sexual Harassment is unwelcome conduct on the basis of sex by someone who conditions the provision of an aid, benefit, or service on an individual's participation in that unwelcome conduct, or is determined by a reasonable person to be so severe and pervasive and objectively offensive that it effectively denies a person equal access to the university's education programs or activities.

Student Housing and/or the University will investigate complaints of discrimination, harassment, and sexual misconduct and will apply appropriate sanctions for violations.

See the A&M System policy 08.01.01 <https://policies.tamus.edu/08-01-01.pdf>.

Drugs:

Federal law, state law, and University policy prohibit the solicitation, procurement, sale, or manufacture of narcotics or controlled substances except as expressly permitted by law. Additionally, Student Housing prohibits the possession of drug paraphernalia including, but not limited to, pipes, hookahs, bong, rollers, hash pipes, blow tubes, water pipes, etc. If prohibited items are observed in a unit, the items may be confiscated, and disciplinary action will be initiated. Any student known or suspected to be in possession of, using, or distributing drugs (including, but not limited to, marijuana) or drug-related paraphernalia, is subject to disciplinary action. Additional consequences may include immediate eviction from the housing facility through the Office of Student Rights and Responsibilities (student conduct) and criminal action under state and federal law.

Doors:

Residents are not permitted to alter or add any additional locks, chains, or latches to their room or bathroom doors. Permanent stickers are not to be placed on resident doors. Tampering with communal doors is prohibited. Violation of this policy may result in a fine of up to \$100.

Disruptive Behavior:

Any behavior that disrupts the community is considered disorderly, is prohibited, and causes disciplinary action. Lewd conduct is also prohibited. Student Housing staff can ask any resident or visitor to leave the premises if staff feels such action is necessary. This policy applies to, but is not limited to, the following list:

- **Throwing Objects:** Thrown objects may result in physical harm, property damage, and an unclean environment. At no time shall any article be thrown or dropped from windows, roofs, or balconies, nor may it be thrown at people, vehicles, landscaping, or buildings.
- **Water Fights:** Water fights, water guns, water balloons, and water “horseplay” are prohibited. These activities may result in human injuries or damage to the facilities and furnishings.
- **Destruction and Defacing of Property:** Destruction and defacing of Student Housing and University property and/or personal property will not be tolerated.
- **Sports:** Sports activities should only take place in designated recreational areas due to the potential for injury, common area damage, and noise disturbance. Horseplay is prohibited.
- **Elevators:** Residents and their guests should conduct themselves in an orderly fashion when using the elevators. Residents and their guests should also take note of the maximum occupancy number posted within the elevator upon entering — the number of passengers within the elevator should never exceed the posted maximum occupancy number. Residents shall be held responsible for any elevator damage due to misuse and/or disorderly conduct.

Facility of Grounds Alterations:

Student Housing maintains the community facilities and grounds. No additions, alterations, or defacing (temporary or permanent) to the interior or exterior of any door, room, furnishings, hallways, buildings, or the grounds can be made without prior written approval from the community’s professional staff. Residents may not install fences, place signs, cultivate plants, or make other changes to the grounds without prior approval from the community’s professional staff. Any projects that alter the appearance or integrity of the facility, or present safety liabilities, are prohibited.

Fire Safety:

All residents are required to evacuate at the sound of every fire alarm. Entry into the building is prohibited while the alarm sounds. It is against Student Housing policy, University regulations, and Federal and State laws to tamper with any of the following items:

- Fire safety sprinklers
- Door/hardware/ closing mechanisms
- Fire alarm system
- Fire extinguishers
- Sprinkler system/ drainage systems
- Smoke Detectors
- Elevators
- Fire hoses
- Pull station

Tampering includes but is not limited to removing batteries from any alarm system, disconnecting wiring from any alarm system, muffling the sound of any alarm system, using tape or bags to cover any part of the fire system, hanging items from the sprinklers, and falsely activating any alarm system. Tampering with any of the above, which results in a response from the local fire department, is in violation of state and local ordinances and is subject to disciplinary action along with possible prosecution, eviction and/or a fine up to \$150.00.

Fire Hazards:

As observed by the Fire Marshall in the State of Texas, the following items are prohibited from your unit: daisy chain surge protectors, extension cords that do not have a built-in surge protector, candles, decorative lights, incense, multi-plug adapters, exposed wiring, and other items that may have an open flame or coil that glows orange. Violation of the Fire Hazards policy may result in a fine of up to \$150.00 and/or eviction.

Below is a list of initial sanctions and/or fines for Fire, Health, and Safety Violations. All violations may be subject to further disciplinary action from the Office of Student Rights and Responsibilities and possibly eviction from Student Housing.

Fire, Health & Safety Violation	Minimum Sanction for Violation
Adding additional locks, chains, or latches to room or bathroom doors	\$100 fine
Causing a fire through intention or negligence	\$150 fine + costs for actual damages and/or injuries
Damaging, disabling, or tampering with any ADA equipment	\$150 fine + cost of actual damages/ repairs
Destruction and defacing of Student Housing property	\$100 fine + cost of actual damages/ repairs
Disabling a smoke detector or fire alarm	\$150 fine + cost of actual damages/repairs
Failure to evacuate during a fire alarm	\$150 fine
Misusing, damaging, or engaging in disorderly conduct in Elevators	\$150 fine + cost of actual damages/ repairs
Possession of flammable/ open flame materials (candles, incense, string lights etc.)	\$150 fine
Riding bikes, scooters, roller blading, longboarding, and skateboarding inside the building	\$150 fine + cost of actual damages/ repairs (if applicable)
Smoking or vaping on property	\$150 fine
Storage or use of barbecue grills in or on any building, walkway, stairway, patio, or balcony	\$150 fine
Storage or use of bicycles in residential unites	\$150 fine
Tampering or misuse of communal doors	\$100 fine + cost of actual damages/ repairs

Tampering or removing fire safety equipment (fire exit sign, fire extinguisher, etc.) (<i>Refer to Fire Safety section</i>)	\$150 fine + cost of actual damages/ repairs
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Furnishings:

Students can bring their own furniture into their residence hall. Any furniture that a student brings in must remain in the student’s room. It cannot be in the hallway or any other area of the residence hall.

Furniture in lounges, study rooms, the fitness center, and other public areas are the property of Student Housing and are for the use of all residents. Moving furniture from public areas to individual rooms or units is considered theft. The relocation of Student Housing furniture or property from its intended location is prohibited. Window screens, desks, beds, and furnishings assigned to individual unit, directional signs, amenity furniture, and equipment are not to be removed from their proper place. Waterbeds are also prohibited. Residents found in violation of this policy may be subject to a fee up to \$50.00. All furniture must be fully assembled and in its proper place at move out.

Gambling:

Gambling, in all forms, is prohibited in Student Housing

Good Samaritan Policy:

The health and safety of each and every student is everyone’s first priority at Texas A&M-San Antonio. We want all students to take responsibility and to be empowered to respond to potentially dangerous medical situations without fear of reprisal from the University. The University encourages all students to seek immediate medical attention for themselves or others when there may be a medical emergency, even if they have been drinking alcohol or using other drugs.

Seeking medical assistance will be considered a responsible act and not deserving of arrest or disciplinary action. This protection is not available to students who also violate some other University policy that warrants sanctions such as being disruptive or combative, refusing treatment, committing assault or committing property damage.

When a person’s health or safety is threatened or appears to be at risk from alcohol or drug consumption these are the steps to follow:

- Call 911
- Call the University Police Department – 210-784-1911
- Seek assistance from a resident assistant (RA) or the residence hall staff

The University takes seriously these threats to health and safety. As a result, any student for whom assistance is sought will be required to meet with the Office of Student Rights and Responsibilities or Student Housing and complete an appropriate educational assessment/course/sanction. Parents of students may also be notified. The student who called for medical assistance for another student may also be referred to this program.

In the event that a student incurs any alcohol or drug related violation during the twelve-month period following application of the Good Samaritan Policy, this report may be reviewed as part of the sanctioning process but will not be counted as a prior alcohol offense for the purpose of imposing mandatory minimum sanctions.

Students are eligible to use this policy on more than one occasion and students are always strongly encouraged to report medical emergencies. The health and wellness of our students is our highest priority when determining an appropriate response. Repeated incidents will be reasons for further concern and these cases will be dealt with on an individual basis.

It is the hope of the University that students will use this Good Samaritan Policy as an opportunity to learn from a serious mistake and take healthy steps to avoid such mistakes in the future.

Guest Visitation:

Guests are people not assigned to the building/floor/unit they are visiting. This includes other students/residents, friends, parents, siblings, or other relatives of the residents of that room. Residents can host guests in their rooms according to the rules outlined below. However, violating a roommate's right of entry into the room or hindering a roommate's ability to study and/or sleep within their room is considered a violation of guest privileges. No overnight guests are allowed.

Note: Overnight hours begin at 12:00 a.m. and end at 8:00 a.m.

Each resident is responsible for their guests' behavior while on site and must inform them of all University and Student Housing policies and regulations. Any violations by a guest may result in disciplinary action against the host and guest. Guests may not sleep in common areas. Any situation involving disruptive behavior or frequent guests will be considered a policy violation and will be addressed by a staff member. Visitors who cause a disruption or violate policies are the responsibility of their host. Student Housing has the right to restrict specific guests if they have been disruptive or have violated community or University policies. A resident's guest privileges may be suspended because of violations of the guest policy. All residents are expected to respect the rights of their roommates and suite mates.

As a reminder:

- All guests must be in possession of a state-issued ID or TAMUSA ID while on the premises. These forms of ID are necessary for guests to possess in case of emergencies.
- The resident must always escort their guest(s) and must not leave guest alone within the residence hall or a residence hall room.
- The resident is responsible for informing their guest(s) of the policies and for the behavior of the guest(s) while visiting. Residents will be held accountable for any violations of their guests.
- Lounges or rooms may not be used to provide overnight accommodation for guests.
- Residents are not permitted to babysit or "nanny" children.
- No overnight guests are allowed in Student Housing.
- Student Housing staff reserves the right to adjust, within reason, visitation privileges at any time.

Violation of the Guest policy may result in a fine of up to \$150.00.

Hazing:

Hazing of any kind will not be tolerated. Hazing includes any act that causes, is likely to cause, or threatens physical harm or personal degradation or disgrace, resulting in physical or mental harm to any student or person. Those people involved in hazing will face disciplinary action and may be referred to the Student Rights & Responsibilities and the [Student Handbook](#).

Note: Information about [Texas Anti Hazing Law here](#).

Inappropriate Behavior:

Behavior or acts that are unreasonably disruptive to orderly community living are prohibited.

These include, but are not limited to, the following:

- Inappropriate calls or requests from fellow residents and/or Student Housing staff.
- Disorderly conduct that is disruptive or may cause personal or physical injury to themselves or others, including but not limited to physical altercations, bouncing balls, preventing others from studying or sleeping, horseplay, playing sports indoors (including skateboarding, longboarding, rollerblading, riding bikes, scooters, throwing Frisbees, etc.).
- Inappropriate language (curse words, racial slurs, jokes about ethnicity, sexual orientation, religious background, etc.) in public areas of Student Housing.
- Appropriate dress is required in public areas.

Violation of the Inappropriate Behavior policy may result in a fine of up to \$150.00.

Keys:

Residents must keep their room key in their possession. The key policy is designed to always provide residents with a safe and secure environment. All keys issued are specific to the resident's assigned unit. Keys are non-transferrable to anyone other than the contract holder. Violation of the key policy including providing assigned keys to other guests or residents may result in further disciplinary action. Residents are not to lend their room key or mail key to anyone.

- Lost or missing keys must be reported as soon as possible.
- Keys shall not be duplicated except through Student Housing staff.
- All keys (including mailbox keys) must be surrendered to Student Housing staff upon termination of the Student Housing Agreement.

Liability:

The University, Management and Student Housing staff are not liable in any manner for any loss, injury, or damage to residents or their personal belongings. Residents are strongly encouraged to purchase Renter's Insurance to cover any possible losses. Keep your doors locked and do not leave personal belongings unattended.

Move-In:

The Student Housing staff works hard to provide a smooth transition to living on campus for all residents. Residents must provide a form of identification at the time of move-in, have paid their housing contract semester charge or signed up for a Payment Plan with Student Business Services, submitted their Meal Plan Acknowledgement, and have completed all move-in paperwork to be allowed to pick up keys. Please follow all instructions from the Student Housing staff during move-in day so that your experience is a positive.

Residents will have 48 hours to inspect their unit and complete the Unit Condition Form (UCF) in the resident portal at TAMUSAHousing.com under the “For Residents” tab. Failure to submit the UCF in the allotted time could result in additional charges at Move-Out.

Move-Out:

When checking out at any time during the year, residents must follow (and will be held accountable to) appropriate move-out procedures as listed below. Any resident who does not comply with the appropriate move-out procedures as explained here or in the Move-Out Guide may be fined for failure to check out properly.

- Improper Move-Out / Hold Over Fee:
- If residents still occupy the Premises after the Ending Date, the date contained in their Move-Out Notice, or the date on which Student Housing notifies to leave the Premises, the resident will owe a holdover fee in the amount of \$200.00 per day until move-out occurs.
- Mid-year Move-out/ Graduating Residents:
- Residents who wish to vacate their current space at any point during the current Student Housing Agreement must provide 30-day notice to the Student Housing staff. Staff will communicate regarding approval of the cancellation request and will provide details for the move out process.
- Cancellation After Contract Start Date - Any cancellation on or after the Contract start date will include forfeiture of the reservation fee, prorated rental charges, and a \$600.00 cancellation fee.
- End of Student Housing Agreement Move-Out:
- Towards the end of the Student Housing Agreement, residents will receive information on proper procedures for move-out.

Noise:

To facilitate an environment conducive to academic growth, Student Housing has a 24-hour courtesy policy. Any behavior or noise that may be disturbing to another resident must cease upon the request of other residents or any member of the Student Housing staff. A reasonable level of noise is expected any time individuals live together in a community. However, common noise must not impede the ability of others to function effectively. Quiet hours have been established to support creating of an environment conducive to sleep and study. Regardless of stated quiet hours, the right to quiet supersedes the privilege to make noise. Student Housing staff members will be responsible for determining whether the noise level is reasonable in the event of a complaint.

Any resident may request that any other resident or group cease any activity that is interfering with the ability to study, rest or quietly enjoy the community, unless it is a pre-approved and pre-publicized

event. Staff encourages residents to first address noise issues on an individual level before requesting staff assistance. Music, musical instruments, television, loud talking, sports equipment, bass, sub-woofers, or events that can be heard in another resident's room or suite can be considered too loud, regardless of the time of day. Residents may not direct stereo speakers or other amplification devices out of open windows. Violation of the Noise Policy may result in a \$50.00 fine.

Quiet Hours:

Quiet hours are times when excessive noise is prohibited. Quiet hours in all facilities are from 12 a.m. to 8 a.m., 7 days a week. Residents are required to observe quiet hours to prevent disturbance to other community members. These policies apply to all areas of the community, including, but not limited to, parking lots, hallways, common areas, and units.

Open Flames:

Open flames (including but not limited to candles, incense, open flames, and Scentsy) are prohibited in any Student Housing facility due to possible fire hazards. This rule includes decorative candles with burned or unburned wicks. Any candles or incense found in the resident's assigned unit may be confiscated by staff. This also includes candle warmers and scent pot burners.

Painting:

Painting the exterior and interior of all rooms will be the sole responsibility of Student Housing staff. Modifications to individual or public area rooms are not permitted. Responsible parties for any unauthorized painting or spray painting will be charged for the cost of labor and materials to re-paint and clean. Painting on individual resident windows is also prohibited. No nails or stickers may be used on any doors.

Pedal Modes of Transportation:

A variety of pedal (foot powered) methods of transportation can be utilized by students on campus. However, there are parameters around said modes of transportation in relation to living in the residence halls.

Roller Blades, Skateboards, Long Boards, Scooters, Hoverboards, and other modes:

Riding scooters, roller blades, long boards, and skateboards inside residence halls is prohibited. Hover boards are also prohibited. Hover boards found on the property will be immediately confiscated until they can be removed from the building. All modes of transportation should be stored in a way that does not impede entrances and exits.

Bicycles and Motorized Scooters:

Bicycles and motorized scooters brought to campus must be stored in outside bike racks and are not to be stored in resident rooms because they can potentially obstruct the entrance/exit of the room. Bicycle and scooter removal may occur if found in undesignated areas. The need for removal will result in a

\$25.00 removal fee that will be charged to the student account of the owner of the bicycle or scooter. Riding bikes or scooters inside residence halls is prohibited.

Personal Property:

Student Housing reserves the right to remove any inappropriate or offensive items displayed on resident doors or walls. No items, signs, or posters may be hung on the windows. If the resident removes or damages the window screen, a charge of \$25.00 may be imposed for each offense.

Posting:

No posters, banners, or other signage may be attached to the exterior of buildings without permission. Materials posted in non-designated areas will be removed. If you would like to advertise an event, all posters/ flyers/ advertisements must be submitted to the community's front desk. Management will not allow the posting of any material deemed offensive or inappropriate. Management reserves the right to determine if material is offensive or inappropriate for posting. Publicity, photographs, or drawings that portray violence, policy violations, or other offensive material are strictly prohibited in all common areas and will be removed without notice.

Release from Housing Contract:

Housing contract cancellation requests need to be submitted in writing to Student Housing via email at tamusastudenthousing@americancampus.com. Cancellation requests must be approved by the Student Housing Team. Cancellation request requirements vary depending on the time of year as outlined in the housing contract.

Right to Cancel:

Student Housing reserves the right to refuse admission or readmission to housing facilities or to cancel the Student Housing Agreement for the student's failure to meet University and Student Housing requirements, policies, or regulations or in the event of criminal action by civil authorities. Student Housing may invoke its right to cancel for reasons including, but not limited to, non-payment of fees due to the University from the previous term or outstanding debt to the University from the previous year for which provisions for payment have not been made.

Right of Entry:

The University recognizes residents' desire for privacy, particularly in the context of their group living situation, and will do what it can to protect and guarantee their privacy. However, the University, through a Student Housing staff member or university official, reserves the right to enter a resident's room at any time for the following purposes:

- To determine compliance with all relevant health and safety regulations. Health and Safety checks will occur throughout each semester, and prior notification will be posted.
- To provide maintenance and/or cleaning
- To conduct an inventory of university property
- To silence unattended loud alarms and music

- If there is an indication of imminent danger to life, health, and/or property
- Reasonable belief that a violation of rules or regulations is or has occurred
- To search for missing property or person
- To ensure that proper break period closing procedures have been followed

A room search by a designated Student Housing staff member or other University official is possible but rare. For such a search to occur, the room entry conditions must exist. Permission for a room search is determined by Student Housing staff at the Manger level or above. Items that violate university or housing regulations will be confiscated. See Housing Contract for additional information.

Roofs & Ledges:

For safety reasons, residents are not permitted on Student Housing roofs. Items like plants, garbage, bottles, etc. should not be placed on window ledges. A \$25.00 fine per offense may be assessed for all items found on resident window ledges.

Roommate Agreement:

All residents who share a living space with other residents are required to complete a Roommate Agreement with their Resident Assistant. Roommate Agreements are put in place to assist students living in a community environment. They often address things like unit temperature, cleaning responsibilities, conflict resolution, and other items roommates would like addressed. In the event of a roommate dispute or conflict, the Student Housing staff reserves the right to revisit the current [Roommate Agreement](#) or complete a new one.

Roommate Concerns:

All room assignments are final, and changes are made only under exceptional circumstances. If a conflict arises in the living situation, all those involved are expected to make their best effort to resolve the issue. If residents are unable to come to a resolution on their own, the next step is to contact their Resident Assistant for help. The RA will work with the parties involved to mediate the problem and involve Student Housing staff as needed. Student Housing reserves the right to relocate a resident temporarily or permanently if deemed necessary to resolve a conflict.

If a resident is experiencing exceptional circumstances and wishes to change their housing assignment, the following guidelines apply:

- Individuals interested in a room transfer must first attempt to resolve the issue(s) with their roommate(s) independently as all residents are expected to communicate their concerns with their roommate(s) directly.
- If roommate issues persist, residents must communicate existing issues to their RA and with their assistance, work towards a resolution. A mediation session may be required before any room assignments are considered.
- Student Housing must give formal, written approval prior to any move, except in emergency situations.

If a move is granted resident may incur a room/unit transfer fee, room keys must be returned, and room must be inspected for damages and/or excessive wear and tear by an appropriate staff member.

Room change requests will not be processed during the first two weeks after move-in, unless an urgent and compelling circumstance warrants it. Unauthorized room or unit changes are not permitted. Residents in violation of this policy will be required to move back to their original room and are subject to disciplinary action and/or financial assessments.

Note: Residents voluntarily assume any risk in the roommate assignment process and waive and release Student Housing from all claims related to the roommate assignment process and/or the conduct of any assigned roommates. Roommate assignments are offered as a convenience to residents, and Student Housing assumes no liability for claims relating to roommate assignments. Residents are responsible for their interactions with roommates. Student Housing uses only the information provided on the rental application and Resident Profile to match roommate compatibility and does not guarantee ultimate compatibility with roommates.

Safety:

Any dangerous behavior must be reported to a Resident Assistant or to the front desk immediately and is subject to disciplinary action.

The following are examples of dangerous activities:

- **Rooftops:** No resident or visitor is permitted on any building's roof for any purpose. If an item is on the roof, please contact an employee to assist.
- **Window screens:** Window screens are not to be removed. Attempting to do so poses a security risk, may result in damage to the screen, and will also result in a replacement charge to the resident(s). Keeping the screen on the window will also decrease the likelihood of bugs and pests entering the unit.
- **Throwing/dropping items from windows/balconies:** Throwing or dropping anything from a window or balcony is prohibited.
- **Tailgating:** Each resident is responsible for the safety of themselves and others. Each residence hall has a safety access system that requires a valid student ID or key fob to be used to enter their assigned building. Residents should not hold doors open for other residents and guests of the residence hall. Each person is responsible for using their ID card or fob to enter their assigned building. Those without access need to contact the front desk via doorbell or phone call indicating their business in relation to the residence hall.
- **Door Propping:** No room doors or exterior doors should be propped for the safety of everyone residing in the residence hall.
- **Room Safety:** To ensure the safety of personal property and residence hall occupants, room doors should always be locked.

Smoking:

Student Housing is completely smoke-free in accordance with the university's commitment to being a smoke free campus ([A&M- San Antonio Rule 34.05.99.01](#)). Smoking is not permitted on campus,

within or around the residence halls. All residential and common area buildings are considered 100% non-smoking housing facilities.

Smoking is strictly prohibited in the following areas but are not limited to:

- Inside ALL buildings (including, but not limited to, bathrooms and bedrooms)
- Inside all common areas: lounges, laundry rooms, community buildings, study rooms, etc.
- On exterior stairwells, balconies, landings, patios, parking lots, sidewalks, walkways, breezeways, etc.

All forms of tobacco, including cigarettes, cigars, pipes, hookahs, smokeless tobacco, and any act of using them is prohibited in Student Housing facilities and on the grounds. The use of E-Cigs/Vape juice/Vapes is also prohibited in Student Housing facilities and surrounding areas.

Students caught smoking inside any community indoor space will face disciplinary actions. Smoking is prohibited inside all housing areas. Smoking- including vaping- is NOT permitted in resident rooms. Violation of this policy may result in eviction and a \$150.00 fine.

Sales & Solicitation:

To protect resident privacy, canvassing or solicitation of funds, sales, memberships, subscriptions, or distribution of literature is prohibited unless permission is first granted, in writing, by Student Housing. TAMUSA groups may use some of the bulletin boards to advertise. If a resident or a TAMUSA student organization is interested in the posting policy, stop by or call the residence hall office for posting instructions.

Individuals or groups may not act as vendors or sales agents or set up a business enterprise of any kind at Student Housing. Individuals or groups who wish to distribute questionnaires or undertake other research projects involving residents or staff must contact Student Housing for written permission. Requests should be made at least two weeks before the project begins to receive authorization. Violation of this policy may result in a \$25.00 fine.

Smoke Detectors/Sprinkler System:

All resident rooms are equipped with smoke detectors. Smoke detectors are checked prior to each semester and regularly throughout the year. Residents who become aware of a problem with a smoke detector should report it to Student Housing staff immediately. Disciplinary action will result if a student removes, tampers with, or otherwise renders a detector inoperative. See the Housing Contract for additional information. Student Housing facilities are equipped with a sprinkler system for fire safety purposes.

Remember:

- Do not hang items from sprinkler heads, covers, or piping.
- Sprinkler heads may never be obstructed or altered.
- Nothing may be stored within 18 inches of the sprinkler head.
- Any item that hits the sprinkler head may cause it to activate.

The sprinkler system is activated by contact or heat, not smoke. The University is not responsible for any damage caused by the sprinkler system. Residents that cause the system to activate will be held accountable for any damage caused to their personal property, other residents' property, and to university property. Residents tampering with the system will face severe disciplinary action. See the Housing Contract for additional information.

Stolen Items:

Residents must contact the TAMUSA's University Police Department to file an official report and should inform your respective residence hall of the incident.

Visit <https://www.tamusa.edu/about-us/campus-information/safety/university-police-department> for more information.

Subletting:

The Student Housing Agreement shall not be transferred or assigned to any other person than as named in the housing contract.

Theft:

Respect for Student Housing property, and others in the community is valued. The theft, conversion, damage, or destruction of any Student Housing or others' property while on the premises is unacceptable. If a resident witnesses or experiences an instance of theft, please contact the University Police Department at 210-784-1900.

Unauthorized Roommate Changes:

Residents who wish to change roommates must follow Student Housing guidelines and receive appropriate permission from Student Housing. If a room change occurs without approval, all residents involved may be required to return to their original rooms within 24 hours and fined.

Unauthorized Entry:

Unauthorized use or tampering with any door in or around the residence hall is prohibited. It is prohibited to enter any unassigned Student Housing room/unit without the permission of the resident assigned to that room.

Weapons:

Residents and guests MAY NOT bring the following weapons into Student Housing for any reason (except as permitted by law; see below for details): firearms, illegal knives, clubs, or any other weapon (not restricted to legal definitions) that may be hazardous to the health or safety of residents. This includes but is not limited to rifles (including drill rifles), pistols, shotguns, pellet guns, BB guns, taser/stun guns, bows and arrows, slingshots, martial arts weapons such as nun chucks or throwing stars, axes, machetes, swords, spears, switchblades, or knives with a blade 4 inches or longer. Student Housing staff or University Police may confiscate these items.

In addition, the following are prohibited from use within Student Housing or surrounding areas: airsoft guns, paintball guns, and Nerf guns. These items may be stored in a residence hall or storage closet.

Concealed handgun license holders must follow all state and federal laws concerning owning and possessing a handgun on campus. Any resident who is licensed to carry a concealed handgun and chooses to bring the handgun into their room/unit must store their handgun and ammunition in a steel electronic locking safe.

Residents found violating any part of this rule may be subject to both University and criminal charges and may be removed from Student Housing.

Reminders:

- All fines and fees will be added to the student's account accessible via JagApp and Student Business Services (Madla 135).
- Student Housing and the university campus are smoke-free at all times. This includes vapes, bong, cigarettes, and any other form of consumption.
- Alcohol, drugs, and paraphernalia related to either are prohibited.
- Students are responsible for damage to their individual space and communal spaces inside and outside their units.
- Contact hall staff (daytime 210-784-1717/ after hours (210-428-9726)) and the University Police Department (210-784-1911) in cases of emergency.
- It is the resident's responsibility to read and understand the handbook and follow its policies and procedures.

Other Policies:

- In addition to the policies outlined here, residents must fully abide by:
- All terms of the Student Housing contract and any additional posted or distributed rules and regulations.
- University policies are outlined in the TAMUSA [Student Handbook](#).
- All [Texas A&M rules and regulations](#).
- All applicable state and federal laws.

Residents' Rights and Responsibilities:

Residents' Rights

- The opportunity to study and relax in one's room without undue interference.
- A clean and safe environment in which to live.
- To live in Student Housing free from fear of intimidation and physical and emotional harm.

Residents' Responsibilities:

- Resolve personal and community issues in a calm and diplomatic manner.
- Treat fellow residents and Student Housing staff with respect, consideration, and cooperation.

- Understand and comply with all TAMUSA and Student Housing policies, procedures, and regulations.
- Commit to maintaining a safe student housing environment.
- Respect community property and each other's belongings.
- Treat every resident with personal dignity and report incidents of discrimination and harassment to the Student Housing staff.
- Show respect through appropriate language and actions.

Student Conduct Process

The Office of Student Rights and Responsibilities upholds the Student Conduct process for behavioral misconduct issues on campus. Since students serve as university representatives, prohibited behavior will be investigated and adjudicated pursuant to A&M-SA's educational and community development goals. Conduct standards at the University are set forth in writing in the Student Code of Conduct in order to give students general notice of prohibited conduct. Each student who goes through the conduct process will be found responsible or not responsible for the alleged violations. Through a fair process, the University reserves the right to impose disciplinary and academic sanctions on students found responsible for violating the Student Code of Conduct.

Health & Safety

Elevator Emergencies:

If you are stuck in the elevator or if the elevator doors open and you are stuck between floors, **DO NOT ATTEMPT TO CLIMB OUT OF THE ELEVATOR.** The elevator may start to operate again, and you could be seriously injured or killed. Follow directions as posted in each elevator. Use the emergency phone in the elevator to call for help. The call directly connects to the University Police Department or elevator vendor.

Emergency Situations:

Call University Police at (210) 784-1911 or 911 if you encounter a safety or medical emergency. Residents are encouraged to make responsible decisions and to seek medical attention in serious or life-threatening situations that result from alcohol and/or other drug abuse. Students are encouraged to seek help in any situation where medical treatment is reasonably believed to be appropriate. Students should seek emergency assistance on behalf of themselves, another student, or a guest experiencing an alcohol and/or other drug-related emergency. As every situation is unique, matters involving student conduct will be considered on a case-by-case basis. If a safety or facility issue not requiring the police/medical attention arises, please contact the RA on Call for your residence hall.

Fire Alarm Evacuation:

Become familiar with the evacuation plan before a fire or other disaster occurs. Every alarm must be treated as a real emergency. Always evacuate the building when the alarm sounds. Upon discovery of a fire, alert others, leave the area, and close all doors behind you. Please pull the nearest fire alarm and dial 911 or the University Police to report the fire.

The procedure for evacuation is as follows:

- Close your door and take your keys with you. Exit the building immediately through the nearest and safest path.
- Once out of the building, go to the designated fire evacuation site. The general locations are as follows:
 - Basketball Pavilion
 - Center of nearest parking lot
 - Re-enter the building only after receiving instructions from fire officials, hall staff, or university staff.

If a resident of guest accidentally causes a fire alarm to sound, immediately notify staff or emergency personnel by calling your community’s front desk (or finding a staff member on-site).

Emergency Contact Information:

Fire or immediate safety/medical concern	210-784-1911 or 911
University Police Department	210-784-1911 (Emergency) OR 210-784-1900 (Non-Emergency)
Esperanza Hall Desk & Estrella Hall After Hours	210-784-1717
Esperanza Hall RA On Call	210-428-9726
Estrella Hall RA on Call	210-371-1717
The above phone numbers can be used 24 hours a day, 7 days a week	

Fire Drill Procedures:

Student Housing performs two mandatory fire drills during the housing contract term. Fire drills are conducted with the University and required by Federal Law. Everyone on-site must evacuate when an alarm sounds, including guests of residents. The Fire Marshall, University Police Department, and housing staff will be on-site to facilitate the evacuation. Evacuation site maps are available at the front desk and are included in the move-in guide.

Personal Property:

As stated in the Housing Contract, Student Housing and the University are not responsible for damage to personal property or facility malfunctions. Residents are encouraged to secure renter’s insurance before move-in to protect their belongings.

Personal Safety:

Student Housing wants residents to be aware of some important guidelines for the safety of themselves and the residence halls. We recommend that residents consider the following guidelines, in addition to other common-sense safety practices

While Inside Your Unit/ Room:

- Always lock doors.
- Deadbolt locks are on the doors; use them while inside your room.
- When answering the door look through the peephole to determine who is there. If the person is unknown, first talk with them without opening the door. Don't open the door if you have concerns. If the person says they work for Student Housing, maintenance, housekeeping, etc., please feel free to call the office to confirm it's an employee needing entry
- Keep windows locked when not in your room and at night.
- Do not give or lend your FOB key, room key, mailbox key, or ID to anyone.
- Do not put markings on your key ring to identify your name, address, or phone number. This includes your unit/room number.
- If you are concerned about losing your key or someone you distrust has a key, ask to have your locks re-keyed. You have a statutory right to do so, provided you pay the cost for re-keying.
- Dial "911" for emergencies. Immediately following, please call the office or RA so they may take appropriate measures.
- Check your smoke detector for dead batteries or malfunctions at least monthly.
- Frequently check your door locks and other devices to ensure they work.
- Immediately report to the office in writing any malfunction of other devices outside your room, such as broken gate locks, burned-out lights, blocked passageways, broken railings, etc.
- Mark or engrave identification on valuable personal possessions such as your computer or bicycle.

While Outside Your Room/Unit:

- Lock your doors and windows every time you leave regardless of how long you will be away.
- Tell your roommate where you are going and when you will be back.
- When walking at night, walk with another person.
- Let your RA and roommates know if you will be gone for an extended period.
- If you are going to be gone for an extended period, have mail and newspaper delivery temporarily stopped.

While Using Your Car:

- Always lock your car
- Whenever possible, do not leave any visible items in your car, such as iPads, cell phones, wallets, purses, wrapped packages, etc.
- Do not leave your keys in your car.
- Carry your key ring in your hand while walking to your car...whether it is daylight or dark.... Whether you are at home, school, work, or on vacation.
- Remember to check the back seat and under the car before getting in.

Around the Community:

- Room and unit doors should always be locked. Residents should always keep their keys with them even when leaving for a short period of time and/or when your roommate is in the unit/room and not expected to leave.
- Exterior doors to residence halls should never be propped.
- Report any exterior lights that are burnt out to the Student Housing office.
- Valuables should be kept secured, and out of site.
- Residents should practice being their “neighbor’s keepers.” This can be done by knowing the other residents and reporting any suspicious person(s) seen around the hall to staff.
- Call 911 or local law enforcement if your personal safety or the personal safety of another is at risk.
- Student Housing does not allow soliciting. Please report those individuals to an RA or the office.
- Lost keys should be reported immediately

Please remember that there is no such thing as a fail-safe system. Even the most elaborate of safety precautions are not guarantees against crime. You should always proceed as if such systems do not exist. All systems are subject to mechanical malfunctions, tampering, human error, and personnel absenteeism. The University and Student Housing make no expressed or implied warranties of security. The best safety measures are those you can perform as a matter of common sense and habit.

Safety Escorts:

For your safety and security, the University Police Department provides safety escorts to and from any location on or near campus 24 hours per day. If you need a security escort, please contact UPD at 210-754-1900.

Safe Zone:

SafeZone is a free mobile app for all University faculty, staff, and students. The app connects directly to the A&M-SA Police Department when there is an emergency on campus, 24 hours a day, seven days a week. Once the app is activated on your phone and help is requested, police officers see your location shows on a map. This call for help gives officers a general location so keep an eye out for responding officers when in need.

App registration requires the use of your university email. Download the SafeZone app today from the App Store or Google Play Store.

Severe Weather:

All students are advised to sign up for alerts via [Jag-E Alert](#) and have an evacuation plan ready in case of tropical storms or hurricanes. Please stay alert and connected through news sites, channels, radio stations, and TAMUSA and Student Housing social media to get the most updated information.

University Police Department:

The University Police Department (UPD) is a recognized law enforcement agency with full police powers within the geographical boundaries of the State of Texas.

Report any emergency and crime on campus (theft, assault, suspicious individuals, etc.) to the University Police Department. Call the University Police Department's Emergency Line (210-784-1911) or Non-Emergency Line (210-784-1911) when making a report. While on campus, the University Police Department can also provide motorist assistance, such as emergency jump starts and retrieving locked keys from vehicles.

Reports regarding campus crimes that are not emergencies may be reported online. Anonymous reports are accepted, although following through with the report may be difficult if insufficient information is provided.

Student Counseling Center:

The Student Counseling Center (SCC) offers a welcoming, inclusive, and confidential space where licensed and professionally trained staff offer free and confidential mental health services to currently enrolled Texas A&M University-San Antonio students in various formats: one-on-one sessions, group therapy, and walk-in services for urgent situations. Because student fees cover these services, any visit has no out-of-pocket expenses.

All mental health services provided by the Student Counseling Center are confidential (as the law allows) and are not part of a student's academic or university records. Student Counseling Center staff are eager to assist students with questions and concerns, including stress, relationship difficulties, sexual identity and gender relations, cultural issues, low motivation, minimal self-esteem and self-confidence, substance misuse, anxiety, and depression.

If you or another student is experiencing a mental health crisis, please call (210) 784-1331 or visit the Student Counseling Center in Madla 120. Support is available 24/7 by phone or through the TELUS Student Support App.

Safety Concepts to Keep in Mind:

- Know your building's emergency procedures. They are critical to your safety!
- Always remain calm in any emergencies.
- If an evacuation is ordered, use your pre-designated route to leave the residence hall.
- If you cannot use your pre-designated route, heed all safety personnel instructions and/or follow the general traffic flow.
- Pre-plan with other family members or carpoolers how each will get home in an evacuation.
- Plan and discuss secondary access numbers and meeting locations with family members if you are unable to contact each other using normal methods.

Additional Questions?

Please direct any questions regarding any of these policies, processes, and procedures to your Resident Assistant or staff in your community's main office. Student Housing recognizes that you are an adult and that your primary purpose for living in our community is to enhance your education. Our goal is to foster a community that provides social interaction, quality housing, and an environment conducive to studying together. We thank you for your anticipated cooperation in helping us achieve that goal. Enjoy your stay!

KEEP IN TOUCH & UP TO DATE WITH STUDENT HOUSING



**TEXAS A&M UNIVERSITY
SAN ANTONIO**