University Village Family Housing
1125 Jackson Street
Albany, CA 94706-2603
Phone: (510) 526-8505  Fax: (510) 527-9934
Email: village@berkeley.edu
http://universityvillage.berkeley.edu/

WELCOME PACKET

VILLAGE ADDRESS INFORMATION

<table>
<thead>
<tr>
<th>Bldg #</th>
<th>Apt#</th>
<th>Laundry Room #</th>
<th>Mail Box #</th>
<th>Parking Lot #</th>
<th>Parking Space #</th>
</tr>
</thead>
<tbody>
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</tbody>
</table>

Notes:
Mail box located at stairwell or laundry room wall
Reserved parking space limited to one per apartment
Do not duplicate your apartment keys – duplicates may be requested at the UVA Office for small fee.

U.S. POSTAL SERVICE ADDRESS

<table>
<thead>
<tr>
<th>NAME</th>
<th></th>
</tr>
</thead>
</table>

| STREET ADDRESS | |

| CITY/STATE/ZIP | ALBANY, CA 94706 |

“Welcome Packet” is available at University Village (http://universityvillage.berkeley.edu/)

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Welcome to University Village

Village Office

University Village Office
1125 Jackson St.
Albany, CA 94706
Phone: (510) 526-8505
Fax: (510) 527-9934
Email: village@berkeley.edu

OFFICE HOURS:
Monday-Friday  8 a.m. – 5 p.m.
Saturday  9 a.m. – 1 p.m.
Sunday  CLOSED
UC Administrative Holidays  CLOSED
(See UC Academic Calendar)

http://universityvillage.berkeley.edu

Please go to or call the Village Office when you need to do any of the following:

- report maintenance problems.
- get a key when locked out of apartment when office is open.
- get information on a variety of services in the Village.
- ask any general questions or report problems.

You can also get more detailed information for each item above by referring to the Table of Contents of this Welcome Packet.

Emergency Phone Numbers (do not call Albany for emergencies)

Emergency Maintenance when Office is CLOSED:  (510) 642-2828

Police (UCPD), Fire or Medical:
911
(510) 642-3333
(if calling by cell phone)

Non-Emergency Phone Numbers

University of California Police Department  (510) 642-6760
Albany Police Department  (510) 525-7300
Albany Fire Department  (510) 528-5770

“Welcome Packet” is available at University Village (http://universityvillage.berkeley.edu/)

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Village Staff

The Village is maintained by a dedicated staff based in the Village Office and Community Center. Most staff members can be reached by calling the Village Office at (510) 526-8505 and following the menu prompts.

- Associate Director for Family Housing: Jennifer Siecienski (jen.s@berkeley.edu)
- Maintenance Superintendent: Jonathan Winters (jjwinters@berkeley.edu)
- Custodial Supervisor: Aura Lorena Robleto (robleto@berkeley.edu)
- Grounds Supervisor: Tom Bilskemper (Tbilskemper@berkeley.edu)
- Resident Director (live-in): Shalina Akins (sjakins@berkeley.edu)
- Recreation Program Director: Dawn Martin-Rugo (dmrugo@berkeley.edu)
- Family Academic Programs Coordinator: Koret “Koko” Mulder (kmulder@berkeley.edu)

You can find additional email addresses and phone numbers at the Village website: [http://universityvillageberkeley.edu/uv.office.htm](http://universityvillageberkeley.edu/uv.office.htm).

The Village employs maintenance workers, custodians, gardeners, administrative staff, residential programs staff, recreation instructors and a variety of student workers.

- The maintenance staff reconditions vacant apartments and makes apartment repairs.
- The custodial staff provides custodial services for apartment turnover, the community laundry rooms, and the administrative offices.
- The grounds staff maintains the lawn areas, courtyards, parks, playgrounds and parking lots.
- The resident advisors (RAs) live in the Village, and have been hired to help residents with Village-related problems. RAs assist in developing social and educational programs and policies which help build a sense of community.

“Welcome Packet” is available at University Village ([http://universityvillage.berkeley.edu/](http://universityvillage.berkeley.edu/))

Updated: 07/01/14
Village History – Land and Buildings

The land and buildings that now make up University Village have a rich and interesting history. Before early European settlement, this area, including Berkeley and Albany, was inhabited by the nomadic Costanoan Indians. We can best see this rich history with the following overview.

- 1820 - The King of Spain granted a large portion of the East Bay to Spanish soldier Don Luis Maria Peralta, who then divided the land among his four sons.
- 1849 - The Gold Rush of 1849 brought many new settlers to the area and forced the Spanish to sell most of their lands. The land was split into farms and inhabited by families.
- 1853 - Alameda County was created as urbanization in the East Bay continued.
- 1864 - The California State Legislature chose Berkeley as the site for the new state university. As planning for the new university continued, a major change in population swept the Bay Area.
- 1906 - The San Francisco earthquake caused another flow of new residents to the relatively undamaged East Bay where they created communities and built schools.
- World War II - Housing was created to house naval personnel as well as the shipyard workers working in Richmond and Mare Island
  - 1943 - Codornices Village was built by the Federal Housing Authority and straddled the Cordonices Creek running between Albany and Berkeley, with 840 apts in Albany and 1,056 apts in Berkeley.
  - 1946 - The Kula Gulf Project created 100 additional apts in Albany for returning combat personnel working at the Navy Depot in Oakland.
  - 1946 - Albany Veteran’s Village with 126 units was created for returning veterans. Some of these buildings remained part of the Village until 2007.
- 1956 - After the war, both "villages" operated as a Federal Housing Project until 1956, when the 420 units on the site reverted to University ownership and came to be known as "University Village", serving as family student housing.
- 1959 - The apartments on city of Berkeley property were demolished.
- 1962 - A new student housing project was completed which added 500 new apts known as Residential Apartments, for a total of 920 units.
- 1999 - As the buildings have aged, they have been replaced by new ones. In October of 1999 the first occupants moved into the new “East Village” (392 apts).
- 2006 - In July of 2006, the first phase “West Village” (258 apts) opened.
- 2008 - The final “West Village” apartments (324 apts) opened in July of 2008. Today there are a total of 974 apts.

The Village operates at 100% capacity and is self-supporting through rents, paying all expenses directly from the rent. As the Village has grown, so have the benefits the Village offers. A series of student and family programs exists to support the Village residents in studies and family life.

“Welcome Packet” is available at University Village (http://universityvillage.berkeley.edu/)

Updated: 07/01/14
Village History - Street Names

The Village was constructed to house military and shipyard workers during WWII. Many residents took the train to the Richmond shipyards which were open 24 hours a day. This is also where the term "Rosie the Riveter" was coined, as most workers were females. Village streets are named after historical people, events or Native American people.

- **Kinkead**
  - David Kinkead was the manager from 1946-53 when the Village (public housing) was desegregated.

- **Gooding**
  - Greg Gooding was the first Albany resident to lose his life in WWII.

- **Red Oak**
  - The historic World War II cargo ship built at the Richmond shipyards, owned and now maintained by the Richmond Museum of History.

- **Kula Gulf**
  - WWII Navy battle July 5-6, 1943 located in the Solomon Islands.

- **Ohlone**
  - Ohlone people, also known as the Costanoan, are a Native American people of the central and northern California coast. When Spanish explorers and missionaries arrived in the late 18th century, the Ohlone inhabited the area along the coast from San Francisco Bay through Monterey Bay to the lower Salinas Valley.

- **Liberty Ship**
  - "Liberty ship" was the name given to the EC2 type ship designed for "Emergency" construction by the United States Maritime Commission in World War II. These ships could be built in 70 days. One, SS Robert E Peary, was built in 4 days.

- **West**
  - The farthest street west in the Village.

- **Jackson and Monroe**
  - Albany named many streets nearby after US Presidents. These were named after Andrew Jackson and James Monroe.

"Welcome Packet" is available at University Village (http://universityvillage.berkeley.edu/)

Updated: 07/01/14
Village Living - Policies at a Glance

Know your RIGHTS and RESPONSIBILITIES as a resident on University Property. This information can be accessed on the web, in your rental agreement, and in your Welcome Packet. Violation(s) of any and all policies are subject to judicial action.

Address
Know your ADDRESS; please memorize both your building and apartment numbers.

- The office needs to know your BUILDING and APARTMENT NUMBER in order to conduct our daily business (e.g., Bldg163, apt 405).
- The Post Office uses the street and apartment number for mail (e.g., 735 Ohlone, apt 408).

Appliances
Our buildings ARE NOT equipped for heavy machinery.

- Do not install any washers, dryers, dishwashers etc.; they are not allowed in your apartment. Residents using unapproved appliances will be liable for all damages (e.g. floods) to the building and neighbors’ personal property.
- Pianos are allowed only on ground floor and are subject to noise regulations.

Bicycles

- Register your bike for exterior parking with the Resident Director by emailing sjakins@berkeley.edu. At UC Berkeley and in the City of Berkeley, bicycles are required to have a California Bicycle License. Check bicycle registration rules with the City of Albany.

Cars

Plug-In Cars (Hybrid Battery operated cars)

- The Village does not have charging facilities for plug-in cars. The electrical outlets in the maintenance spots are not for charging cars.

Car Washing is not allowed in the Village. There are good reasons for this policy.

- The dirty, soapy water goes directly into the creeks and harms plants and fish.
- The water bill goes up for all residents.
- During drought years, this saves additional water.
- Please wash vehicles at commercial car wash facilities where the wash water is properly disposed of in the sanitary sewer. Here are some local facilities.

“Welcome Packet” is available at University Village (http://universityvillage.berkeley.edu/)

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<table>
<thead>
<tr>
<th><strong>Solar Car Wash</strong></th>
<th><strong>KAADY Car Wash</strong></th>
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</thead>
<tbody>
<tr>
<td><strong>SELF-WASH</strong></td>
<td><strong>DRIVE-THRU</strong></td>
</tr>
<tr>
<td>1198 University Avenue</td>
<td>400 San Pablo Avenue</td>
</tr>
<tr>
<td>Berkeley, CA 94702</td>
<td>Albany, CA 94706</td>
</tr>
<tr>
<td>(510) 843-4024</td>
<td>(510) 527-5733</td>
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<thead>
<tr>
<th><strong>Solar Car Wash</strong></th>
<th><strong>Touchless Car Wash</strong></th>
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</thead>
<tbody>
<tr>
<td><strong>SELF-WASH</strong></td>
<td><strong>FULL-SERVICE</strong></td>
</tr>
<tr>
<td>2434 San Pablo Avenue</td>
<td>2176 Kittredge Street</td>
</tr>
<tr>
<td>Berkeley, CA 94702</td>
<td>Berkeley, CA 94704</td>
</tr>
<tr>
<td>(510) 843-3015</td>
<td>(510) 644-8229</td>
</tr>
</tbody>
</table>

“Welcome Packet” is available at University Village ([http://universityvillage.berkeley.edu/](http://universityvillage.berkeley.edu/))

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Communications

Mail
Your address for U.S. mail and delivery services includes the following:

  Line 1: Your Name
  Line 2: Street Address with Apt Number
  Line 3: City, State, Zip Code

Note: The Post Office records your address by street name and apartment # (do not include bldg #).

Mailboxes are found in central locations for each building. For East Village, they are located outside the laundry room. The box next to your front door is for newspapers, fliers, etc. For West Village, the mailboxes are under the staircase of the building. Your apartment key will open your mailbox and laundry room. If you were not told your mailbox number when you checked in, ask the Village Office. Make sure your mail is sent to your address—the Village Office is unable to accept any mail or packages for residents.

If you receive someone else’s mail, please:
• cross out the bar code on the envelope;
• write “Forward” or “Return to Sender” on the envelope (If it is a large amount of mail, cross out the barcode, bundle it with a rubber band or string, mark the top envelope);
• drop the mail in the blue U.S. Postal Service mailbox; and
• fill out a USPS Change-of-Address card when you leave the Village so that the new tenants will not get your mail.

Telephone Service
AT&T is the only service provider who is allowed to install your telephone service at University Village. Call (800) 310-2355 or visit http://www.att.com/#fbid=uU1ut20xxr for installation.

If calling, listen very carefully to instructions, some non-English language speakers are made available. Be prepared to spend an extensive length of time on this process.

If you need phone line repairs, call (800) 303-0103. If you have questions regarding a phone line repair reimbursement, contact the Village Office.

Telephone Wiring: Pursuant to Civil Code Section 1941.4:
• The University is responsible for installing one usable telephone jack and for placing and maintaining the inside telephone wiring in good working order in residential dwellings.
• The tenant remains responsible for the telephone and wiring between the telephone and the telephone jack.

“Welcome Packet” is available at University Village (http://universityvillage.berkeley.edu/)

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• If there is a problem with the telephone service, the tenant must notify AT&T at (800) 303-0103 as well as the Village Office. AT&T will determine the cause of the problem. If the repair is determined to be the responsibility of the University, the resident will be reimbursed for repair charges to their CARS account upon presentation of the actual bill.
• If the tenant does not report such problems to the University (Village) and incurs a cost arranging a repair, the University shall not be liable for reimbursement to the tenant.

**Television - Cable/Satellite**

*Residential and Student Services Programs (RSSP) is currently providing basic cable to all residents at no charge. A list of channels is provided in the Welcome Packet folder. No other cable providers are allowed to service the Village. For more information about cable service, call Residential Computing (ResComp) at (510) 642-HELP (510) 642-4357.*

The Village allows for the purchase and installation of satellite dishes by University Village residents. The guidelines listed below are established in accordance with the FCC regulations for satellite dishes. The contracted resident and installer must abide by the conditions listed below regarding the installation and use of satellite dishes.

• Notify the Village Office at (510) 526-8505 in advance of plans to have a satellite dish installed. The Maintenance staff will inspect your unit and provide specific installation guidelines to be followed by your installer. Satellite dishes may be no larger than 1 meter (39.37 inches) in diameter.

• The contracted resident is responsible for the installation/ removal of the satellite dish as well as all costs related to the purchase and maintenance of the satellite dish agreement with the provider. Any damages resulting from satellite dish hardware installation (including damages from attaching the dish or running cable into the unit) or removal will be charged to the tenant.

• Place satellite dishes on porches and balconies only. **No satellite dish is to be installed on any roof or permanently attached to any exterior walls, railings, poles, etc.** without written permission by the Village Office.
  - If the contracted resident wishes to attach a satellite dish to their porch balcony railing, they may do so by utilizing a “C” clamp or other pre-authorized clamp which does not require drilling into the exterior walls. Alternate attachment recommendations may be approved by Village Maintenance staff during the pre-installation appointment.

• Do not staple cable from the satellite dish to the TV to the building exterior. Run the cable into the apartment as close to the dish placement as possible. The hole in the building exterior must be water and pest proof.

• Do not cut down, trim or remove trees or shrubs to increase reception of a satellite dish.

“Welcome Packet” is available at University Village (http://universityvillage.berkeley.edu/)

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We will reinspect each satellite dish installation within one week of its installation by the resident or satellite dish provider. Any non-compliance with the guidelines listed above may result in the requested removal of the satellite dish by the contracted residents until the satellite dish is installed utilizing these guidelines.

Install only one satellite dish for use by each apartment. No coaxial splicing by neighboring apartments is permitted. All unapproved satellite dishes (without Village Office approval) will be removed at tenant’s expense.

**Computing and Internet**

All apartments in the Village are provided with an internet connection through Residential Computing. For assistance with activating your connection, see the Residential Computing packet in your Welcome Packet, visit the Academic Computing Center, call Residential Computing at (510) 642-HELP (510) 642-4357, or visit [http://www.rescomp.berkeley.edu/](http://www.rescomp.berkeley.edu/)

**University Village Academic Computing Center (UVACC)**

The UVACC is located at the corner of Jackson and Monroe next to the Community Center. UVACC staff can provide assistance with activating your in-room connection. For current hours of operation, call the UVACC at (510) 559-1813. The following resources are available at the UVACC.

<table>
<thead>
<tr>
<th>Hardware</th>
<th>Internet</th>
</tr>
</thead>
<tbody>
<tr>
<td>30 PC and 5 Mac computer stations</td>
<td>AOL Instant Messenger</td>
</tr>
<tr>
<td>Printer - Black and white</td>
<td>Internet Explorer</td>
</tr>
<tr>
<td>2 scanners (11”x8.5” and 17”x11”)</td>
<td>Mozilla Firefox</td>
</tr>
<tr>
<td>Color inkjet printer</td>
<td>Windows Messenger</td>
</tr>
<tr>
<td><strong>Extensive software list including, but not limited to:</strong></td>
<td>Yahoo. Messenger</td>
</tr>
<tr>
<td>Absolute FTP</td>
<td>SPSS Graduate Pack 16.0</td>
</tr>
<tr>
<td>Adobe Creative Suite</td>
<td>Windows Media Player</td>
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<tr>
<td>MATLAB with Simulink</td>
<td>Windows XP</td>
</tr>
<tr>
<td>Microsoft Student 2008 with Encarta</td>
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<tr>
<td>Microsoft Office</td>
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<tr>
<td>RealPlayer</td>
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<tr>
<td>Rosetta Stone Language Learning Software for English, Chinese, French and Russian</td>
<td>SSH Secure Shell</td>
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<tr>
<td>SPSS Graduate Pack 16.0</td>
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<tr>
<td>Windows Media Player</td>
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<tr>
<td>Windows XP</td>
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**Miscellaneous Services**

- Economically-priced printing
- Free computing classes

“Welcome Packet” is available at University Village ([http://universityvillage.berkeley.edu/](http://universityvillage.berkeley.edu/))

Updated: 07/01/14
Energy/Water Conservation

*Help the Village go GREEN and Help Save the World.*

- Turn off lights behind you.
- Turn down thermostat (heater) when you leave the apartment. Note: there is no air conditioning even though thermostat says AC.
- Use energy-efficient light bulbs in personal lamps; ceiling light fixture bulbs are replaced by UVA maintenance.
- **Do not** leave the water running while doing dishes, brushing your teeth, etc.
- Take short showers.

Events

*University Village hosts many events and programs throughout the year.*

- Our goal is to build a strong, healthy community.
- We provide workshops, classes, festivals and fairs.
- Check out our website [http://universityvillage.berkeley.edu](http://universityvillage.berkeley.edu) and/or [UC Berkeley University Village](http://universityvillage.berkeley.edu) on Facebook for calendars and upcoming events.

Facilities

*Please take care of our facilities; they have to last as long as the University.*

- **Do not** pour cooking GREASE and OIL down the drain. Grease clogs and ruins our pipes and causes sewer backups into apts.
- **Do not** flush anything but TOILET PAPER down the toilets. Anything but toilet paper not only clogs our pipes but blocks our sewers lines.
- **Do not** let your children climb or hang on our trees. Such activities break, injure and even kill the trees. Pulling the bark off of the trees leaves them vulnerable to tree disease and blight.
- Know what the exterior storage guidelines are for stairs, balconies, and patios.
- **Do not** let your children play in the laundry rooms or throw handball against exterior walls.
- **Do not** use sidewalk chalk on building exteriors or rubber surfaces; sidewalks are ok. **Do not** wash your car or change oil in the Village; it is not permitted in the Village.

“Welcome Packet” is available at University Village ([http://universityvillage.berkeley.edu/](http://universityvillage.berkeley.edu/))

Updated: 07/01/14
Laundry
Laundry machines, provided and serviced by WASH Multifamily Systems, are in 28 locations throughout the Village. A map is included in your Welcome materials packet. Your apartment door key will open the laundry rooms in both East and West Village. The machines, washers and dryers, are operated with an Access Card that can have value added at one of two Card Reader machines located at Bldg. 160 at 420 Kula Gulf Way and the Village Office.

For service needs, i.e. machine(s) not working properly, please call WASH at (800) 824-7780. Be prepared to give the following information when making the call: laundry room #, dryer or washer #, and your email contact information. You may also make a service request online at www.laundry.com. Any refund requests will be processed through WASH.

• **Be reminded of no additional appliances as stated in policy on page 4.**
• Do not leave clothes unattended on the counter; they will be disposed after two days.
• Do not leave laundry products, i.e. bleach, soap, softener, etc. on top of washer, dryers or counters.

Lock Out
• Call Village Office at (510) 526-8505 for **lock-outs during business hours**: Mon-Fri 8 a.m.-5 p.m. and Sat 9 a.m.-1 p.m.
  o A key can be loaned to you for 24 hours at no charge. If the key is not returned within 24 hrs $10 will be charged to your CARS account.
• Call Resident Director on duty at (510) 224-8298 for **lock-outs after business hours**.
  o Fees will be charged to your CARS account for lock-outs after business hours.
    ▪ $20 fee for lock-outs between 5 p.m. - 10 p.m.
    ▪ $30 fee for lock-outs between 10 p.m. - 8 a.m.
• Other Notes about Lock Out and Keys
  o You may want to create a backup plan for times that you might be locked out so that you can avoid lock-out fee charges as well as a possible long wait for help. You may purchase a spare key for $5.00 from the Village Office/
  o At the time of your move-out, you will be responsible for returning ALL keys in your possession.
  o For security, reasons, if you have lost a key outside of your apartment, please inform the Village Office and we will have your locks changed and issue new keys. A fee of $50 will be charged to your CARS account.

“Welcome Packet” is available at University Village (http://universityvillage.berkeley.edu/)
Updated: 07/01/14
Maintenance

Maintenance Problems
With the exception of laundry machines as noted in prior section, report all maintenance problems to the Village Office as soon as possible. This includes clogged drains, dripping pipes or faucets, broken shades, broken windows, leaks, electrical problems, burned out lights inside and outside, etc. Problems left unattended often get worse and cause bigger troubles. Repairs are made as quickly as possible, and in most cases, repairs are free unless negligence is a factor.

If you are not home when maintenance arrives to make repair(s), the worker(s) will enter your apartment and complete the work. In such an instance, you will find a note on your door telling you if someone is inside. Once the work is complete, maintenance staff will leave a note inside explaining what was done.

A 24-hour notice will be given to residents for routine scheduled maintenance such as semi-annual apartment inspections. On occasion, maintenance may have to enter an apartment without 24-hour notice. This will only be for emergencies such as sewer backups in adjacent units or when they have to clear out drain pipes to correct a problem. A notice will be left in your apartment informing you that they were there.

How to Report - When the Office is open
To submit a work request, call (510) 526-8505 or come to the Village Office to fill out a request. You will need to provide your building and apartment number along with a description of the problem. For non-emergency maintenance requests after hours, you can leave a phone message and the office staff will submit the request the next working day, or you can email the UVA Office at village@berkeley.edu. Be sure to provide a contact number in case more information is needed.

How to Report - When the Office is closed
Call (510) 642-2828 for emergency maintenance only. After-hour emergencies include (but are not limited to):

- No heat, power or water
- Toilet backups
- Broken windows
- Flood in apartment
- Broken pipe, furnace, or water heater
- Suspect a gas leak

“Welcome Packet” is available at University Village (http://universityvillage.berkeley.edu/)
Updated: 07/01/14
Maintenance Guidelines for Apartment

To help ensure cost-effective, quality maintenance services, and to ensure that you do not have additional maintenance charges upon moving out, we need your cooperation. After your occupancy, please return your apartment to the Village in its original move-in condition. Negligent use increases apartment rehabilitation expenses and wastes staff time and finances. We thank you in advance for your cooperation and consideration.

**Apartment Interiors/Exteriors May Not Be Altered**

*Per the Family Housing Rental Agreement, building interiors and exteriors may not be altered.*

- This includes but is not limited to paint, construction, latticework, vines, plantings, tarps, dividers, fences, patios, roofs, sheds, artwork, etc.
- Gardens and plants of any kind may not be planted around buildings.
- Potted plants with liners may only be placed on patios and balconies, not on the common area landscape or walkways.
- All walkways, stairs, balconies and patios must have a minimum of 36-inch clearance at all times for fire exits. Property is not allowed in or on stairwells and will be removed without prior notification.

**Kitchen Cabinet Care**

*In order to keep your cabinets looking good, the Custodial staff requests that you spend a little time every few months cleaning them. Here are the manufacturer’s recommendations for cleaning your kitchen cabinets.*

- All hardwood exteriors of the cabinets can be cleaned with warm water and a soft cloth or sponge. Absolutely no Scotch Brite or similar products are to be used. A mild soap solution can also be used, if needed.
- After cleaning with a soap solution, wood should be rinsed then treated with a lemon oil. Using lemon oil every 3 to 6 months will preserve the beauty and finish of the cabinets.
- The cabinet interiors are water resistant, although water left standing for a prolonged length of time (20 minutes or more) will damage shelves. These shelves can be cleaned with common household cleaners with a cloth or sponge. There is no need to use lemon oil on the interior adjustable shelves.

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Updated: 07/01/14
Common Unacceptable Occupancy Conditions to Avoid
Any of the items below can result in charges to your deposit and/or CARS account.

- Bathroom: dirty toilets, shower walls, bathtubs, sinks
- Blinds: damaged blades and torn stained shades
- Cabinets: dirty interiors and grimy or greasy exteriors and drawers, adhesive shelving paper
- Doors and walls: holes, scratches, scuff marks, tape, crayon writing, cigarette smoke, non-removable adhesive backing (i.e. wall decoration use)
- Flooring: (carpet and linoleum) spotted, stained, burned, not vacuumed and/or in damaged condition; linoleum glued over apartment tile floors; pet stains or smells
- Kitchen Walls: greasy
- Painting (do not): kitchen cabinets, apartment walls or doors
- Range: greasy ovens, burner drip pans, and greasy vent hoods
- Smoke detectors: do not remove or tamper
- Refrigerator: cracked shelving, damaged crispers and dirty interiors/exteriors
- Window and door screens: damaged
- Use of unapproved renovations: sloppy spackling of sheetrock and/or door holes
- Abandoned furniture, fixtures and debris in and around the apartment
- Any alterations of exteriors and landscape

Damages and extra cleaning costs will be assessed at current labor and material rates and are subject to change without advanced notification. As stated in the rental agreement and handbook, alterations including changing paint colors and additional floor coverings or fixtures are not permitted. Residents are liable for the cost to return the apartment to original move-in condition.

Labor charges: $52/hour for custodial services $83/hour for maintenance services $98-110/hour on regular time for RSSP or Trades work

Charges will be deducted from your damage deposit; damage costs over the damage deposit amount will be assessed to your CARS student account. Failure to reimburse the University for damage costs will indefinitely freeze all transcript requests.

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Updated: 07/01/14
Mold and Mildew

Control

Mildew and mold spores are everywhere in the outdoor and indoor environment. It is important to minimize mold growth indoors because excessive airborne mold can lead to respiratory problems in sensitive individuals. Some individuals can be particularly sensitive and develop health problems when exposed to high levels of certain types of mold over a prolonged period of time. Therefore, it is important to minimize mold growth indoors for everyone. Since mold can grow wherever there is moisture, the key to minimizing mold growth indoors is to minimize moisture.

Control moisture

• Wipe up any water spills onto the bath floor from the shower. Use a shower squeegee to wipe down tub wall after showering. Clean shower frequently; letting mold and mildew settle in at the shower can only increase the possibility of spreading mold spores.
• Avoid running humidifiers or letting a kettle boil for long periods of time; run the fan over the stove to remove steam when cooking.
• Do not over-water indoor plants.
• Clean up water spilled on floors or carpets.

Increase ventilation

• Even a little natural ventilation will limit mold growth. Open windows and blinds every day. Ventilate apartments frequently on warm and/or dry days to reduce the relative humidity in the apartment, especially in the kitchen and bathroom. Apartments that are warm, dark, not appropriately venting moisture created inside the unit and usually have the windows closed are much more likely to have mold growth.
• Run the bathroom fan at least 20-30 minutes after showering, open windows (if present in bathroom) and keep the bathroom door closed when showering.
• Keep apartment temperatures at 68-70 degrees or lower during the day and overnight, especially when not home. If security is a concern, the Village Office has window locks that allow a window to be opened a few inches but locked as well. (However, NEVER leave windows open and unattended; close and lock sliding doors and windows when you go out.)

Increase air circulation

• Use a small room fan to move air inside the unit. West Village units have fan only settings on the heater thermostat.
• Keep personal items & furniture a few inches away from walls to allow air to circulate. Problem areas include bathrooms, dark closets, cluttered areas along walls, corners and windows.

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Updated: 07/01/14
• Do not pile lots of items on closet floors; do not store boxes of items under beds. It is best to have mattresses off the floor and slightly away from the walls. All these things restrict air flow and inhibit ventilation.

**Remove moldy items**
- Remove moldy items from closets and cabinets; dispose of moldy food or water damaged materials.

**Clean-off visible mold weekly**
- Wipe up visible mold with a clean sponge and household disinfectant, general cleaner or even soap and water. This will kill most molds. Be sure to dry area completely.
- **NOTE** – contact the Village Office at (510) 526-8505 if:
  - there is extensive visible mold growth and you believe that cleaning this area will affect your health.
  - the mold continues to grow back in the same location.
- See next section “Removing Visible Mold in Apartments” for more specific instructions.

**Keep vents and vent covers clean and dust free**, especially in the bathroom and the furnace unit.
- Vacuum dust and debris from furnace air return and bath fan grille covers.
- Vacuum the entire apartment regularly. This can help reduce airborne dusts and other allergens as well as limiting the amount of dust attaching to these vent covers.
- Call the Village Office at (510) 526-8505 for service when stove hood or bathroom fans are not working or are in need of repair.
- Apartment furnace filters are changed twice yearly by maintenance staff. (Note: these are not HEPA filter units, nor do they provide constant filtration of air; they simply keep dusts from circulating via the heating system.)

**Do not create new holes in walls**
- Seal holes in walls and call in water leaks to the Village Office at (510) 526-8505.

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Updated: 07/01/14
Removal of Visible Mold in Apartments
Listed below are recommended materials and procedures to be used to clean visible mold from building components such as walls, cabinets and similar hard surfaces. Use care if treating carpet or other fabric that has mold growth, as they need to dry out thoroughly after any treatment. Cleaning trouble spots like bathtubs and windowsills once a week will inhibit mold growth.

Tools and Equipment Required
- A drop cloth like plastic sheeting or a trash bag is most appropriate if a bleach solution is being used. Newspaper may be adequate for non-bleach solutions
- A clean, new sponge (perhaps with a sturdy scrub pad on the backside)
- A dry cloth for blotting or wiping down any wet areas after treatment
- A bucket to rinse the sponge or rag
- Spray bottle with 10% bleach solution (1/4 to 1/2 cups bleach per quart of water) or a similar disinfectant or antimicrobial solution. Lysol and Clorox both make disinfectant wipes now
- Sink for cleaning hands, face, and tools when treatment is complete; dump rinse water down the toilet

Protective Equipment
Use protection if you are sensitive to the bleach or antibacterial solution you have chosen. Some people are sensitive to bleach and it can irritate the skin, and respiratory system as well as cause eye damage, if it splashes into the eyes.
- Plastic or latex gloves
- Long sleeved shirt
- Eye protection

Procedures
- Keep children away while using any chemicals/cleaning products in the home.
- Open windows to provide natural ventilation. (If the window is the area affected, treat it first, dry it down and then open it for ventilation purposes. If the window is a fixed, non-opening window, open a nearby window in the same room.)
- Move furniture far enough away from the wall to access the mold, if necessary.
- Lay down the drop cloth to prevent the bleach from discoloring a carpet or other belongings.
- Spray the mold area with the bleach or disinfectant solution.
- Wait approximately 5 - 10 minutes to allow the bleach or disinfectant solution to work. If more than one area has mold, it may be a good idea to move furniture and lay down a

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drop cloth in another room or another area while waiting for the disinfectant solution to soak.

- Scrub with an abrasive pad or nylon brush if necessary (be sure the area is wetted with solution).
- Wipe the area with a dry paper towel or clean rag using a one-direction and blotting technique.
- **Re-treat heavy mold growth with the antibacterial solution and repeat steps bolded above.**
- Dispose of paper towels and drop cloths in a plastic garbage bag.
- Wash tools.
- DO NOT use the sponge for any other cleaning besides mold clean up.
- Wash face and hands when finished.

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Updated: 07/01/14
Neighbors

How to be a Good Neighbor

As you have probably noticed, noise carries well between apartments. Along with this, there are residents from over 60 countries, each with different customs and cultural backgrounds, living in the 974 apartments in the Village. Add over 700 children, the demands of student life, and the varying schedules that go along with academia, it seems inevitable that some friction might occur between neighbors. The fantastic mix of cultures, interest and ages is one of the things that make living in the Village so interesting...and challenging.

In order to keep the advantages of living here outweighing the disadvantages, the Resident Advisors have compiled a list of suggestions on how to minimize conflicts.

Make the most of this time, say “Hello” to your neighbors and introduce yourself; this is an opportunity to become a part of our international community. Learn about each other’s cultures - living at the Village offers this very special opportunity to learn about diversity.

- Observe “quiet hours” from 10:00 p.m. to 8:00 a.m. on weekdays; on weekends quiet hours are from 12 midnight to 8 a.m.
- If you are an upstairs neighbor, be conscious of heavy footedness. Try wearing socks or using throw carpets to soften the noise of footsteps.
- Try not to slam your exterior and interior doors.
- If your neighbor is noisy, speak to them directly. If that is not successful, please call the Resident Advisor on duty at (510) 224-8298 for assistance.
- Having a party? Let your neighbors know in advance, rein in exuberant guests, end your party at a reasonable hour, and clean up, throughout the neighborhood, if necessary. Better yet, invite them!
- Always talk to a parent first if you have an issue with a child. Do not discipline another person’s child without permission from their parents.
- Do not leave your clothes unattended in washers and dryers. Set your oven timer to help you keep track of when your laundry has completed the washing and drying cycles.
- Keep your surroundings clean. Pick up litter, work on beautification projects and dispose of trash properly.

How to Handle a Neighbor Problem

In practice, we have surprisingly found few serious neighbor problems. From experience, prevention is the best way to avoid problems from becoming intolerable, and we offer the following tips.

- Get to know your neighbors before potential conflicts occur. Researchers studying family housing have noted that neighbors that know each other had fewer neighbor-caused stress situations than those that did not know other neighbors.
- If there is something that bothers you about your neighbors, please address them first yourself.

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• If your efforts fail, then call Resident Advisor on duty at (510) 224-8298 for help.

**Noise**

*Noise travels far and wide in the Village. Please see previous section “How to be a Good Neighbor”.*

**Parking**

*Because parking is limited at the Village, each apartment is assigned one parking space. Your parking space assignment can be found on the front of this Welcome Packet. If you have not received your parking decal, obtain one from the Village Office. You will need the make, model and license plate number of your car. Place the decal on the bottom left of car rear bumper. There are guest spaces scattered throughout the Village for your visitors.*

*Cars illegally parked in Reserved spots or not displaying the decal may be ticketed and towed. Please take the time to read the following Parking Policies to make sure you don’t receive a ticket.*

**Parking Policies In University Village**

- All vehicles, including motorcycles and mopeds, parked in the Village must have license plates with current registration tags. This includes vehicles parked in RESERVED spaces and all other Village parking spaces. Vehicles in violation may be cited and/or towed at the owner’s expense.

- Park motorcycles and mopeds in designated spaces. Never park next to or inside any Village buildings; parking near buildings is a violation of State Fire Code.

- If you own a second vehicle, a trailer, and/or a boat, park in an UNMARKED space on Monroe or Jackson St. or even outside the Village on 8th St., 6th St. or San Pablo Ave. They cannot be parked or stored in the Village.

- Park vehicles in designated parking areas only. Vehicles parked on sidewalks, lawns, curbs and other unmarked areas will be ticketed and towed at owner’s expense.

- All vehicles parked in the Village must be operational. This includes vehicles parked in Village spaces and all other parking spaces. Vehicles in violation will be cited and/or towed at owner’s expense.

- All abandoned vehicles parked anywhere in the Village will be ticketed and towed at the owner’s expense.

- In order to expedite maintenance repairs, Maintenance Vehicles may occasionally be parked in your assigned parking space. If this happens, please park temporarily in a guest space.

- Guest spaces are reserved for **GUESTS ONLY** who are visiting the Village. With the exception of Maintenance need for parking as noted above, you are subject to a parking

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ticket (which are issued regularly) if you park in guest spaces. Cars that are illegally parked or left for more than 72 hours in non-reserved spaces will be towed.

- Please be conscientious of where and how you are parking. **Do not** park in a reserved space if someone is parked in yours. If someone parks in your assigned space, leave a note on the car window, and if need be call U.C. Police at (510) 642-6760. Please leave enough space around you for your neighbors to park and get out.

**Pest Control**

*Pests can be nuisance as well as a health concern. If you have a problem with any pests (ants, mice, etc.) in or around your apartment, please contact the Village Office at (510) 526-8505. An exterminator visits the Village once a week to take care of any reported problems. Here is some information to help prevent a problem from occurring.*

- **FACT:** Fleas, roundworm infestations, and animal feces can cause the spread of infectious diseases.
  - **SOLUTION:** To control the population growth of rodents, ants, raccoons, etc., it is important that all trash be put into the garbage dumpster, and that the lid be kept closed.

- **FACT:** Mice can chew through paper, plastic, wood, cardboard, and styrofoam containers; they can also get into most desks and files. Mice are highly talented climbers and escape artists who can squeeze through holes the size of a dime.
  - **SOLUTION:** Store all food in tightly-sealed containers, or in the refrigerator. Glass jars and metal containers such as cookie tins are best.

- **FACT:** Rodents and roaches like to use cardboard boxes, paper bags, and newspapers as nesting materials, especially if they are on the floor.
  - **SOLUTION:** Store materials at least 12 inches from the floor.

- **FACT:** When you go to bed, mice and other nocturnal pests come out to hunt for food.
  - **SOLUTION:** To keep a nutrient free environment for your neighborhood pests, clean, sweep, wipe up, and mop down your kitchen floors/counters, refrigerator, and bathrooms; also empty trash, wash dishes. Keep your unit free of crumbs and food scraps.

- **FACT:** Bird seed is a favorite food for rats and mice.
  - **SOLUTION:** Avoid feeding birds near buildings.

- **FACT:** Roaches, ants and fruit flies like to set up house in our homes.
  - **SOLUTION:** Rinse cans and bottles before recycling.

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Updated: 07/01/14
Pets
Cats and Dogs ARE NOT permitted in the Village.

- Many folks have or have had pets illegally in the Village. Most of the cats you see around your apartment have been abandoned by their owners. This creates a feral animal problem.
- Do not bring a dog or cat into the Village to live or to visit. Pet problems (include biting & scratching children, odors, carpet damage, fleas, allergies and landscape damage) are time consuming and costly to rectify.

Recycling
Recycling is so easy in the Village—we don’t even have to sort our recycling. But we do have to make sure we don’t put trash into the recycling containers, i.e. no food in the recycling bins. Trash bins are located throughout the Village. In each location, there are both recycling and trash bins. Make sure you know which is which so that our recycling efforts are not wasted.

Here’s what should go in each bin.

**RECYCLE**
- Cans
- Glass
- Paper
- Plastic #1-5,7
- Mixed paper
- Juice & milk cartons
- Flattened cardboard boxes

**TRASH**
- Household garbage
- Styrofoam
- Packaging “peanuts”
- Plastic bags
- Recyclables with food on them
- Take-out containers
- Waxed cardboard

**HAZARDOUS WASTE**
*Bring to Village Office*
- TV sets
- Computer monitors
- Fluorescent light bulbs
- Household batteries

For more information about recycling in the Village, see the “Village Recycling is easy…” pamphlet included in your Welcome Packet folder.

“Welcome Packet” is available at University Village ([http://universityvillage.berkeley.edu/](http://universityvillage.berkeley.edu/))

Updated: 07/01/14
Safety

Here are a few tips to consider.

- Never leave valuables or your navigation system in your car.
- Never leave young children at home unattended.
- **Do not** store valuables (computer, television, etc.) in plain sight or by a window.
- Pull blinds shut if you are not going to be home and lock your deadbolt.
- Obtain window locks from the Village Office to secure windows and patio doors.
- **Do not** tie blind strings together.
- Know how to use your fire extinguisher.

Smoke Alarms

*A SMOKE/HEAT ALARM (one unit) is located in each apartment. The SMOKE ALARM only sounds in each apartment.*

Smoke Alarms are First Defense Against Fire and Essential To Your Safety.

- If it is too sensitive and goes off often, **do not unhook it**. If unhooked, all fire detectors are turned off in the whole building.
- Call the Village Office at (510) 526-8505, if it needs adjustment; or if the batteries need to be replaced Maintenance will replace them. Village Maintenance workers are the only ones allowed to replace the smoke/heat detector batteries.
- If you remove your detector or it is tampered with, you will be charged by the Office for all repair costs.

The Heat Alarm Is Connected To One Audible Alarm Outside Your Building And Automatically Calls The Fire Department.

It is triggered when the heat in your apartment reaches abnormal levels.

- If you hear an alarm—investigate. **Do not ignore an alarm even if it is the middle of the night.** These are essential warning signals for your safety.
- Fire extinguishers are located on the outside of each building. Check to make sure you know where your closest extinguisher is and how to operate it. Training on fire extinguisher usage is available. Check at the Village Office.
- Should you discover a fire, evacuate all occupants and call 911 immediately.
- Go to your nearest extinguisher, follow the directions to break the glass and use the extinguisher on the fire. Be careful of the broken glass.

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Updated: 07/01/14
If You Notice A Fire, Always Call 911. Never Assume The Alarm Or Another Person Has Already Called For Help.

- Have a predetermined outside location for you and your family to meet in the event of an emergency.
- Prepare an Emergency Kit for you and your family including first aid supplies, food and water to use in case of a serious earthquake or other disasters. For more information, see the yellow “Are You Prepared for the Next Big Earthquake?” booklet in the sleeve of this Welcome Packet.

Smoking – No Smoking Campus

Following UC President Yudof's leadership and mandate, UC Berkeley became a tobacco-free campus on January 1, 2014. A tobacco-free campus creates a healthier environment for students, faculty, staff, and visitors; helps support tobacco users who are trying to quit; and reduces the number of new tobacco users by promoting the social norm of a tobacco-free environment.

The Policy in Brief states: “Consistent with its emphasis on health and environmental protection, the University of California, Berkeley is tobacco-free, meaning the use of tobacco, smokeless tobacco, or unregulated nicotine products (i.e. “e-cigarettes”) is strictly prohibited in indoor and outdoor spaces owned or leased by UC Berkeley. In addition, the sale and advertising of tobacco products on UC Berkeley owned or leased property is not permitted.”

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Updated: 07/01/14
**Storage**

**Exterior Storage and Tagging**

*In an effort to keep the external areas of the Village safe, neat and undamaged, certain types of items will be tagged and removed by Village personnel. If an item appears broken or abandoned, poses a fire or safety hazard, interferes with emergency egress (exit), or is an illegal appliance, it may be tagged for removal. If you have an item that is tagged, you have several options for removal, including:*

- Remove/relocate the item.
- Have us remove your belongings (FOR FREE-excludes hazardous waste). Please fill out the back of the tag and place it on the item you want removed.
- Sell/donate items on [craigslist.org](http://craigslist.org) or similar websites or to other residents.
- Properly store unwanted items until the Spring Yard Sale.

*There are certain steps you can take to prevent items from being tagged in the future.*

- Register all bikes stored on community racks with the Resident Director by calling the Village Office at (510) 526-8505.
- Store toys on pavement or in fenced areas in front of laundry rooms to avoid damage to grass and landscape.
- Do not store propane on the premises.
- Keep all stairs clear.
- Keep all staircase landings clear and uncluttered.
- Make sure your satellite dish placement has been approved by the Village Office prior to installation.

For questions or feedback, contact the Resident Director by calling the Village Office at (510) 526-8505 x 211.

It seems the toughest policies to abide by are the ones where the notion of “home” and “University property rental” collide. Please know that these policies were not created as a punishment, or as a personal affront, but as a baseline for us to ensure the health, safety and wellbeing of our community, and for the preservation and longevity of our facilities. We would like you to be able to show off where you used to live to your grandchildren.

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Updated: 07/01/14
Exterior Storage List

Below is a summary of what can and cannot be stored in the exterior areas of your apartment.

Items that can be stored (with 36-inch exit clearance)

- Metal/iron outdoor furniture
- Plastic outdoor furniture
- Wicker/rattan/wood outdoor furniture
- Planter boxes/pots on patios/balconies. They must have drip liners underneath.
- Strollers (1 per child)
- Bikes (1 per person)
- Toys and wheeled toys - not broken
- Charcoal barbecue grills on ground or on balcony level (1 per apartment) - must be used 20 feet away from any building entrance or window and 15 feet from the building

Items that CANNOT be stored

- Anything not being used and “stored” outside belongs in storage shed or discard
- Recycling – keep inside or take to recycle bins
- (Fire Hazard) All propane grills are not allowed per rental agreement
- (Fire Hazard) All gas powered vehicles, mopeds and/or motorcycles must be parked in an UNMARKED space on Monroe or Jackson St. or even outside the Village on 8th St., 6th St. or San Pablo Ave
- (Hazard) Planter boxes/pots on balcony railings or roofs - earthquake falling
- Wood lattice work
- (Hazard) Patio/balcony privacy dividers (all types) exit
- (Hazard) Refrigerators outside—life and safety hazard to children and it is against the law.
- Pet food & bowls - cats/dogs not allowed
- (Fire Hazard) Cardboard boxes
- (Fire Hazard) Bags
- (Fire Hazard) Pieces of wood
- Wood tables and chairs (unless made for outdoor use)
- (Fire Hazard) No combustible materials allowed under stairs or within 15 feet of buildings

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Updated: 07/01/14
Summary of the TOP 5 Costliest Facilities Policy Violations

<table>
<thead>
<tr>
<th>Topic</th>
<th>Policy</th>
<th>Rationale</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pets</td>
<td>No pets, except for fish in tanks and caged birds, are permitted on the premises.</td>
<td>Even the most conscientious pet parent cannot guarantee that their having a pet will not intrude with other people’s right to not have a pet. Intrusive issues have included: allergens, pet hair in the washers/dryers, children attacked, pets injured on roadways, pets abandoned at move out, carpet and floor damage, hard to remove pet odor, and fleas.</td>
</tr>
<tr>
<td>Appliances</td>
<td>Washers, dryers, dishwashers, jacuzzis, etc. are not permitted in Village apartments.</td>
<td>Our plumbing system is not equipped for this. Residents owe the University tens of thousands of dollars from overwhelming the plumbing system and flooding their apartment and those around them.</td>
</tr>
<tr>
<td>Propane Grills</td>
<td>Propane grills are not permitted on the premises. Charcoal grilling is permitted (inside fire-approved fire grills) and must be 25 feet away from buildings.</td>
<td>Propane grills are an extreme fire hazard. They often are abandoned or improperly stored. There is a high risk of children tampering with containers.</td>
</tr>
<tr>
<td>Exterior Storage</td>
<td>Flammable or improperly stored items (stacked boxes, mattresses, trash, hazardous materials) are not permitted on balconies, entryways, or patios. Items that can combust or add fuel to the fire, are not permitted in these common areas.</td>
<td>Nothing (including large potted plants) should potentially hinder or block paths of egress during a potential fire or earthquake. During an earthquake items may fall and injure small children, or prevent a person from exiting.</td>
</tr>
<tr>
<td>Planting</td>
<td>Residents are not permitted to plant, interfere with or alter the Village landscape in any way.</td>
<td>In the past residents have planted intrusive plants, opportunistic species, and raised diseased plants, which have then infected, competed with and compromised our own species. See Table of Contents for information about the Community Garden.</td>
</tr>
</tbody>
</table>

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Updated: 07/01/14
Summer
Summers are great in the Village. Here are some reminders of key things to remember.

- Barbecuing is not permitted on patios or balconies. Barbecues must be 25 feet away from buildings. Do not put hot charcoal/ashes in the trash. Wait a day before disposing of ashes.
- Sidewalk chalk is permitted only on concrete ground surfaces. Please do not use sidewalk chalk on any part of the building as it is a big job for our custodial staff to clean every incidence of sidewalk chalk. DO NOT use sidewalk chalk on the rubber surfaces in the playgrounds.
- Monitor your children.
- Bounce Houses and Jump Castles must be monitored by an adult at all times.
- Small wading pools must be emptied and removed from the grass at night to prevent landscape damage.

Take advantage of all the EVENTS and PROGRAMS provided at the Village. Get to know your neighbors. Sign up for activities. Take advantage of volunteer opportunities and above all.....

WELCOME AND HAVE FUN.
Village Moving – In and Out

Moving In - Setting Up House & Living in the Village

Move-In Check List

You have your Welcome Packet and keys to your apartment. Now you need to do the following.

- Provide the office with your automobile information which includes the make, model and license plate number so that one parking decal can be issued for your car. Place the decal on the bottom left rear bumper. See “Parking” (See Table of Contents) in this Welcome Packet for more information.
- Fill out the University Village Apartment Condition Form found in this Welcome Packet and return it to the Village Office within 3 days of move-in.
- Fill out the Contact Information Sheet with your email address(es), emergency contact information and the list of those you allow access to your apartment. This can be left blank and added to as you have people come visit who may need to be let in if locked out. If you no longer want someone to have access to your apartment, please notify the Village Office.

If your guests, babysitter, or visiting relatives lock themselves out of your apartment, we will not let them back in unless their names are listed in your file.

This policy is enforced without exception.

Your grandmother or your brother will be stuck outside if you have not added their names to your file in advance.

- Unload your belongings for move-in to your apartment. All vehicles must be parked and loaded on the street. Please do not drive cars, trucks, or trailers on the lawn or sidewalks. Underground water lines could be broken and you will be charged for any damages.
- Call AT&T at (800) 310-2355 for phone installation. For more information, see “Telephone Service” on page 29 in this Welcome Packet.

“Welcome Packet” is available at University Village (http://universityvillage.berkeley.edu/)

Updated: 07/01/14

29
Follow the Residential Computing instructions provided in your Welcome Folder. These instructions will show you how to find your computer’s IP address, how to download the minimum security software, and how to register your computer with the network. Cable television is currently a free service to you, the resident. For more information on the campus cable or for satellite installation, see “Cable/Satellite Television” (See Table of Contents) in this Welcome Packet.

- Village Quiet Hours are weekdays from 10 p.m. to 8 a.m. and weekends from 12 midnight to 8 a.m.
- Look through this Welcome Packet. It is a great source for health resources, recreation, activities and information on living in the Village, including the few rules we do have.
- Check in the Village Office for current programs, the family housing listserve, the sandwich boards, our website http://universityvillage.berkeley.edu and/or UC Berkeley University Village on Facebook for calendars, more information and upcoming events.

“Welcome Packet” is available at University Village (http://universityvillage.berkeley.edu/)

Updated: 07/01/14
Rent Payments
Billing and Payment Information for Students, Visiting Scholars and Post-Docs

Students
Family Student Housing is billed through the Campus Accounts Receivable System (CARS). The CARS e-bill statement is viewed online and can be paid with an e-check (other payment options are listed below; for a complete listing of payments visit Student Billing Services). The e-bill is produced once a month and once created, it does not update. Before making a payment, we recommend that you verify your current CARS balance by logging into Bear Facts, selecting the CARS tab and clicking on the Quick Statement link.

Please make sure that your registration fees have been paid in full, otherwise your payment for rent will pay for registration first and you will be considered delinquent on your rent payment.

Visiting Scholars and Post-Docs
Family Student Housing is billed through the Berkeley Financial System (BFS). Your rent invoice will be mailed. NEW! Sign up for online access to view all invoices and opt out of paper invoicing. To set-up access, please complete the Request Form at eBill. Your user name and temporary password will be emailed to you in 3-5 business days.

Rent is due on the 1st of every month and you have 15 days to make the payment. For your convenience, payment options are listed below.

Pay via e-Check:
This option is currently only available for Students; but coming soon for Visiting Scholars and Post-Docs.

Checks (can be mailed or placed in drop box):
Make checks payable to UC Regents; include Student or Customer ID & Invoice Number on memo line.

<table>
<thead>
<tr>
<th>Mail Check</th>
<th>Drop Check in Drop Box</th>
</tr>
</thead>
<tbody>
<tr>
<td>University of California, Berkeley</td>
<td>Entrance of University Hall</td>
</tr>
<tr>
<td>Payment Services</td>
<td>2199 Addison Street side</td>
</tr>
<tr>
<td>140 University Hall, MC#111</td>
<td>Berkeley, CA</td>
</tr>
<tr>
<td>Berkeley, CA 94720-1111</td>
<td>Location: between University Ave and Addison St on Oxford St</td>
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</tbody>
</table>

Billing questions may be directed to:

<table>
<thead>
<tr>
<th>Cal Student Central (for Students)</th>
<th>Housing Cashiers (for Visiting Scholars and Post Docs)</th>
</tr>
</thead>
<tbody>
<tr>
<td>120 Sproul Hall, Berkeley Campus</td>
<td>2610 Channing Way, Berkeley, CA</td>
</tr>
<tr>
<td>Phone: (510) 664-9181</td>
<td>Phone: (510) 642-1524</td>
</tr>
<tr>
<td>Website: studentcentral.berkeley.edu</td>
<td>Email: <a href="mailto:hsgcashiers@berkeley.edu">hsgcashiers@berkeley.edu</a></td>
</tr>
<tr>
<td>Hours: Mon-Fri, 9 a.m. – 4 p.m.</td>
<td>Hours: Mon-Fri, 10 a.m. – 4 p.m.</td>
</tr>
</tbody>
</table>

“Welcome Packet” is available at University Village (http://universityvillage.berkeley.edu/)

Updated: 07/01/14
Moving Out: What You Need to Know

The following pages will help you as you move out of the Village. We have provided a list of forms and some suggestions on how to make this move as easy on you as possible.

Check-out Procedures

- Review your rent status to be sure that it is current.
  - Also see section on Disposition of Deposit
- Schedule an Initial Inspection – detailed on next page.
- File a forwarding address with the Village Office, BearFacts, and the U.S. Postal Service. Forwarding cards are available at the U.S. Post Office at 1191 Solano Ave, Albany. You can also forward your mail within the U.S. by visiting the USPS website at https://moversguide.usps.com/. You will not have access to your mailbox after moving out.
- Discontinue or transfer your telephone/cell phone ancillary equipment service.
- Discontinue all regular deliveries to your apartment (e.g. newspaper, magazines, etc.)
  - If you have a satellite dish service, remove the satellite dish as well as any coaxial cables and staples. Charges will apply for non-removal.
- Check your mail before turning in keys.
- Return your apartment keys on the stipulated vacate day. DO NOT leave keys in your apartment or with friends. In the event you do not return your keys on the vacate date, you will be charged additional rent for each day late. We cannot classify your apartment as vacant until you have returned your keys. In the event that you do not return your keys and there is every sign that you have moved out, your locks will be changed and you will be charged $50 for the lock change.

Security Deposit Disposition

- Security Deposits are refunded after your apartment has had its final inspection, and any damage or cleaning charges have been deducted. Deposits may also be applied toward any outstanding rents or fees owed. It will take cashier’s office up to 21 days to process your refund. International residents may experience additional delays of up to four to six weeks, particularly if there were charges against the deposit. To ensure that rent deposits and other refunds due are received upon leaving Family Housing, notify Billing and Payment Services of your new address, as well as update your account or Electronic Funds Transfer (EFT) information, if applicable. This is in addition to providing a forwarding address on the Intent to Vacate form.
  - Students can do this at bearfacts.berkeley.edu.
  - Postdoctoral researchers, visiting scholars and other residents with questions about their deposit can call (510) 642-1524 or email hsgcashiers@berkeley.edu.

“Welcome Packet” is available at University Village (http://universityvillage.berkeley.edu/)

Updated: 07/01/14
Damages and Extra Cleaning Costs

Any damage or cleaning costs incurred will be assessed at current UC Berkeley labor recharge and material rates and are subject to change without advanced notification. Residents are liable for the cost to return the apartment to original move-in condition, minus normal wear and tear.

Following is a fee schedule for UC Berkeley recharge rates for service. When a resident elects not to clean up their apartment before vacating, it means that we must. This is not a regular service and we will charge your CARS account for this work as a damage/cleaning cost. Failure to pay damage/cleaning costs charged, will result in collection efforts and affect your credit.

<table>
<thead>
<tr>
<th>UC Berkeley Housing Labor Recharge Rates effective August 1, 2013:</th>
</tr>
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<tbody>
<tr>
<td>Custodial Services: $52.00/hour</td>
</tr>
<tr>
<td>Maintenance Services: $83.00/hour</td>
</tr>
<tr>
<td>Trades Work: $98 – 110/hour (depending on the Trade)</td>
</tr>
<tr>
<td>Grounds: $75.00/hour</td>
</tr>
</tbody>
</table>

Rates are subject to change. Please see this website for the most current rates:

http://controller.berkeley.edu/recharge/CurrentRates/physical.htm

“Welcome Packet” is available at University Village (http://universityvillage.berkeley.edu/)

Updated: 07/01/14
Initial Inspection
When you submit your *Intent to Vacate* form, please request an appointment for an *Initial Inspection*. This inspection, which generally takes no more than 15 minutes, is usually scheduled no later than two weeks prior to move-out. The inspection does not require any special preparation or advance cleaning; it is best for the inspector to see how the apartment is usually kept. The purpose of this inspection is to identify areas that could potentially result in charges if not remedied by the time of your *Final Inspection*, which occurs after you have departed the Village.

The inspector will leave a written account of what items were discussed with you or seen in your apartment if you were not present. The process and details are defined on the Initial Inspection request form and on the preliminary itemized statement of cleaning or damage repairs.

Cleaning Your Apartment
Although we expect a certain amount of normal wear and tear on your apartment, it must be left in a clean and satisfactory condition. By the time of your vacate date, your apartment most likely has been assigned and the prospective tenants must be able to move in without delay.

The following is provided to assist you in meeting necessary University Family Housing’s standards of cleanliness. Do not wait to begin cleaning on the last day before move-out.

**Kitchen Equipment**
Appliances in the kitchen typically require the most attention upon move-out. Regular cleaning on a day-to-day basis is the best practice. Otherwise, allow sufficient time for deep, detailed cleaning to meet expectations.

**GAS STOVE**
- **Do not** pull the stove out from the wall, as it may disturb the gas line.
- Take out all of the oven’s removable parts and place them in the sink for cleaning. Clean them with a heavy-duty degreasing cleaner and a new scrub pad and sponge, following the recommendations listed below.
- Run the oven self-clean feature, if it has moderate to heavy build-up from frequent use. Refer to your stove manual for cleaning procedures.
- Wash stove top, edges and front of control panel, drip pans, racks, and oven drawer with a cleaning solution (such as Spic and Span) to remove grease and marks. Use care not to scratch or saturate any electronic parts (such as LED control screen for oven.)
- Remove any residue on the burner pans, under and on top of the rings (around the coils on top), on the broiler/grill (both sides) with steel wool pads, such as S.O.S. Soaking the pans in an ammonia solution will help loosen any residue.

“Welcome Packet” is available at University Village ([http://universityvillage.berkeley.edu/](http://universityvillage.berkeley.edu/))

Updated: 07/01/14
• Remove stove knobs and clean in a soapy water solution. We recommend that you soak them for a few hours in the solution to gently clean them. Do not use heavy duty oven cleanser on the knobs since it may remove the writing from the knobs. Do not scrub the knobs with steel wool pads since they will scratch the finish and also may remove writing.

• Reassemble the stove with the cleaned removable parts, and wipe down all surfaces including the bottom drawer. Leave broiler pan inside oven. Vacuum any debris under the stove by removing drawer in front of stove.

HOOD FAN (over stove)
• Clean top, sides and front of fan over the stove with a heavy-duty grease cleaner.
• Do not remove filter screens for cleaning as the concentrated grease may clog the drain in your sink.

REFRIGERATOR
• Remove all food from inside the refrigerator and freezer. Remove any items on top of the refrigerator compartments.
• Turn off or unplug the refrigerator while cleaning.
• Clean the outside of the refrigerator with a mild liquid detergent or baking soda; be sure to wipe the doors, sides, and top of the refrigerator. We suggest that you use a new sponge designed for scrubbing hard surfaces. Do not use steel wool pads that may scratch the surface. Roll refrigerator out from the wall and remove all personal property around it. Vacuum and clean the floors and walls, under, behind, and beside the refrigerator.
• Clean the inside of the refrigerator thoroughly. Wash the walls, door shelves, racks, vegetable drawers, crisper top, door and door gasket/rubber strip around door (especially gasket folds). Leave the ice trays inside the refrigerator.
• Occasionally refrigerators will accumulate frost. Do not use ice picks, hair dryers or other heating mechanisms to help defrost the freezer. Excessive heat may puncture the evaporator lines and you will be charged for replacement refrigerator.

KITCHEN SINK
• Wash the kitchen sink and faucets with a soft scrub liquid cleanser.
• Clean the metal drainpipe in the cabinet under the sink. Rinse thoroughly with clean water.
• Remove any garbage spills or stains using care not to scratch the cabinet bottom.

KITCHEN CABINETS AND DRAWERS
• Clean wood cabinets and drawers carefully to avoid damage from scrubbing too hard or using abrasive cleaners. Wash the outside ‘faces’ and insides of all cabinets and drawers (especially around the handles) with mild liquid detergent.
• Empty the drawers and wipe them out. Vacuum any dry goods spills in drawers (i.e. seeds, spices, rice, salt). Wipe down all sticky spots with a sponge and mild soap solution.

“Welcome Packet” is available at University Village (http://universityvillage.berkeley.edu/)
Updated: 07/01/14
Bathroom

BATHROOM FIXTURES

• Wash the tub, tub wall, vanity top, sink, faucets, soap dish, medicine chest, toilet (including all around outside of the bowl, seat, and lid), floors, baseboards, walls, and doors. Use soft cleanser on all shower, tub, sink and tile areas; then rinse well and wipe dry to avoid spotting or residue.

• Some mildew deposits will clean up from fixtures and walls with a general cleaner; for stubborn mildew and mold stains, you may need a product such as X-14 or Tilex. Use a scrubbing sponge or stiff brush/toothbrush to remove mildew.

• Wash the medicine cabinet inside and out, including the top and sides.

• Wipe the mirror with non-abrasive glass cleaner. Remove any decals/stickers that you have applied. Use rubbing alcohol or glass cleaning solution for difficult removal.

General Apartment Cleaning

WALLS AND DOORS

• Remove all nails, picture hooks and anchors from the walls. Do not fill holes; painters will repair them. Charges may be assessed for any drilled holes, ceiling hooks and large nail holes, except holes specifically used to “earthquake proof” your property. Charges may also apply if: hardware is not removed, if there are an excessive number of holes, or if holes have been badly patched or filled.

• Remove all marks on walls and doors. This includes: tape marks, handprints, writing in chalk, crayon, marker or pencil, furniture scuffs and any other marks or scuffs that can be removed with detergent and water, scrub pad and sponge.

• Clean light switches, electric outlet covers, door handles, and baseboards. Unplug items and turn off the circuit breaker before cleaning around electrical outlets.

• Remove all mildew by using a 10% bleach/90% water solution. Never mix bleach and ammonia. For more help with mildew removal, see “Mold and Mildew Control” (see Table of Contents) of your Welcome Packet, OR request a copy from the front desk

WINDOW AREAS

• Remove all stickers, stars, tape and tape marks from the windows, walls and ceilings.

• Clean all the window frames.

• Vacuum or brush off all screens and leave screens in place in the window.

• Vacuum or dust off all window blinds and sills.

• Clean all window tracks and any dirt or mold growth on vinyl edges; you do not have to wash the window glass. Leave all security locks at the windows.

• Untangle any knot on blind cords.

“Welcome Packet” is available at University Village (http://universityvillage.berkeley.edu/)

Updated: 07/01/14
FLOORS
• Sweep or vacuum and mop all tile floors; remove all grease, hair, debris. Mop floors until clean. Dispose all cleaning water in the toilet bowl (rather than into a sink drain or in the landscape.
• Do not wax the floors.
• Vacuum all carpets, up to the edge in all rooms and along any stairs.

HEATERS AND STOVE
• When leaving, turn off heater thermostat, stove burners and oven controls.

OTHER IMPORTANT REMINDERS
• Leave all UC-provided recycling and compost containers in the apartment. Failure to leave them will result in charges.
• Remove any items in storage, and thoroughly sweep or vacuum the storage area. Remove any hardware attached to the walls.
• Remove any items on patio or balcony and thoroughly sweep or vacuum. Remove any hardware attached to walls or downspout hardware. Wash down any chalk or marks on walls in the area.
• Turn off the lights. Lock doors and windows. Remove name from mailbox.
• Moving “Dollies” (handcarts for moving heavy items) may be checked out from the Office. If you borrow a moving dolly, you are responsible for its proper usage and liable for it while it is in your possession. There will be a charge for dollies not returned within 24-hour period. Dollies checked out on weekends may be kept until Monday at no additional charge. The charge for a lost dolly is $265.

THANK YOU
We hope that you enjoyed your stay in Family Student Housing and we wish you success in your future endeavors. If we may be of further assistance in your checkout procedures, please contact us (510) 526-8505 Monday through Friday between 8 a.m. - 5 p.m.; Saturday between 9 a.m. - 1 p.m.

“Welcome Packet” is available at University Village (http://universityvillage.berkeley.edu/)
Updated: 07/01/14
Village Programs and Services

The Village has a lot to offer. Our programs are always changing to meet the needs of our residents. So please keep your eye on the sandwich boards at the Village entrances and in front of the Community Center, and in Village flyers for current programs. The following pages will give you an idea of what the Village has to offer.

Assistant Director for Family Housing

(510) 526-8505 Ext. 254

The Assistant Director supervises Family Student Housing Residential Programs, the Recreation and Youth Programs, and provides formal mediation in the Village.

The Residential Programs Family Assistance Program Coordinator maintains the Village website and UC Berkeley University Village on Facebook. Please check either location for calendars and upcoming events. Contributions are always welcome. The Family Assistance Program Coordinator can be reached by calling (510) 528-5391.

Resident Advisors

RA on duty: (510) 224-8298 (Only on weekends from noon to 5 p.m. and for after-hours EMERGENCIES that do not require medical attention or the Police or Fire Department. For these emergencies, dial 911.)

Resident Advisors (RAs) live in the Village, and have been hired to help residents with Village-related problems. RAs assist in developing social and educational programs and policies which help build a sense of community.

Feel free to call an RA if you:

• need referrals to the confidential counseling and health care services available on the UC Berkeley campus or other community resources for families in need;

• have difficulties with your neighbor(s) and have not been able to resolve the situation on your own; and/or

• want information about the Village activities or general community resources.

Please do not call after 10:00 p.m. or before 8:00 a.m. unless it is an emergency. On weekends, one Resident Advisor is on duty Saturday and Sunday between noon and 5:00 p.m. During these hours, the RA on duty can be reached at (510) 224-8298.

“Welcome Packet” is available at University Village (http://universityvillage.berkeley.edu/)

Updated: 07/01/14
Family Events and Programs

There are many ongoing events that can be found at the Village Calendar of Events [http://universityvillage.berkeley.edu/uv.calendar.htm](http://universityvillage.berkeley.edu/uv.calendar.htm). You could also subscribe to the List Serve (which announces all upcoming events) by emailing village@berkeley.edu.

Some of the events and groups include:

**WOMEN’S NON SECTARIAN MEDITATION GROUP**
Come find some quiet rejuvenation
*Check the Village Calendar*

**FAMILY FRIDAYS**
Enjoy $1 pizza slices, popcorn, games, activities, and a movie.
*Check the Village Calendar*

**INTERNATIONAL TEA ‘N TALK**
Enjoy worldwide friendship
*Check the Village Calendar*

**EXPECTING, NEW AND BEYOND: MOMMIES, DADDIES, AND ME**
Enjoy mutual family support
*Check the Village Calendar*

**CONVERSATION CLUB**
Improve your English
*Check the Village Calendar*

Also Look For:
- Mar Annual Village Art Exhibit
- Apr Village Festival
- May Village Yard Sale
- Sep Village Family Resource Fair
- Oct Pumpkin Sale, A-Hall-O-Ween Trick or Treating
- Dec Winter Festival

**Study Room**
A study room is located in Bldg.160, Apartment105. East and West Village apartment door keys will open the study room. Wireless internet and study tables are available for use. An additional study room is located in the Student Study Trailer. Check with the office for the access code. In August 2013 this study room will be relocated to Bldg. 123 Apartment 456.

“Welcome Packet” is available at University Village ([http://universityvillage.berkeley.edu/](http://universityvillage.berkeley.edu/))

Updated: 07/01/14
Recreation Programs

University Village Recreation Program, at UC Berkeley was founded in 1986 and established to serve the needs of the University's family housing residents but has since broadened to serve the general public.

The program participants represent a cross-section of cultural and international diversity that includes families from over 60 countries. Programs, classes and open recreation are available to children, teens and adults. You can sign up at villagerecreation.berkeley.edu or by going to the Recreation Office.

RECREATION OFFICE
1125 Jackson St.
Albany, CA 94706
(510) 524-4926
Office Hours: Mon – Fri, 9 a.m. – 5 p.m.
email: uvrec@berkeley.edu
http://services.housing.berkeley.edu/VillageRecreation/

Children’s Programs
A wide variety of children’s programs have been offered, including gymnastics, soccer, basketball, art, martial arts, baseball, tee-ball, and summer camps. Activities are available for children as young as 9 months. Please check the website http://universityvillage.berkeley.edu and/or UC Berkeley University Village on Facebook for calendars and upcoming events. You could also subscribe to the List Serve (which announces all upcoming events) by emailing village@berkeley.edu.

Adult Programs
We have offered a variety of adult programs, including yoga, weight training, basketball, indoor soccer, table tennis, women’s basketball, badminton, volleyball, martial arts, and others. Please check the Gym and Weight Room Schedule for days and times. You can check the web page http://universityvillage.berkeley.edu to see what’s going on.

Community Center
The Community Center gymnasium and weight room are open to Village Residents for free and to the general public for a small fee.

“Welcome Packet” is available at University Village (http://universityvillage.berkeley.edu/)
Updated: 07/01/14
**Weight Room**

University Village Recreation has a small weight room that is open to Village Residents as well as the general public. We have two (2) Stairmasters, two (2) Rowing machines, a Lifecycle recumbent stationary cycle, a Lifecycle upright stationary cycle, a Reebok spinning cycle, an elliptical trainer, Cybex leg extension and leg curl machines, a Gravitron and a Cybex Multi Station set up. There is also an assortment of free weights (dumb-bells) ranging from 3 to 75 pounds.

A Weight Room Orientation is required for anyone wishing to use the weight room, where a one-time orientation fee is charged for both Villagers and the General Public. Use of the weight room is free for Village Residents and there is a charge to the General Public. Please check the Gym and Weight Room Schedule to see the current weight room hours of operation as well as the schedule for Weight Room Orientation.

**Piano Room**

The Piano Practice Room is available Monday through Sunday during weight room hours for the use of children and adults to practice the piano or any other musical instruments that might otherwise disrupt their neighbors.

The following are guidelines for the use of the room:

- There will be a nonrefundable fee of $40 per person.
- You may schedule practice times once per day for a maximum of 30 minutes a day, 5 days a week for each individual.
- All children MUST be accompanied by an adult when practicing.
- If the door or window to the room is left unlocked, privileges will be revoked.
- Food and drink is NOT PERMITTED in the piano practice room.
- If any garbage is discovered, or there is any damage to piano, blinds, or any contents of the room, privileges will be revoked.
- In order to control room temperature and maintain piano tune, blinds or shades must be closed when you finish using the room.

You can pick up a piano room reservation form at the front desk in the Community Center.

“Welcome Packet” is available at University Village (http://universityvillage.berkeley.edu/)

Updated: 07/01/14
Village Community Garden

The Village Community Garden is located on the west side of the Village at the end of the greenway sidewalk. There are spacious garden plots for the avid, fresh-air-loving gardeners who would brave the elements for the love of nature and yearn for the crisp taste of fresh vegetables bursting with real flavors that can NOT be bought at any "Fresh Produce" store for any price.

Visit the Community Garden website http://universityvillage.berkeley.edu/gar.htm for more information.

Garden Features Include

- Large 20' by 20' plots
- Water
- Use of garden tools
- Advice and training
- Seeds
- Ecology center seed library

Wild blackberries, singing birds, kind and helping neighbors

Village Garden Community plots are available to residents of University Village and the community. All materials in the garden plots belong to their current owners. Taking of any material including garden tools, plants, compost and even soil without the express consent of garden plot owners and/or garden management is strictly prohibited. You may walk through the garden when open and enjoy the environment, but removal of any material without permission is considered unlawful and may be reported to UC Berkeley Police department. Please, no children allowed in the garden without an accompanying adult.

2014-2015 Garden Management Contact List

Garden Manager
manager@ucvillagegarden.net
Plot Assignor
plots@ucvillagegarden.net
Technical Assts
help@ucvillagegardent.net
Interim Tool Manager
tools@ucvillagegarden.net

“Welcome Packet” is available at University Village (http://universityvillage.berkeley.edu/)

Updated: 07/01/14
Village Crossroads Room Reservations

The Crossroads Room is located in the south corner of the same building that the Village Office is in. The room can be reserved by Village residents for free by calling the Village Office. The room has its own refrigerator and sink. Residents often use this space for birthday parties, graduations and other celebrations. When you reserve the room, you are responsible for cleaning the room afterwards. Any damage repairs or cleaning will cause a bill to be assessed on your CARS account.

You MUST RESERVE IN ADVANCE through the Village Office at (510) 526-8505 in person by submitting a completed contract. Please call the Resident Advisor on duty at (510) 224-8298 to open the room for you if the Village Office is closed. No parties during office hours please.

Village Residents Association (VRA)

The VRA is a resident-organized funding and advocacy group. They fund community events both large and small, from the Village Festival to the Thanksgiving Potluck and courtyard parties. Equally importantly, they interface between Village residents and UCB, advocating on behalf of student families.

The VRA meetings are typically held on the 2nd Wednesday of each month (excluding January and July) at 7:00 p.m. in the Four Corners Room in the Community Center. Free childcare is provided.

The VRA maintains an email list serve to which they send announcements about VRA meetings, community issues and events, and occasional job listings. If you would like to be included on that list serve, or if you have any questions about the VRA, please email vra@berkeley.edu.