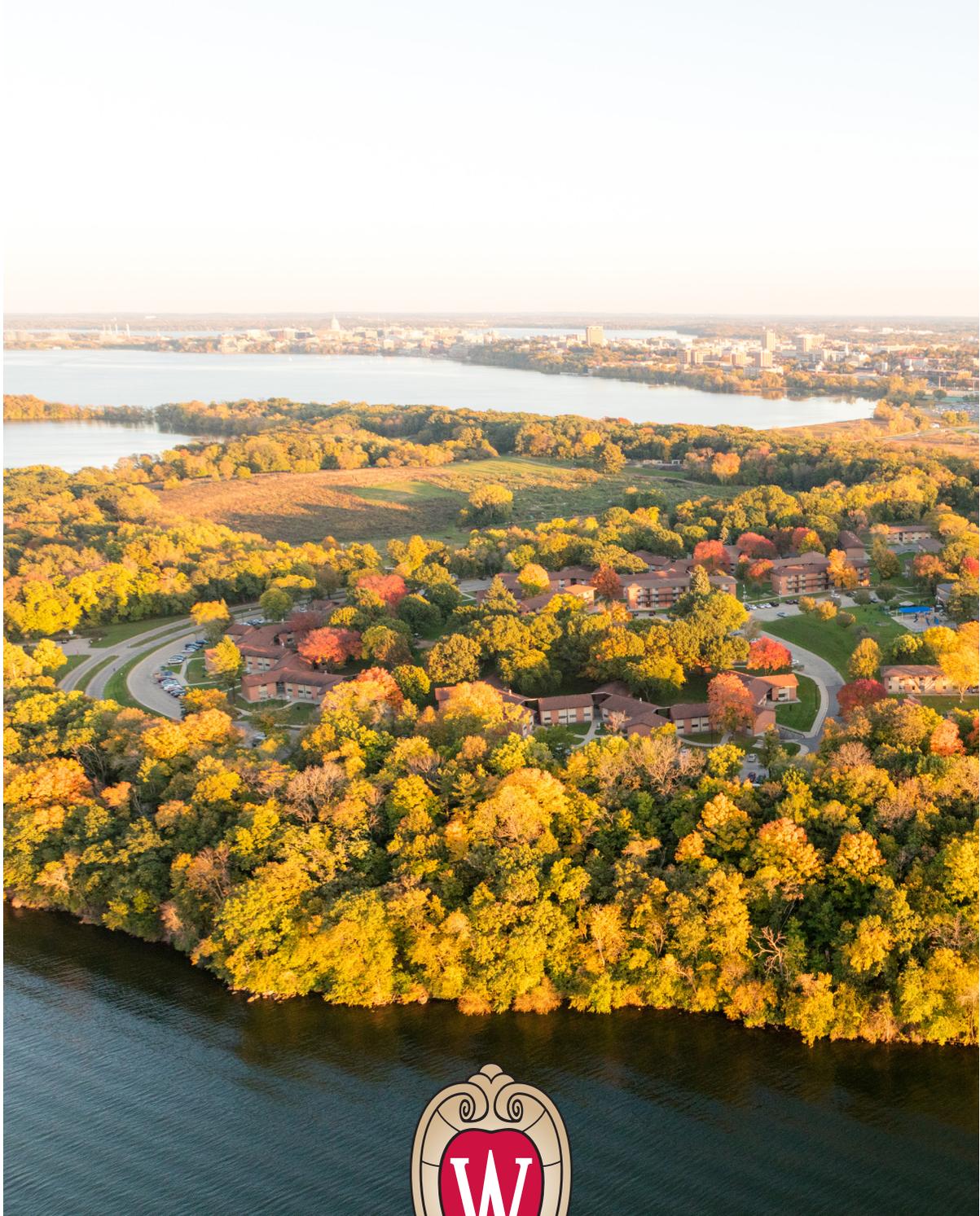


UNIVERSITY APARTMENTS MOVE-IN GUIDE



University Housing
UNIVERSITY OF WISCONSIN-MADISON
Built for your **success.**



WELCOME

Welcome to University Apartments. As many of our residents are new to Wisconsin or to the United States, we know that it can sometimes be overwhelming to find your way around a new city. We are happy to help you make a smooth transition.

CONTACT US

-  **University Apartments General Office**
611 Eagle Heights Drive
Madison, WI 53705
-  608-262-3407
-  www.housing.wisc.edu/apartments
-  universityapartments@housing.wisc.edu
-  Apartment Facilities Office (*more info, pg.3*)
608-262-2037
-  Resident Manager On-Call (*more info, pg.5*)
608-444-9308 - **Answered 24/7**
-  Leasing Department (*more info, pg.8*)
leasing@housing.wisc.edu
-  Eagle's Wing Child Care (*more info, pg.9*)
eagleswing@housing.wisc.edu
-  UW Police Non-Emergency (*more info, pg.6*)
608-264-COPS ; 264-2677
-  UW Police/Fire Emergency
9-1-1
-  Cashiers Office in Slichter Hall (*more info, pg.2*)
cashiers.office@housing.wisc.edu
-  Community Police Officer
608-265-5717

COMMUNITY CENTER

We're proud of the sense of community here. Our Community Center is often the hub for social events and programs that bring neighbors together. You can also rent space for group or personal use on an hourly basis.

The Community Center features:

- Main offices for University Apartments staff
- Eagle's Wing Child Care & Education Programs
- A large basketball gymnasium
- Kitchen
- Three meeting/classroom spaces
- A quiet study room for adults, containing public use computer kiosks
- Lactation Room
- Office of Child Care and Family Resources (OCCFR)

For more info visit www.housing.wisc.edu/apartments/resident/community-center.

COMMUNITY CENTER OFFICE HOURS

Monday - Friday: 8 a.m. - 5 p.m.

CASHIER'S OFFICE HOURS

Monday - Friday: 10:00 a.m. - 4:00 p.m.

LAUNDRY

Your apartment key opens your laundry room. You only need to bring your own detergent because the machines are free for residents.



MAIL AND PACKAGES

Standard U.S. mail is delivered every day except Sunday and on U.S. Federal Holidays. Place outgoing mail in the outgoing letter slot in your mailbox or in the blue mailbox outside of the Community Center for USPS pick-up. You can ship packages at the nearest post office. Neither the Apartment Facilities or University Apartments Offices accept resident packages. Mail delivered to the Community Center will be returned to sender.

Receiving Packages in the Mail

The post office may deliver a key with your mail. This key will open the compartment for packages in your mail box cluster. Please remove your package, close the compartment door, and leave the key in the lock. UPS and Fed Ex will deliver packages to the door or outside your building.

Nearest Post Office:

601 Sawyer Terrace, Madison, WI
For more information, call [800-275-8777](tel:800-275-8777)
or visit www.usps.com

Mailing address for Eagle Heights

Your Name
Building Number, Eagle Heights, Apt. Letter
(Example: 605 Eagle Heights Apt. I)
Madison, WI 53705 USA

Mailing address for University Houses

Your Name
Building Number, University Houses, Apt. Letter
(Example: 5 University Houses, Apt. A)
Madison, WI 53705 USA

Mailing address for Harvey Street

Your Name
2924 Harvey Street, Apt. Number & Letter
(Example: 2924 Harvey Street, Apt. 6A)
Madison, WI 53705 USA



PUBLIC STORAGE

For a complete explanation of the storage policy and guidelines on how to store approved items, visit: www.housing.wisc.edu/apartments/resident/rules.

Storage standards help:

- Protect you and the rest of the community from safety and health hazards
- Limit damage to buildings and the environment
- Keep the community a pleasant place to live
- Increase the efficiency of facilities staff, keeping rent rates as low as possible

General guidelines for public storage:

- Store only approved items in approved areas
- Mark items stored outside with a current *Property Identification Label* with apartment number
- Keep hallways and stairwells clear. The only item approved for storage in hallways is a welcome mat (with a nonslip backing) in front of your door
- Keep windows and doors unobstructed. Leave a 4-foot wide path to all exits and stairways
- Place items away from shrubs or other plantings
- Do not hang objects from railings or balconies
- Move toys, bikes, and other personal items off the lawn on “mowing day”

Assigned Storage Areas:

- All apartments have a small assigned storage area.
- Most resident storage is in the basement.
- These storage areas are locked and can be opened with your apartment key.
- Remember that the University is not responsible for any damage to your personal property in your apartment or in these storage areas.
- Valuables should not be stored in basement storage areas because the temperature and moisture level changes with the seasons and weather.
- We recommend that items stored in basement areas are in air tight containers or sealed bags to prevent damage to your belongings.



PAYING YOUR RENT

Due Date

University Apartments rental payments are due for each month on first of each month (for example: December’s rent is due Dec. 1st).

Acceptable Payments

NOTE: We only accept payment in U.S. dollars.

- Credit/Debit Cards (fee)
- Personal checks
- Cashier’s checks
- Traveler’s checks
- Money orders

Payments can be made online through [My UW Housing](#). You can pay in person or by mail at the Cashier’s Office located at: 625 Babcock Drive, Slichter Hall, Madison, WI 53706. Payment by check can also be made at the UA Community Center drop box located by the ATM. Learn more at: www.housing.wisc.edu/apartments/leasing/payment.

MAINTENANCE

The Apartment Facilities Staff are here to assist you with maintenance questions and concerns, and of course to help get things fixed when they need repair.

Our goal is to respond to work requests within 48 hours. Some work orders take longer to complete if we need to order parts or schedule more complicated repairs but we will communicate with you if a work order cannot be completed right away.

See the chart below to help you identify who can help you and when. You can find more information on this and submit a maintenance repair request at www.housing.wisc.edu/apartments/maintenance.

Need	When	What to Do
Emergency Repairs (Examples: no water, falling water, no heat in the winter)	Monday - Friday 7:00 a.m. - 3:30 p.m.	Call University Apartments Facilities Office 262-2037
	After 3:30 p.m., on weekends & holidays	Text or call the Resident Manager on duty 608-444-9308
Non-Emergency Repairs (Examples: slow drain, loose towel bar)	Anytime	Request a repair online at www.housing.wisc.edu/apartments/maintenance
Dangerous or Life Threatening Emergency	Anytime	Dial 9-1-1 for Police, Ambulance and Fire Services

We are not able to schedule maintenance staff to come at a specific time, but you can include your requests in your work order and we will try to honor those as best we can.

Who Can Help:

For more information about maintenance and for help with basic maintenance issues, visit: www.housing.wisc.edu/apartments/maintenance.

MAINTENANCE RESOURCES

The University Apartments maintenance page has many resources to teach you how to remedy basic maintenance issues in your apartment, as well as a maintenance picture dictionary to help you identify different appliances and fixtures in your apartment.

Topics covered include:

- Window Locks
- Bathroom Tips
- Washing Machines
- Unclogging Your Toilet
- Temperature Control
- Smoke Detector
- Shades

RENTER'S INSURANCE

Neither the University of Wisconsin-Madison nor the Division of University Housing is liable if your property is lost, stolen, or damaged in any way, anywhere on the premises (including storage facilities).

Residents are liable for all damages to their apartment and belongings, and to neighbors' apartments and belongings that occur due to their, or their guests', actions. Renter's Insurance protects you from financial loss if there is a fire, leak, or flood in your apartment. We **HIGHLY RECOMMEND** you purchase Renter's Insurance.

For more information and for specific descriptions of buildings for insurance purposes, visit: www.housing.wisc.edu/apartments/moving-in/insurance.

CELL PHONE SERVICE

There are several different types of cell phone services available in the Madison area (service in the area is limited). If you have a cell phone service, you will receive bills for this service directly from the provider you choose. It is also possible to arrange cell phone service online with other companies.

Cell Phone Providers with local offices:

- | | |
|---|---|
|  AT&T
www.wireless.att.com |  Sprint
www.sprint.com |
|  Verizon
www.verizonwireless.com |  U.S. Cellular
www.uscc.com |

How to Connect to ResNet Wired Network

1. Connect a data cable to the network port on your computer and to the data jack in your room. The data jack will be either red or orange in color
2. Turn on your computer and open your web browser, which should redirect to the ResNet network registration page
3. Follow the instructions on the registration pages. Register all the devices you wish to connect before registering your computer. You can only access the registration page from an unregistered device that has a web browser
4. Enter your NetID and password at the login page as well as your preferred contact information
5. When the registration application indicates success, close and reopen your browser. You should now have full network access

If you have trouble connecting or have questions about connecting different devices to ResNet or UWNet, visit:

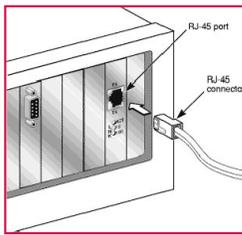
www.housing.wisc.edu/apartments/moving-in/internet or contact ResNet at (608) 262-8703, resnet@housing.wisc.edu.

How to Connect to UWNet Wireless

1. Enable WiFi on your computer or mobile device
2. Select “UWNet” from the list of available networks
3. Open a web browser — it will automatically redirect to a registration page



Cable Connection on TV



Network port on computer



Data Cable



Telephone Cable

4. Click “Start” under “Computers and Mobile Devices”
5. Enter your campus-assigned NetID, password, and your preferred contact information at the login page

ResNet Wired Data Service

You can connect your computer to a data jack for free wired Internet service, or connect your router to provide WiFi in your apartment.

UWNet Wireless Data Service

UWNet Wireless Service is available in the Community Center and in University Houses.

Residential Television Network

Cable television is included in your rent. All apartments are cable-ready and will need a high definition (HD) TV to take full advantage of the digital and HD channels. An HD TV with clear-QAM tuner is all that is needed without the need for a set-top box.

ResNet Cable TV service provides University Apartments with approximately 260 expanded basic cable TV channels, over 80 high-definition channels, and over 40 digital music channels.

There is also a wide selection of international and native-language channels.

Each apartment is wired with coaxial cable TV jacks.

If you would like to subscribe to premium channels, you can order them directly from Charter Communications.

Note: Outdoor antennas and satellite dishes are prohibited.

Cable Channel Listing

A complete channel listing for the Residential Television Network can be found at: <http://kb.wisc.edu/rtnlineup>.

SpectrumU



SpectrumU allows you to watch TV on your mobile devices for free whenever you are on campus. The free app, is available for iOS in the App Store and for Android in Google Play.

For more information on television in your apartment, visit:

www.housing.wisc.edu/apartments/moving-in/television.

We sell Ethernet & Cable Cords

Are you in need of an ethernet or cable cord? No worries, we sell them in the Community Center’s main office. Just stop by during open hours.



RESIDENT MANAGERS

Resident Managers (RMs) are community members who are assigned to specific University Apartments neighborhoods. They provide after-hours assistance with lock-outs, urgent maintenance issues, programming for the community, community education efforts, assistance in resolving neighbor disputes, and referrals to campus resources. Your RM is a great resource and you should feel welcome to call them for assistance or for help in getting to know your community better.

RMS IN YOUR AREA

Email your RM at resident.manager@housing.wisc.edu

100s & 200s: Chris Hulshof

300s & 400s: Hossein Panahi

500s & 600s: Walaa Awad

700s & 800s: Mike Davis

900s: Eric Hammond

UHouses: Chris Li

Harvey Street: Ashley Gaskew

AFTER HOURS CONCERNS

Call or text the RM on-call phone at [608-444-9308](tel:608-444-9308) for assistance with an urgent concern after office hours. RMs are on duty from 5:30pm to 8:00am on weekdays and 24 hours on weekends and holidays. If you have a non-urgent repair after hours, submit a repair request at www.housing.wisc.edu/apartments/maintenance or by calling the Apartment Facilities Office and leaving a voicemail message.

EVENTS

Staff organize events and activities for residents throughout the year. Past events have included trips to Milwaukee and Chicago, campfires, workshops, exercise and sport events, cultural celebrations, and more. There are many opportunities or adults, families, and children alike to connect with the community.

To find out what's happening in the community and to sign up for events, visit <http://go.wisc.edu/UA-Events>.

Madison is a vibrant city with activities for you to enjoy throughout the year. For a list of things to do in Madison, visit www.cityofmadison.com/calendar. For a list of other campus events and activities visit <http://today.wisc.edu>

If you have an event you would like to see organized, contact our Recreation Staff at UAevents@housing.wisc.edu.





TRANSPORTATION

Public Transportation methods include:

- Madison Metro Buses, including the free 80, 81, 82, and 84 campus routes
- Regional Bus Service to Madison from Milwaukee or Chicago
- Taxi Service/Car Service
- ZipCar
- B-Cycle

To learn more about getting around Madison and Wisconsin, visit: www.housing.wisc.edu/apartments/moving-in/transportation.

Bus Route Planning Resources

Google Maps



Plan your trip with Google Maps. Visit www.google.com/maps to start.

It is also available in Spanish, Chinese (simplified), Korean, French, Russian, German, Hindi, Laotian, Arabic, and Vietnamese. Visit www.cityofmadison.com/metro/google/index.cfm to find links to those language pages.

Transit Tracker

Get live arrival estimates to your favorite bus stops. You can also track where your bus is. Visit www.cityofmadison.com/metro/apps to download the app.

PARKING

One assigned parking stall is included with Eagle Heights and University Houses. Harvey Street resident parking is available for a monthly fee on a first come, first served basis. Additional parking stalls may be available for a monthly fee. Visitors must park in designated visitor parking stalls. Long term (more than 48 hours) or regular visitors must have their vehicle registered with the University Apartment office. For more information, visit: www.housing.wisc.edu/apartments/resident/rules.

Parking Complaints

If you see anyone violating parking policy, submit a complaint to the University Apartments Office in the Community Center and staff will work to resolve the issue.

The RM On-Call # can be called after hours to assist with some parking issues. **RM On-Call: 608-444-9308.**

Note: Parking disputes are a frequent source of neighbor conflicts. Be a good neighbor, don't park in your neighbor's spot, or in a visitor spot. To read the full parking policy, visit: www.housing.wisc.edu/apartments/resident/rules.

SAFETY

Safety and security of our community are a top priority. Even though UA is a relatively safe community, it's a good idea to keep your doors locked, even when you are home. Here are some other safety tips.

Window Safety

Screens are in the windows to keep bugs out, while also letting fresh air into the apartment. The screens may fall out if pushed too hard. Use the pins attached to the bottom of windows to secure them while they are partially open.



WiscAlerts

Organized by the UW-Madison Police Department, the WiscAlert system provides timely information about active emergency situations that require the community to take immediate action in order to stay safe. To enroll, or for more information, visit: go.wisc.edu/wiscalerts.

UWPD Community Officer

UW-Madison has its own police department. Officer Brad Davis has been assigned to the University Apartments community. He has an office in the Community Center and is here to answer questions, coordinate educational programs, and help with any police or security concerns you may have.

Safety & Security

Lock your door and take your key with you whenever you leave your apartment, even if it's just for a minute.

Don't Get Scammed!

Know how to protect yourself from fraud. Be cautious and trust your instincts. For more info, please reference the "Don't Get Scammed" UWPD brochure included in your check-in packet. If you suspect fraud, contact police immediately.

Fire

When you hear a fire alarm, always vacate your apartment. Madison Fire Department responds to all building alarms and our staff are prohibited from resetting the fire alarm until Madison Fire personnel have directed them to do so. If there are flames, call 9-1-1 to get help there as fast as possible. Abide by the Storage Policy to keep hallways and fire rescue platforms clear.

Severe Weather Alerts & School Closings

Dane County outdoor warning sirens will also be activated if a tornado warning has been issued but these may not be

heard if you are indoors or wearing headphones. The sirens in Dane County are tested between noon and 12:05 on the first Wednesday of every month from March through November.

On days when the weather is bad or temperatures are very cold or very hot, listen to a local radio or television station with information about school closings. You may also check the the Madison Metropolitan School District website at madison.k12.wi.us.

USING THE UNIVERSITY APARTMENTS WEBSITE

The website provides up-to-date information about the University Apartments community. Visit the University Apartments website at: www.housing.wisc.edu/apartments.

The "Resident Information" tab provides access to information that will help you connect with neighbors and learn about resources University Apartments provides residents, including:

- **Rules & Expectations:** We want to ensure that everyone in the community is comfortable and happy. Find rules concerning: actions of dependents and guests, laundry room etiquette, parking, harassment, quiet hours, storage, smoking, and running on-site businesses here.
- **Newsletter & Events:** The weekly newsletter offers community updates and the events section allows you to sign up for a variety of events that may interest you or your family. This is a great resource for all community members.

- **Community Center:** You can learn about the resources provided at the Community Center, events held here, and how to reserve space.
- **Outdoor Recreation & Grounds:** This page offers useful information on exploring the outdoors and how to be respectful of area wildlife.
- **Staff members:** University Apartments staff is here to help you with questions or concerns about how the University Apartments community operates. These are people you will likely see on a regular basis at the Community Center or at the Apartments Facilities office.
- **Resident Managers:** In addition to providing contact information and photos of our resident managers, the resident managers page explains what situations are appropriate for calling your resident manager and what are not. You will see resident managers throughout the community.
- **Safety:** There are many safety procedures University Apartments follows to keep you and your family safe. The safety page explains simple procedures you can take to stay safe. Additionally, you can learn about how to keep your children safe and how to be safe on a bike.
- **Emergency:** Sometimes, an emergency occurs and you may not know what to do. Read this page to learn about what to do when an emergency arises to be prepared for if and when an emergency occurs. If you're experiencing an emergency, call 9-1-1.

If you cannot find the information you're looking for on the website, use the search bar on the top right side of the website and search key words relating to your question.

APARTMENT LEASING DEPARTMENT

The leasing department can help you with a variety of questions you may have about your lease, including:

- Adding or removing roommates or other household members
- Transfer - moving to a different apartment
- Types of apartments and rates
- Ending your Lease
- Service/Support Animals
- Lead Paint Acknowledgement Form
- Subleasing Options

Remember that you need to renew your lease on a yearly basis. We will contact you when you need to renew. Lease dates vary by neighborhood:

- Eagle Heights: July 1 - June 30
- Harvey Street: June 1 - May 31
- University Houses: July 1 - June 30

For more information on these topics, visit www.housing.wisc.edu/apartments/leasing or email us at leasing@housing.wisc.edu.

UNIVERSITY APARTMENTS ASSEMBLY

University Apartments residents often take an active part in planning activities and services for their community. The University



Apartments Assembly and its committees address resident and community needs by working with staff to respond to community issues, making policy recommendations, and assisting in planning and implementing services and programs. If you have ideas or would like to volunteer, please email the Assembly chair at assemblychair@gmail.com.

COMMUNITY GARDEN

We are lucky to have unique community gardens adjacent to Eagle Heights and University Houses. As some of the oldest community gardens in the United States, they offer an opportunity for residents to enjoy the outdoors, meet neighbors, and grow vegetables and flowers. Organic and non-organic garden plots rent for a small fee, which finances the operation of the gardens.

A committee of volunteer gardeners manages the garden operations and new members are always welcome. Garden meetings are the second Wednesday of each month at 7:00 p.m. in the Community Center and all gardeners or prospective gardeners are welcome.

For more information visit: www.eagleheightsgardens.org.



EAGLE'S WING

Eagle's Wing is a full-service childcare center based in the Community Center that primarily serves University Apartments residents and their families. Eagle's Wing is accredited by the City of Madison and licensed by the state of Wisconsin and nationally accredited through National Early Childhood Program Accreditation (NECPA). Eagle's Wing has a diverse staff that brings their international experience to the program.

Eagle's Wing serves a wide range of children, from infants starting at six weeks to children aged 12 years. To learn more about Eagle's Wing, its staff, and its programming, in addition to information about other childcare options, visit: www.housing.wisc.edu/apartments/eagles-wing.

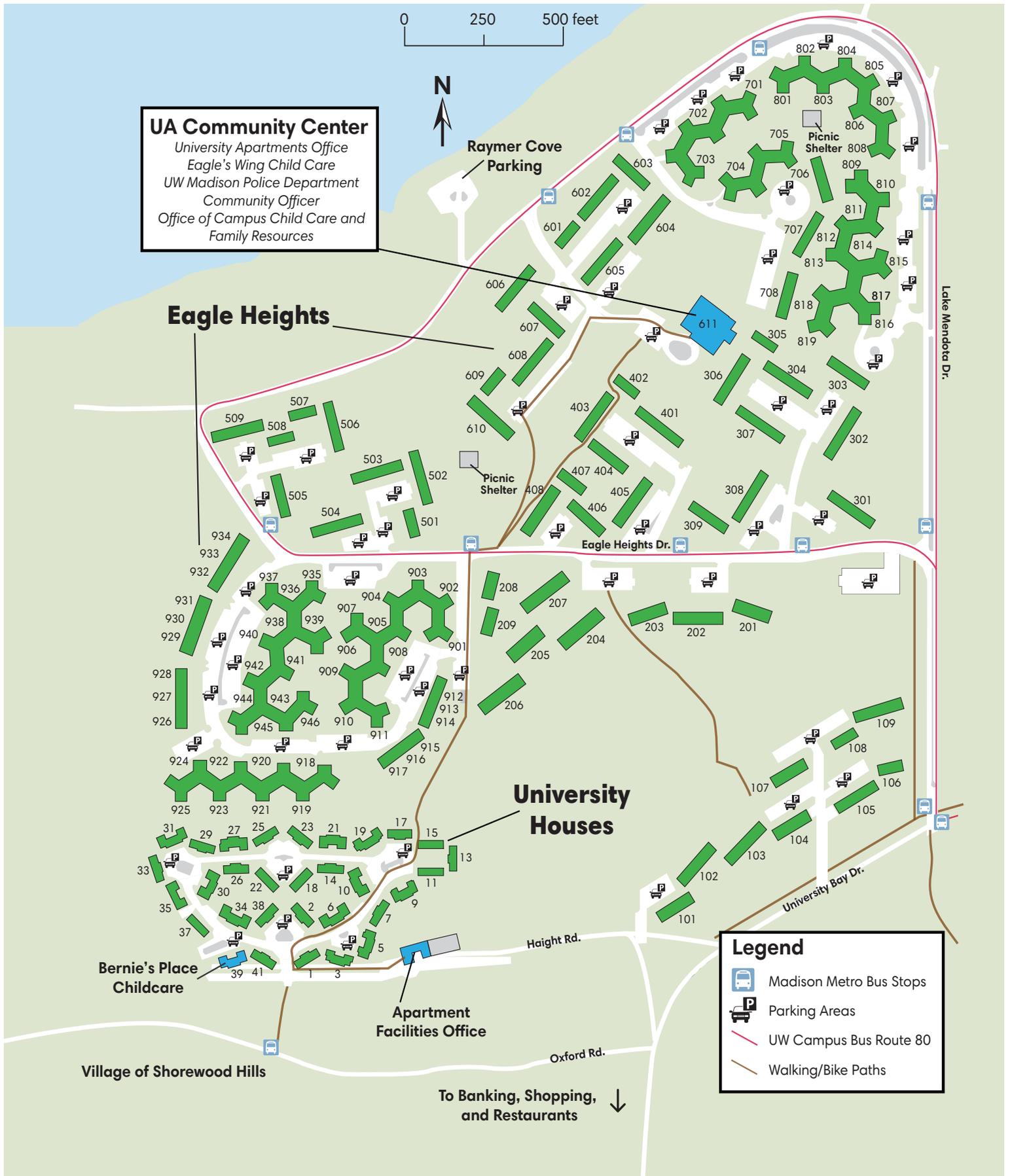
For information about child and family resources available to faculty, staff, and students contact the Office of Child Care and Family Resources (OCCFR), whose office is conveniently located in the Community Center. You can also visit: www.occf.wisc.edu.

NEIGHBORHOOD MAPS



HARVEY STREET APARTMENTS

2924 Harvey Street • Madison, WI 53705 • www.housing.wisc.edu/apartments/harvey-street





University Apartments

UNIVERSITY HOUSING

UNIVERSITY OF WISCONSIN-MADISON

(608) 262-3407 • universityapartments@housing.wisc.edu • www.housing.wisc.edu/apartments