

UNIVERSITY HOUSING & DINING SERVICES

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## Orchard Court Student Family Housing

# Guide to Living

2016-2017

ORCHARD COURT STUDENT FAMILY HOUSING

# Guide to Living

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University Housing & Dining Services  
Oregon State University  
957 SW Jefferson  
Corvallis, OR 97333

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## Welcome!

We are thrilled to have you and your family living with us! You will find that Orchard Court is a vibrant and diverse community that is supportive of the needs and challenges that face students with families.

Apart from conveniences such as on-site parking, coinless laundry, free cable television, and one-stop bill pay through your student account, you'll find that others living at Orchard Court understand the unique challenges that face full-time students with families.

This guide to living at Orchard Court contains important policy information as well as information pertaining to everyday living. Please take a moment to review the content of this guide. If you have any questions, please do not hesitate to contact the Family Housing Office. Send us an email at [orchard.court@oregonstate.edu](mailto:orchard.court@oregonstate.edu) or call us at (541)737-7794. We would love to hear from you!

## Alcohol & Drugs

### Alcohol

Residents who are at least 21 years of age may consume alcohol within private apartments. Alcohol may not be consumed in common areas. This includes all outdoor areas (parking lot, sidewalks, stairwells, lawns, playgrounds) and all indoor common areas (community center, laundry rooms, storage areas).

If you have any questions or concerns about alcohol use, you are encouraged to talk with a staff member at Student Health Services or Counseling & Psychological Services (CAPS). Both departments have trained staff who provide information, assistance, and counseling. For more information on alcohol and other drugs please visit the following website: <http://studenthealth.oregonstate.edu/alcohol-and-other-drugs>

### Drugs

Under Oregon voter-approved ballot Measure 91, the recreational use of marijuana is permitted beginning July 1, 2015 for individuals 21 years of age or older.

**However, marijuana is still a prohibited substance federally under the Controlled Substances Act (CSA). OSU also abides by the federal Drug-Free Workplace Act and the federal Drug-Free Schools and Communities Act which prohibits the possession, use or distribution of marijuana on campus and in the work place. As an institution that receives federal funding, Oregon State University is committed to upholding the federal law.**

The Policy Guide prohibits the possession, use or distribution of marijuana in all forms, along with the use of all other illegal drugs or legal drugs not used in the manner prescribed, on University property or at University activities regardless of age.

Additionally, please be advised that on-campus housing policies with regards to alcohol and drug use are more extensive than state and federal laws in order to protect and support positive, safe, academically-focused living communities. To that end, **additional policies may apply within living groups. Students who are found to be under the influence of drugs or**

**alcohol, even if used previously or off-campus, may be subject to on-campus disciplinary procedures.**

### **Drugs**

1. The possession, use or distribution of illegal drugs, including marijuana in UHDS housing is prohibited. This is true even if you have a medical marijuana card or are over 21 years of age. The illegal possession, use or distribution of prescription drugs in UHDS housing is also prohibited.
2. The use of substances outside of their intended purposes and in a manner not prescribed by a physician is prohibited. Prescription drugs are permitted on campus if accompanied by an authentic medical prescription. Use of legal medication outside the parameters of the medical authorization is prohibited.
3. It is prohibited to be under the influence of illegal drugs, including marijuana in any form. Students who exhibit behaviors that appear to have been influenced by illegal drug use may be subject to disciplinary process. Such behaviors may include, but are not limited to, slurred speech, smell of marijuana or other drugs, lack of balance, or swaying. Students are reminded that being under the influence of drugs, including legal substances such as salvia, is not an excuse for disruptive behavior or other violations of University policies or rules.
4. Students may not possess drug paraphernalia. Drug paraphernalia includes equipment, products and materials of any kind which are marketed for use or designed for drug use including, but not limited to, bongs, smoking pipes, vaporizers, syringe needles, and roach clips. For a more complete listing of prohibited items please see Oregon Revised Statutes (ORS) 475.525.
5. It is a violation of policy for anyone to knowingly be present in a room/suite where illegal drugs are present, or where violations of this policy are taking place.

University officials will refer residents and their guests who violate this provision to the Department of Public Safety and Oregon State Police. **Because marijuana is prohibited on campus regardless of age or medical marijuana cardholder status, UHDS staff will work with the Department of Public Safety to remove and destroy marijuana in any form and/or drug paraphernalia that is found in the residence halls.**

If you have any questions or concerns about drug use, you are encouraged to talk with a staff member at Student Health Services or Counseling and Psychological Services (CAPS). Both departments have trained staff that can provide information, assistance, and counseling. For more information on alcohol and other drugs please visit the [Student Health Services website](#).

## **Appliances**

Every apartment is furnished with a stove with burners for cooking, refrigerator, and electric wall heaters (electric forced air in the terrace-style units). Most of the apartments were built in the 1960s and as such have limited electrical capabilities. For this reason, the following appliances are not allowed within residents' apartments:

- Air Conditioners
- Dishwashers
- Clothes Washers / Dryers
- Space Heaters (sealed, oil-filled radiators are acceptable)

Additionally, self-balancing boards (hover boards) may not be stored or used within UHDS facilities due to the risk of fire.

## **Bicycle Storage and Security**

Bicycle storage areas are provided at the East & West laundry rooms and are available for use by all residents. Bicycles may not be attached to railings or balcony support columns. Some apartments have eyebolts installed in the brickwork outside of the apartments.

Residents are encouraged to secure their bicycles with hardened steel, U-bolt bicycle locks. UHDS staff members are not responsible for theft of or damage to bikes.

## **Child Supervision**

While the law does not specify the age at which a child may be left unattended, a child under the age of 10 cannot be left unattended for such a period of time as may likely endanger their health or welfare (ORS 163.545). If you suspect that a child is being endangered due to a lack of supervision, e.g. wandering the grounds at night, consistently locked out of their apartment, etc., you are urged to contact the Department of Health & Human Services at 1-866-303-4643.

## **Community Center**

Residents of Orchard Court have access to the community center, located on the north end of the complex. The social hall and kitchen areas may be reserved at no charge by contacting the Orchard Court Service Center.

Residents are responsible for returning any areas used to their original condition. Improperly returned equipment, spills, and other debris may result in cleaning fees. Anyone using the community center may be held responsible for any damage that occurs, and may be required to pay for the repair or replacement of any damaged or missing furniture, appliances, toys, or equipment. For a complete list of policies, please contact the Orchard Court Service Center.

### **Social Hall**

The social hall is accessible to residents of Orchard Court from 7am until midnight and may be reserved by contacting the Orchard Court Service Center. Residents using the social hall are responsible for ensuring the space is clean and that the furniture has been returned to its original configuration.

Residents may access the community center and social hall using an electronic key fob issued upon move-in.

Wireless internet access is available in the community center. Residents may log onto the OSU Access network connection. For more information about using wireless and registering your computer with OSU, please contact the OSU Wireless Helpdesk, located at Dearborn Hall 107, (541)737-3474.

Please note that priority for use of the community center's social hall and kitchen first goes to reservations, then to drop-ins.

### **Playroom**

The community center playroom is available for residents and is a nice alternative space for children to play during rainy or cold weather. The laundry room / community center keys open the play room door in case it is locked.

Parent supervision is required in the playroom. Please tidy up the playroom and put toys back on shelves after use so that others may enjoy.

### **Kitchen**

The keys to the kitchen may be checked out from the office. Residents are responsible for ensuring the kitchen is clean when they are finished using it. The kitchen comes equipped with refrigerator, range, sink, and microwave.

### **Community Center Hours**

All activities/programs in the community center shall conclude no later than:

Sunday—Thursday, 11:00 PM

Friday & Saturday, 12:00 AM

## **Courtesy Hours & Quiet Hours**

Our goal is to provide safe and affordable housing that is conducive to an educational environment. Residents are expected to conduct themselves in a manner supportive of this aim. If residents are having issues with noise or disruptive behavior, they are encouraged to respectfully confront their neighbors directly to the extent that it is safe to do so. If this does not resolve the issue, residents may ask for assistance from the Orchard Court staff.

Quiet hours:    Sunday—Thursday, 9:00pm-8:00am  
                          Friday—Saturday, 10:00pm-9:00am

## **Emergency Procedures**

### **Fire**

In case of fire, residents should immediately evacuate their apartments and call 911 from a cell phone, neighbor's phone, or the phone located in the lobby of the community center. Be sure to give the dispatcher your name, location from which you are calling, and location of the fire. You should also contact a staff member by calling (541)740-6661. Do not reenter your apartment until directed by a staff member or emergency official.

### **Earthquake**

In the event of a significant earthquake residents should immediately take cover under a table or in a doorway, ensuring that their heads, necks, and backs are covered. Do not run outside. If damage has been caused, residents should evacuate their apartment only after the shaking has stopped. Keep in mind that aftershocks are possible.

### **Planning for Emergencies**

Families are encouraged to discuss and have a plan in place in the event of an emergency. Plans should include finding a safe meeting place, a way to get food and water, and ways to contact emergency services. For assistance in setting up a plan, please contact the Family Housing

Office.

### **Domestic Disturbance**

If you witness or suspect a domestic disturbance, please contact Oregon State Police by calling (541)737-7000.

### **Child Abuse / Neglect**

If you suspect that a child is being abused or neglected by his or her parents you are strongly urged to contact the Department of Health and Human Services by calling 866-303-4643. Even if you are not sure as to whether or not the child is actually being abused, a trained counselor will determine whether or not a report needs to be filed. Employees of the University, including student employees are mandated by law to report child abuse / neglect if witnessed first-hand.

### **Maintenance Emergencies**

A maintenance emergency involves any situation (other than fire) that presents an immediate risk of harm to life, health, or property. Examples of maintenance emergencies include broken water pipes, electrical outages, or inoperable toilets. Residents with maintenance emergencies during business hours should contact the office. If the office is closed residents should call the duty cell phone at (541)740-6661. Residents are encouraged to familiarize themselves with sink and toilet valves in the event that water needs to be shut off quickly.

## **Family Housing Association (FHA)**

FHA is the primary programming group at Orchard Court. Membership is open to any resident of Orchard Court, including children and partners/spouses. Monthly meetings are held at the community center and residents are encouraged to attend. UHDS contributes \$5 of each resident's monthly rent to an account setup with the Memorial Union for programming and events. Past events have included the Orchard Court "Freecycle", trips to nearby attractions, movie nights, luaus, BBQs, and parent enhancement classes.

### **Community Garden**

A recently added FHA service is the community garden, located just down the road from the complex on Orchard Ave. Residents who are interested in renting a plot may sign up in the Orchard Court Service Center.

Officers are elected each year. For current officer list and contact information, please contact the Orchard Court Service Center.

## **Fire Safety & Life Safety Systems**

The first priority of UHDS and Orchard Court staff is to provide safe housing. To ensure that we are meeting this goal we have multiple life safety systems in place.

### **Smoke Detectors**

Traditional-style apartments are equipped with battery operated smoke alarms. Terrace-style apartments (units #127-#139) are equipped with hardwired, battery backup smoke alarms and heat sensors. Residents should test their smoke alarms every 6 months and report any problems to an Orchard Court staff member.

### **Stove-hood “poppers”**

Located on the underside of all stove hoods are canisters designed to release fire suppressant in the event of an uncontrolled cooking fire. Please remember that these are not a replacement for common sense. Please do not leave items cooking on the stove unattended.

### **Fire Sprinklers**

Terrace-style apartments are equipped with automatic sprinklers that are activated in the event of a fire. Please note that hanging or attaching items to the sprinkler heads, cages surrounding the sprinkler heads, or pipe work is prohibited. Doing so may cause the system to fail during a fire, or activate unexpectedly, causing significant damage to personal property. Please consult your rental agreement for more information.

### **Fire Extinguishers**

Fire extinguishers must only be used for emergency purposes. Unauthorized tampering or use of a fire extinguisher will result in conduct action. Expended extinguishers must be reported immediately to UHDS for replacement.

## **Four-Year Maximum Tenancy**

The Tenant is eligible to stay in the Rental Unit for a maximum of four calendar years from the first date of occupancy, plus the balance of any academic term that has commenced before the end of the four-year period. As long as one of the adults named on the original Rental Agreement is a student, the tenancy may be extended to the full four-year maximum.

## **Garbage, Recycling, Furniture Removal**

Disposal of Tenant furniture or other unwanted property is not permitted in or around trash receptacles or elsewhere on the premises. Disposal of such goods is the Tenant’s responsibility. Family Housing encourages all residents to recycle. There are recycling bins located at the south end of the community center.

## **Grounds & Landscaping**

UHDS employs a full-time, professional grounds crew that services Orchard Court. They are responsible for everything from planting and mowing, to irrigation and pruning.

Our grounds crew performs pruning and removing of overgrown trees and shrubs throughout the year. Please be patient as they are diligently working to improve the quality and safety of our grounds. Questions about the Orchard Court landscape plan should be directed to the Orchard Court Service Center.

### **Planting**

Please note that residents are not allowed to modify the landscaping in any way. This includes the planting of flowers, trees, herbs, fruit or vegetables anywhere within the complex.

### **Mowing**

Mowing will take place on a weekly basis during growing season. Please ensure that the grassy areas around your apartment are free of bicycles and anything else that may get in the way of the mower.

## **Spraying**

Throughout the growing season our grounds maintenance crew will apply chemicals around the exteriors of the apartments. This will help us combat unwanted vegetation as well as prevent pest infestations. Generally spraying will only take place on dryer days. For questions about the chemicals used or to see a Material Safety Data Sheet (MSDS) please contact the Orchard Court Service Center.

## **Internet & Cable TV Service**

While internet and cable TV are included in the monthly rent, residents will need to contact Comcast to set up an individual account. To setup a new account, simply call the Comcast Bulk Department at 1-888-824-8272 and be prepared to give them your address:

3405 NW Orchard Ave  
[Your Apartment Number]  
Corvallis, OR 97330

Additional services such as digital voice, increased bandwidth, or additional cable channels may be added for an additional monthly fee.

## **Laundry**

Residents may use any of the three laundry rooms at Orchard Court at no additional cost. Upon move-in each family will be issued a card that they can use to activate the laundry machines. Residents are asked to be respectful of others also trying to do their laundry by promptly removing clothing from machines at the end of the laundry cycle.

## **Lock-outs & Keys**

If you find that you are locked out of your apartment during business hours, contact the Orchard Court Office in person or by calling (541)737-7794. If the office is closed, please contact the on-duty community assistant by calling (541)740-6661. If you are still unable to reach a staff member, please contact Public Safety by calling (541)737-3010. You may be asked to show some form of identification.

Residents will be charged a lock-change fee of \$50 for all lost keys (\$15 for lost mail keys). Lost keys present a security concern and should be reported immediately to an Orchard Court staff member.

## **Mail Delivery**

All mail is delivered to residents via their mailboxes by the United States Postal Service (USPS). Mailbox keys are provided by the Orchard Court Service Center. Packages sent via UPS, DHL, FedEx, or other parcel carriers are delivered directly to residents' apartments by those carriers.

Questions about mail services should be directed to USPS. All questions regarding parcel services should be directed to the appropriate parcel carrier.

## Maintenance Requests

We make every effort to ensure that your apartment is habitable and that everything is in working order. Please direct all maintenance concerns to the Orchard Court Service Center. Online requests may be submitted online at: <https://uhds.oregonstate.edu/myuhds>.

## Mold and Mildew

Western Oregon's damp climate provides the perfect opportunity for mold and mildew to grow. Residents are expected to take reasonable steps to prevent mold growth in their apartments. You can help fight mold by doing the following:

- Turning on bathroom fan while running the bath or taking a shower
- Hanging used or wet towels to dry
- Wiping excess condensation from the toilet tank or bathroom walls
- Circulating fresh air through the apartment

## Moving Out

### Process Overview

1. Resident fills out and submits Intent to Vacate Notice online at <https://app.uhds.oregonstate.edu/myuhds/>
2. Resident Director meets with resident to go over move-out process and answer any questions
3. Resident moves all personal items out of apartment and storage unit and ensures that the apartment has been cleaned prior to returning keys
4. Resident returns laundry card, parking permit, community center fob, mailbox and apartment keys to one of the following:
  - a. The Orchard Court Service Center (Unit 135) during normal business hours;
  - b. The Orchard Court Community Assistant on duty by calling 541-740-6661
  - c. The black key box located outside of the Orchard Court Service Center
5. The apartment is inspected by UHDS staff for cleanliness and damages and the resident's account is charged for any excess cleaning or damages.

### 30-Day Notice

Residents are required to submit an Intent to Vacate form no fewer than 30 days prior to vacating the apartment. If less than 30-days' notice is given, the tenant will still be charged for the full 30 days. Once the form is submitted a staff member will contact the resident to schedule a pre-inspection. This allows us to gauge the condition of the carpet, paint, and appliances, and schedule their replacement if necessary. The Intent to Vacate notice can be found at <https://app.uhds.oregonstate.edu/myuhds/>.

### Cleaning Guidelines

Residents who are moving out of Orchard Court or transferring apartments are responsible for ensuring that their apartment is clean when the keys are turned in. Residents should ensure

that:

- ✓ All carpets have been vacuumed and vinyl floor surfaces have been swept and mopped;
- ✓ All stickers and other decorations have been completely removed along with any adhesive residue;
- ✓ Window tracks have been wiped out;
- ✓ The refrigerator, including the door, shelves, drawers, and door seal, is free of any food residue;
- ✓ The range has been wiped down and is free of food residue and grease;
- ✓ Kitchen counters, cabinets, and shelves have been wiped down and are free of food residue and grease;
- ✓ The bathroom sink, toilet, mirror, and bathtub have been cleaned and are free of soap residue, dirt, or mildew;
- ✓ The bathroom floor has been swept and mopped;
- ✓ All personal items have been removed from the medicine cabinets and cupboards;
- ✓ Assigned storage areas are empty and swept.

### **Charges for Cleaning and Damages**

Residents may be held financially responsible for any cleaning or damages (beyond fair wear and tear) that were not originally documented upon move-in. A current list of common charges may be found at <http://uhds.oregonstate.edu/housing/halls/information/room-dining-rates-common-charges>.

## **Notification of Absence**

The Tenant must notify UHDS in writing of any anticipated absence of seven days or more. The University may enter the Rented Unit when reasonably necessary during the extended absence.

## **Outdoor Cooking**

### **Propane Grills**

There is one propane grill installed at each of the three playgrounds for residents to use. Keys for the grills may be checked out from the office. Residents who wish to use the grill are asked to observe the following:

- Never leave the grill unattended while it is in use;
- Ensure that the propane tank valve is turned off after use;
- Only adults should operate and use the grills;
- Residents are expected to clean the grill when finished;
- Avoid cooking and preparing pork products on the grill installed at the east playground.

### **Charcoal Grills**

In an effort to be more consistent with OSU policy, and because of the fire hazards they pose;

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charcoal and wood-fired grills are prohibited at Orchard Court (Effective July 1, 2013).

### **Personal Grills**

Residents may use personal propane or electric grills as long as they are at least 30 feet away from other apartments. This helps keep smoke and other odors out of the apartments.

## **Orchard Court Staff**

### **Full Time Staff**

A full-time, professional staff member is responsible for all operations at Orchard Court. While their office hours may vary, they are always available by appointment. You may set up a time to meet with this staff member by calling the office at (541)737-7794.

### **Orchard Court Community Assistants (OCCAs)**

OCCAs are on call nights and weekends to respond to maintenance emergencies and lockouts. Beyond having on call responsibilities, OCCAs are also responsible for doing minor maintenance, replacing light bulbs, and picking up the grounds. OCCAs live with their families at Orchard Court.

## **Playgrounds**

Orchard Court has three unsupervised play areas that are open for use by all residents and their accompanied guests. Parents are encouraged to provide supervision for younger children and are responsible for ensuring that their children clean up toys and litter. Garbage and recycling cans are located at each playground.

Maintenance or safety concerns should be directed to the Orchard Court Service Center.

Please note that alcohol may not be consumed in any common area, including playgrounds.

## **Parking & Vehicle Maintenance**

### **Parking**

Each Tenant at the Orchard Court apartments is provided one parking permit for use in the apartment parking lot. Additional parking is available on area streets. Parking at Orchard Court is restricted to designated parking spaces and shall not obstruct sidewalks, entryways, driveways, fire lanes, or bicycle parking areas. Vehicles will be towed at owner's expense. Storage of recreational vehicles and trailers is not permitted.

### **Vehicle maintenance**

Vehicle repair and changing and/or disposing of vehicle fluids and batteries are not allowed in the parking lot or on the premises.

## **Pets & Companion Animals**

Pets are not permitted in Student Family Housing except for fish or amphibians contained in an aquarium. The maximum allowable aquarium size is 29-gallons, containing no more than 10 gallons of water.

Residents who require the presence of an animal for a documented medical condition must submit a request through Disability Access Services.

## **Rental Agreement**

Residents are responsible for being aware of the terms and conditions of the rental agreement and adhering to them. The rental agreement identifies the student's responsibilities as the tenant, and the University's responsibilities to residents of Family Housing.

The terms and conditions of the rental agreement may be updated as new policies are developed. If this happens, tenants may be asked to sign a new rental agreement.

## **Rental Rates & Billing**

Rent is billed on a monthly basis directly to the contract holder's student account. UHDS reserves the right to increase rent with at least 30-days' notice. Generally rates will increase at the beginning of the fiscal year which is July 1st.

## **Resident Resources**

### **Benton County Health Center**

Phone: (541)766-6835

Location: 530 NW 27th St, Corvallis

### **Business Affairs—Student Finance & Billing**

Email: [Cashiers.Office@oregonstate.edu](mailto:Cashiers.Office@oregonstate.edu)

Phone: (541)737-3031

Location: Kerr Administration Building

### **Center against Rape & Domestic Violence (CARDV)**

Phone: Hotline-- (541)754-0110

Business line— (541)758-0219

Location: 4786 SW Philomath Blvd, Corvallis

### **Counseling & Psychological Services**

Email: [CAPS@oregonstate.edu](mailto:CAPS@oregonstate.edu)

Phone: (541)737-2131

Location: Snell Hall

### **Disability Access Services**

Email: [Disability.Services@oregonstate.edu](mailto:Disability.Services@oregonstate.edu)

Phone: (541) 737-4098

Location: A200 Kerr Administration

**Family Housing Office**

Email: orchard.court@oregonstate.edu

Phone: (541)737-7797

Location: OC #135

**Financial Aid and Scholarships**

Email: financial.aid@oregonstate.edu

Phone: (541)737-4494

Location: Kerr Administration Building

**International Student & Faculty Services**

Phone: (541)737-3006

Location: Snell Hall

**Office of the Registrar**

Email: registrars@oregonstate.edu

Phone: (541)737-4331

Location: Kerr Administration Building

**Oregon Department of Human Services**

Phone: Corvallis office-- (541)757-4121

Salem office-- (503)945-5944

**Public Safety & Oregon State Police**

Phone: Emergency-- (541)737-7000

Non-emergency-- (541)737-3010

Location: Cascade Hall

**Student Health Services**

Patient Portal: <https://bewell.oregonstate.edu>

Phone: (541)737-9355

Location: Plageman Building

**Childcare & Family Resources**

Email: FamilyResources@oregonstate.edu

Phone: (541)737-4906

Location: Snell Hall

**University Housing & Dining Services**

Email: UHDS@oregonstate.edu

Phone: (541)737-4771

Location: Buxton Hall

## Smoking

As of September 1, 2012 Oregon State University is smoke free. This means that smoking anywhere on the premises or within the apartments is strictly prohibited.

## Storage

The intent of these guidelines is to maintain the grounds and exteriors of the apartments to be as visually appealing as possible. Residents are asked to adhere to the following standards for outdoor storage. These guidelines are not intended to be exhaustive, but rather provide a framework for both residents and staff members in assessing the exterior condition of the apartments.

### What may be stored outside?

Residents of Orchard Court are able to keep a small number of personal items on the porches of their apartments provided that:

- The items stored were designed and intended to be used *and* kept outside, e.g. a patio chair)
- The entrance to the apartment is not obstructed
- The items do not encroach upon landscaped areas, stairwells, or common walkways
- Items are kept in an organized, clean, useable, and safe condition
- The items stored do not present a threat or potential threat to health or property
- The items are not affixed to the exterior of the building in a permanent fashion, i.e. with nails, screws, or hooks
- The presence of these items does not create a visual nuisance

### What may *not* be stored outside?

While it would be impossible to provide an exhaustive list of items that may not be stored on porches, the following may not be stored on porches:

- Items that were not intended to be used *and* stored outside, e.g. living room furniture, electronics, appliances, etc.
- Swimming pools or other large toys
- Items that present a risk to life, health, or property
- Items that provide a habitat or a source of food for pests, e.g. garbage, recycling, cardboard, etc.
- Mops, brooms, and other cleaning equipment

University Housing staff will be following up with residents whose storage practices are in conflict with these guidelines. Residents who still do not comply with these guidelines may have their rental agreement terminated.

## Transfer Requests

Residents who wish to transfer to another unit may fill out a Transfer Request Form after six

months of residency at Orchard Court. Once a request is granted, a transfer fee of \$200 will be charged to the contract holder's student account. The \$200 transfer fee covers the administrative costs and lost revenue that results from an apartment transfer. Please note that residents are still responsible for cleaning their apartment prior to move-out and may be charged cleaning or damage fees in addition to the \$200 transfer fee. More information on apartment transfers is available from the Orchard Court Service Center.

## **Utilities**

### **Included Services**

Residents are provided water, sewer, garbage, electricity, basic-expanded cable TV, and high-speed cable internet at no additional charge. Residents wishing to upgrade internet, voice, or cable services are responsible for any additional charges.