



1045 SW Madison Ave & The Gem

Guide to Living

September 2024

For accommodations related to a disability
or for an alternate format, please email
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Oregon State
University

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Welcome to The Gem & 1045 Madison Ave!

We are thrilled to have you and your family living with us! You will find that The Gem and 1045 SW Madison Ave are vibrant and diverse communities that support the needs of OSU students.

Now that you have moved in:

1. Review your rental agreement and welcome packet to become familiar with the policies and procedures.
2. Take a walk through your building and become familiar with the location of the laundry rooms, mailboxes, trash chutes, recycling rooms, outdoor cardboard recycling area and **service center (open Mon.-Fri. 9 a.m.-6 p.m. and Sat. 10 a.m.-2 p.m.)**.
3. Be prepared for an introductory email from your Community Assistant within 24 hours of moving in.
4. Dispose of all moving materials (boxes, styrofoam, etc.) to the proper trash chutes, recycling rooms and cardboard recycling area outside.
5. Review the UHDS policy (uhds.link/policy-guide)

Alcohol and Drugs Policy

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) and all indoor common areas (service center, lobby, floor lounges, laundry room, gym).

For a full description of policies related to alcohol possession and consumption, please refer to the UHDS Policy Guide.

Drugs

OSU 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, OSU is committed to upholding the federal law. Although the recreational use of marijuana is permitted in the state of Oregon for individuals 21 years of age or older,

marijuana is still a prohibited substance federally under the Controlled Substances Act (CSA). If you have any questions or concerns regarding the use of marijuana or drugs in The Gem, please refer to the UHDS Policy Guide at uhds.link/policy-guide.

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).

Bicycle Storage and Security

Bicycle storage areas are provided outside of The Gem and Madison Ave and are available for use by all residents. Bicycles may not be attached to railings or balcony support columns.

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. It is not required to register your bike at OSU, but it is a good idea. Registering your bike makes it easier for law enforcement agencies to return it to you if it's stolen.

Both OSU's Department of Public Safety and the Corvallis Police Department use Project 529 (project529.com/garage/organizations/osu/landing), a national online bike registration, reporting and recovery site.

Courtesy and Quiet Hours

Our goal is to provide safe and affordable housing that is conducive to learning. 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 contact their building staff by calling (541) 602-8429 (Gem) or (541)-740-1327 (1045 SW Madison).

Quiet Hours

Sunday - Thursday: 9:00 p.m. - 8:00 a.m.
Friday - Saturday: 10:00 p.m. - 9:00 a.m.

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 outside of their building.

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) 602-8429 (Gem) or (541)-740-1327 (1045 SW Madison).

Do not re-enter your apartment until directed by a staff member or emergency official. **The evacuation site is the parking lot closest to NW 16th Street (Gem), or parking lot outside the building (1045 SW Madison).**

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.

Domestic Disturbance

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

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 Their building's office. If the office is closed, residents should call the duty cell phone at (541) 602-8429 (Gem) or (541)-740-1327 (1045 SW Madison).

Residents are encouraged to familiarize themselves with sink and toilet valves in the event that water needs to be

shut off quickly.

Fire Safety and Life Safety Systems

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

Smoke Detectors

Apartments are equipped with battery operated smoke alarms. Residents should test their smoke alarms every 6 months and report any problems to a staff member.

Fire Sprinklers

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.

Garbage, Recycling and Furniture Removal

Trash and recycling receptacles are in the fenced area located on the perimeter of the parking lot. Trash should be disposed of in the large blue dumpster. Mixed recycling like plastics, cans, and paper should be disposed of in the orange bins marked "Commingled Recycling". All glass should be placed in the green glass bins. The glass recycling bins have Velcro on the front of the bin lid to indicate the difference between this and commingled recycling as well as labels on them. Corrugated cardboard (boxes) should be flattened and placed in the large, tan dumpster. Disposal of furniture or other unwanted property is not permitted in or around trash receptacles or elsewhere on the premises.

Laundry

Residents may use the basement laundry room at The Gem at no additional cost. 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.

Madison Ave. laundry is located on the first floor, across from the bathrooms. Residents must use their IDs to enter the laundry room.

Please make sure to use liquid laundry detergent within our washers as powder and pods can damage our machines. Keeping the lint traps clean before and after using the dryer can help dry clothes faster and prevent fires.

Lock-outs and Keys

If you find that you are locked out of your apartment, contact your building's office in person or by calling (541) 713-7222 (Gem), or (541)-737-2090 (1045 SW Madison). If you are still unable to reach a staff member, please contact the Department of Public Safety (DPS) by calling (541) 737-3010. You may be asked to show some form of identification.

Residents will be charged a lock-change fee of \$75 for all lost keys including mailbox keys lost. Lost keys present a security concern and should be reported immediately to a staff member.

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 your building's Office. Online requests may be submitted online at: [UHDS.link/portal](https://uhds.link/portal)

Moving Out

Process Overview

1. Resident fills out and submits Intent to Vacate Notice on MyUHDS at my.uhds.oregonstate.edu.
2. A Community Assistant will contact you and set up an appointment to go over the move-out process and answer any questions you may have.

3. Resident moves all personal items out of apartment and ensures that the apartment has been cleaned prior to returning keys to the Office.
4. The apartment and storage unit are inspected by UHDS and the resident's account is charged for any excess cleaning or damages.
5. Resident returns mailbox and apartment keys to one of the following:
 - a. Their building's Office during normal business hours.
 - b. A Community Assistant on duty by calling (541) 602-8429 (Gem) or (541)-740-1327 (1045 SW Madison).

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. Graduating students are also required to submit an Intent to Vacate form within the same timeline.

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 via the Housing Portal at [UHDS.link/portal](https://uhds.link/portal)

Cleaning Guidelines

Residents who are moving out of 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 shower/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.
- Trash and recycling are taken to the appropriate receptacles.
- All original furniture is in the room. Residents are responsible for all missing or broken furniture.

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 uhds.link/common-charges.

The Gem & Madison Ave Staff

Customer Service Representative (CSR)

The Customer Service Representatives are office staff in the Community Center available during business hours when the University is open to assist with lockouts during the day, rental agreement questions, or maintenance requests.

Community Assistants (CAs)

Supervised by the Apartment Living Manager, CAs are live-in student staff to help support all residents within The Gem and 1045 SW Madison. As members of the community, CAs respond to any after-hours concerns regarding facilities issues and lockouts.

CAs are also responsible for developing community programs and support residents through the transition in and out of their building's community.

If you have any after-hours questions or concerns, contact your CA by calling (541) 602-8429 (Gem) or (541)-740-1327 (1045 SW Madison).

Apartment Living Manager

The Apartment Living Manager is a full-time, professional staff member that supervises CAs and responds to any community concerns regarding The building.

You can contact the Apartment Living Manager for support, community issues, guidance and support. 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 visiting <https://beav.es/UG2>.

Pets

Pets are not permitted in The Gem or 1045 SW Madison Ave 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 emotional support animal or a service animal for a documented medical condition must submit a request through your housing portal by clicking on the link "Housing Disability Accommodation Request".

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.

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 and 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 1.

Residents are responsible for checking their student accounts online around the fifth of each month for charges.

Unpaid balances as of the first of the month are considered past due, and will be assessed interest at the rate of 1% per month. You can make your payments online or at the cashier's office in Kerr Administration Building.

Common Charges

After the move out process, you may be charged for any repairs or cleanliness issues. You can find a list of common charges located on the UHDS website (uhds.oregonstate.edu/housing/room-dining-rates-common-charges). To appeal any charges related to The Gem, residents can submit a Petition of Financial Appeal via your MyUHDS.

Smoking and Tobacco Use

Oregon State University is a smoke free campus. This means that smoking anywhere on the premises or within the apartments is strictly prohibited. Due to increased fire risk and impacts on local alarm systems, no one, regardless of their age, is permitted to possess electronic cigarettes, vaporizers or vape pens, hookahs, pipes or incense within The Gem. Smoking or carrying any lighted smoking device or apparatus is prohibited in The Gem and Madison Ave. For more information, please see OSU's Smoke-Free Policy at policy.oregonstate.edu/UPSM/07-020_tobacco_use.

Transfer Requests

Residents who wish to transfer to another unit may fill out a Transfer Request Form after six months of residency at The Gem or 1045 SW Madison Ave.. 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 your building's office.

Utilities

Residents are provided water, sewer, garbage, electricity, and high- speed cable internet at no additional charge.



Resident Resources

Basic Needs Center

Email: BNC@oregonstate.edu

Phone: (541) 737-3747

Location: Champinefu Lodge

<https://studentlife.oregonstate.edu/bnc>

Benton County Health Center

Phone: (541) 766-6835

Location: 530 NW 27th St, Corvallis

www.co.benton.or.us/health

Benton Furniture Share

Phone: (541) 754-9511

Location: 155 SE Lilly Ave, Corvallis, OR 97333

Website: furnitureshare.org

Business Affairs—Student Finance & Billing

Email: cashiers.office@oregonstate.edu

Phone: (541) 737-3031

Location: Kerr Administration Building

fa.oregonstate.edu/controllers-office

Center Against Rape & Domestic

Violence (CARDV)

Phone: 24/7 Hotline (541) 754-0110

Advocacy Center: (541) 738-8319

Location: 2208 SW 3rd Street, Corvallis, OR

www.cardv.org

Counseling & Psychological Services

Email: counseling.oregonstate.edu

Phone: (541) 737-2131

Location: 5th floor of Snell Hall

Department of Public Safety & Oregon State Police

Phone: Emergency (541) 737-7000

Non-emergency (541) 737-3010

Location: Cascade Hall

Disability Access Services

Email: disability.services@oregonstate.edu

Phone: (541) 737-4098

Location: A200 Kerr Administration

Financial Aid

Email: financial.aid@oregonstate.edu

Phone: (541) 737-2241

Location: 218 Kerr Administration

Human Services Resource Center (HSRC)

Email: hsrc@oregonstate.edu

Phone: (541) 737-3747

Location: Champinefu Lodge

Office of International Services

Phone: (541) 737-3006

Location: Suite 130, University Plaza

Office of the Registrar

Email: registrars@oregonstate.edu

Phone: (541) 737-4331

Location: Kerr Administration Building

Oregon Department of Human Services

Phone: (541) 757-4201

Location: 4170 SW Research Way, Suite 100

OSU Campus Recycling

Email: recycling@oregonstate.edu

644 SW 13th St., Corvallis, OR 97331

Phone: (541) 737-7347

Republic Services

Phone: (541) 754-0444

republicservices.com

Student Health Services

Patient Portal: studenthealth.oregonstate.edu/general/patient-portal

Phone: (541) 737-9355

Location: Plageman Building

Survivor Advocacy & Resource Center

Email: survivoradvocacy@oregonstate.edu

Phone: 541-737-2030

Location: Student Health Services, Plageman Building

University Housing & Dining Services

Email: housing@oregonstate.edu

Phone: (541) 737-4771

Location: Oxford House

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Thank you for becoming a resident of the apartments!



Oregon State University
University Housing
& Dining Services