



Orchard Court Student Family Housing

# Guide to Living

2020-2021



Oregon State University  
University Housing  
& Dining Services

# 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.

Now that you have moved in:

1. Review your rental agreement and welcome packet to become familiar with Orchard Courts policies and procedures.
2. Take a walk through Orchard Court and become familiar with the location of the laundry rooms, mailboxes, Community Center, Orchard Court office, and playgrounds.
3. Be prepared for an introductory visit from your Orchard Court Community Assistant within 24 hours of moving in.
4. Dispose of all moving materials (boxes, styrofoam, etc.) to the proper recycling receptacles in the parking lot of Orchard Court.
5. Review the UHDS policy at:  
[uhds.oregonstate.edu/housing/uhds-policy-guide](https://uhds.oregonstate.edu/housing/uhds-policy-guide)

## Alcohol and 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). 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 Orchard Court, please refer to the UHDS Policy Guide at [uhds.oregonstate.edu/housing/uhds-policy-guide](http://uhds.oregonstate.edu/housing/uhds-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). 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 and 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 eye bolts 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.

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](http://project529.com/garage/organizations/osu/landing)), a national online bike registration, reporting, and recovery site.

## Cable and Internet

Each Orchard Court apartment has a cable TV box and a cable modem that stay in the apartment and are attached to the wall. The TV box and a cable modem should not be removed from the wall. The cost of the initial TV & network services provided are included with the apartment. Residents should not be charged by Comcast unless upgrades to the service are purchased.

### TV Cable

The white TV cable box has an HDMI port on the side for



connection to TVs. It comes with a basic TV channel lineup and has high definition (HD) and standard definition (SD) channels. It also includes a Comcast remote.

### Cable Modem

The black cable modem box connects to the TV box via a coax cable and provides high-speed wireless and wired connections. The wireless SSID network names and passwords are printed on the back and/or side of the modem. There are also four wired (Ethernet) connections are on the back of the modem.

### Cost to Resident

The cost of the initial TV & network services provided

are included with the apartment. Residents should not be charged by Comcast unless upgrades are purchased.

## Upgrades and Service

Upgrades (premium channels, DVR, etc) can be purchased from Comcast/ Xfinity TV. Call the Comcast Bulk number below. You will need to provide your Orchard Court apartment number and the serial number on the top of your TV cable box.

Upgrades beyond the initial Comcast/Xfinity TV & network services provided by UHDS will be bill by Comcast directly to the resident. Any additional Comcast equipment is the responsibility of the resident to return to Comcast. Do not remove the cable modem or TV cable boxes provided with the apartment. Be sure to contact Comcast/Xfinity bulk service for issues and upgrades:

**Comcast Bulk Customer Service: 1-855-307-4896**

## 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 (866) 303-4643.

## Community Center

**\*\*\* Due to COVID-19, our Community Center and Playroom are closed for the foreseeable future. \*\*\***

Residents of Orchard Court have access to the Community Center, located on the north end of the complex. The gathering hall may be reserved at no charge by emailing [housing@oregonstate.edu](mailto:housing@oregonstate.edu) or by stopping by the Orchard Court Office located in the Community 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. Cleaning supplies can be picked up at the Orchard Court Office by calling (541) 737-7794. 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.

## Gathering Hall

The Gathering Hall is accessible to residents of Orchard Court from 8am until 11pm and may be reserved by contacting the Orchard Court Office. Residents using the gathering hall are responsible for ensuring the space is clean and that the furniture has been returned to its original configuration.

OSU Wireless internet is available in the Community Center. Residents may connect the OSU\_Secure or eduroam wireless networks. For more information about using OSU wireless, please contact the IS Service Desk, located in 201 Milne Computer Center, (541) 737-8787, [is.oregonstate.edu/help](http://is.oregonstate.edu/help).

Please note that priority for use of the Community Center's gathering hall 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.

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.

## Courtesy Hours 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 the Orchard Court Staff by calling (541) 737-7794.

### 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) 737-7794. Do not reenter your apartment until directed by a staff member or emergency official. The evacuation site is your nearest laundry room or the Community Center.

## 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.

## 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 Orchard Court Office. If the office is closed residents should call the duty cell phone at (541) 737-7794. 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 a family oriented student organization that serves the interests of the residents of Orchard Court, OSU's student family housing complex. FHA organizes social functions and community events that help promote academic success and cultural diversity.

FHA is funded by a \$7.00 activity fee collected as part of your monthly rent. The money is used by FHA for activities decided upon by the group. Therefore, all residents of Orchard Court, including children, are encouraged to participate in FHA activities.

**FHA meets on the second Monday of every month on Zoom due to COVID-19 at [uhds.link/fha-zoom](https://uhds.link/fha-zoom).**

We welcome all residents to attend and learn more about events, programs and community updates.

## Fire Safety and 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, or "poppers", designed to release fire suppressant in the event of an uncontrolled cooking fire. 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.

## Garbage, Recycling, and 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. Orchard Court encourages all residents to recycle. There are recycling bins located near each dumpster, and any corrugated cardboard can be placed in the dumpster designated for corrugated cardboard.

Republic Services and Campus Recycling are great resources for disposing bulky or unwanted items. You can find their contact information under the [Residential Resources page](#).

## Grounds and 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 Office.

## Community Garden

Residents who are interested in gardening can request a plot within the Community Garden located behind the West Laundry Room. There are a limited amount of plots. If you are interested in reserving

a plot, please contact the Orchard Court Office.

## 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. Residents are able to have at most two potted plants located outside of their unit's entry.

## Mowing

Mowing will take place on a weekly basis during the 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 herbicides and insecticides around the exteriors of the apartments. This will help us combat unwanted vegetation as well as prevent pest infestations. In general, spraying will only take place on drier days. For questions about the chemicals used or to see a Safety Data Sheet (SDS) please contact the Orchard Court Office. Orchard Court is also under contract with a professional pest company called Sprague. They come out once a month on a service contract to check for activity in bait stations and will spray the perimeter of buildings if any pest activity is visible. We like to take a proactive approach on pest control so that hopefully we can minimize any pests that could enter your space.

## Laundry

Residents may use any of the three laundry rooms at Orchard Court 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.

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 the Orchard Court Office in person or by calling (541) 737-7794. 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 \$50 for all lost keys including mailbox keys lost. Lost keys present a security concern and should be reported immediately to an Orchard Court staff member.

## 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

## 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 Office upon moving into Orchard Court. Packages sent via UPS, DHL, FedEx, or other parcel carriers are delivered directly to residents' apartments by those carriers.

Please avoid putting "deliver to office" in delivery notes for your mail. We are unable to accept any packages for residents at our Service Centers. Packages must be delivered directly to your apartment.

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 Office. Online requests may be submitted online at: [my.uhds.oregonstate.edu](http://my.uhds.oregonstate.edu) or by emailing [uhds.workcoordinationcenter@oregonstate.edu](mailto:uhds.workcoordinationcenter@oregonstate.edu)

## Moving Out

### Process Overview

1. Resident fills out and submits Intent to Vacate Notice online at [app.uhds.oregonstate.edu/myuhds](http://app.uhds.oregonstate.edu/myuhds)
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 storage unit and ensures that the apartment has been cleaned prior to returning keys to the Orchard Court 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 parking permit, mailbox and apartment keys to one of the following:
  - The Orchard Court Office during normal business hours;
  - The Orchard Court Community Assistant on duty by calling (541) 737-7794

### 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 [app.uhds.oregonstate.edu/myuhds](http://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 [uhds.link/common-charges](https://uhds.link/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.

## Occupancy Guidelines

### Occupancy Requirements

In order for UHDS to have accurate rosters, anyone living within the unit for more than two weeks must be registered with the Orchard Court Office. All registered occupants must be legally related to the contracted resident (e.g. spouse, domestic partner, legally related dependent).

### Maximum Occupancy

Occupancy is based on the unit's number of rooms. For every bedroom within the unit, no more than two people can reside in the unit. One-bedroom units are limited to an overall occupancy of two people. Two bedroom units are limited to an overall occupancy of four people. Three bedroom units are limited to an overall occupancy of six people.

If your occupancy changes while in Orchard Court, you must notify the Orchard Court Office immediately. In the event that you exceed the capacity of your unit you will be placed on the transfer request

list and will be asked to move to a larger unit.

Orchard Court cannot accommodate families larger than six people.

## Transferability of Rental Agreement

The contracted resident must be a registered student at OSU. The Rental Agreement can be transferred to a second adult if they are 1) listed as a dependent on the Rental Agreement and 2) a degree seeking student at OSU. Both residents must have a current OSU student account that is in good standing with OSU.

## Outdoor Cooking

**\*\*\* Due to COVID-19, our grills will not be accessible for the foreseeable future. \*\*\***

### Propane Grills

There is one propane grill installed at each of the three playgrounds for residents to use. Please contact the Orchard Court Office if you are interested in reserving any of the grills.

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;
- The east side grill is Halal friendly. We ask that residents do not cook non-halal meats on the east side grill.

If the propane tank is empty or the grill needs any repair, please contact the Orchard Court Office immediately.

### Charcoal Grills

Due to the fire hazards they pose, charcoal and wood-fired grills are prohibited at Orchard Court.

### Personal Grills

**Due to the fire hazards they pose, personal grills of any kind are prohibited at Orchard Court.**

## Orchard Court 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 gathering hall reservations, lockouts during the day, rental agreement questions, or maintenance requests.

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

Supervised by the Residential Area Director for Orchard Court, OCCAs are live-in student staff to help support all residents within Orchard Court. As members of the community, OCCAs respond to any after-hours concerns regarding facilities issues and lockouts. OCCAs are also responsible for developing community programs, lead Town Hall Gatherings, manage the community garden and support residents through the transition in and out of Orchard Court. If you have any after-hours questions or concerns, contact your OCCA by calling (541) 737-7797.

## **Area Director (AD)**

The Area Director for Orchard Court is a full-time, professional staff member that supervises the OCCAs and responds to any community concerns regarding Orchard Court. You can contact the Area Director 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 calling the office at (541) 737-7794.

## **Assistant Director of Operations**

The Assistant Director of Operations, or designee, is responsible for assignments, billing, transfer requests, and the move-out process. 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 housing office in Oxford House at (541) 737-4771.

## **Parking and Vehicle Maintenance**

### **Parking**

Each unit at Orchard Court is provided one parking permit for use in the Orchard Court 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.

## **Playgrounds**

Orchard Court has three playground areas that are open for use by all residents and their accompanied guests. Parents are required to provide supervision for younger children and are responsible for ensuring that their children clean up toys and litter.

Maintenance of safety concerns should be directed to the Orchard Court Office or on call Community Assistants after hours.

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

## **Pets**

Pets are not permitted in Orchard Court 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 MyUHDS 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 of Orchard Court.

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 1st.

Residents are responsible for checking their student accounts online around the 5th of each month for charges. Unpaid balances as of the 1st 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

All Orchard Court residents are charged a monthly \$7 Family Housing Association fee. 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#common-charges](https://uhds.oregonstate.edu/housing/room-dining-rates-common-charges#common-charges)). To appeal any charges related to Orchard Court, 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 Orchard Court.

Smoking or carrying any lighted smoking device or apparatus is prohibited in Orchard Court. For more information, please see OSU's Smoke-Free Policy at [policy.oregonstate.edu/UPSM/07-020\\_smoking](https://policy.oregonstate.edu/UPSM/07-020_smoking).

## 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?

The following guidelines apply when considering if an item(s) can be stored outside of the units:

- 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, usable, 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 Office.

## 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, or cable services are responsible for any additional charges.

## Resident Resources

### Benton County Health Center

Phone: (541) 766-6835

Location: 530 NW 27th St, Corvallis

[www.co.benton.or.us/health](http://www.co.benton.or.us/health)

### Benton Furniture Share

Phone: (541) 754-9511

Location: 155 SE Lilly Ave, Corvallis, OR 97333

Website: [furnitureshare.org](http://furnitureshare.org)

### Business Affairs—Student Finance & Billing

Email: [cashiers.office@oregonstate.edu](mailto:cashiers.office@oregonstate.edu)

Phone: (541) 737-3031

Location: Kerr Administration Building

[fa.oregonstate.edu/controllers-office](http://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](http://www.cardv.org)

### Counseling & Psychological Services

Email: [counseling.oregonstate.edu](mailto:counseling.oregonstate.edu)

Phone: (541) 737-2131

Location: 5<sup>th</sup> 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](mailto:disability.services@oregonstate.edu)

Phone: (541) 737-4098

Location: A200 Kerr Administration

### Family Resource Center

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

Phone: (541) 737-4906

Location: Champinefu Lodge, 211

[familyresources.oregonstate.edu](http://familyresources.oregonstate.edu)

### Financial Aid

Email: [financial.aid@oregonstate.edu](mailto:financial.aid@oregonstate.edu)

Phone: (541) 737-2241

Location: 218 Kerr Administration

### Human Services Resource Center (HSRC)

Email: [hsrc@oregonstate.edu](mailto: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](mailto:registrars@oregonstate.edu)

Phone: (541) 737-4331

Location: Kerr Administration Building

### Orchard Court Office

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

Phone: (541) 737-7794

Location: Orchard Court Community Center

### Oregon Department of Human Services

Phone: (541) 757-4201

Location: 4170 SW Research Way, Suite 100

### OSU Campus Recycling

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

644 SW 13th St., Corvallis, OR 97331

Phone: (541) 737-7347

### Republic Services

Phone: (541) 754-0444

[republicservices.com](http://republicservices.com)

### Student Health Services

Patient Portal: [studenthealth.oregonstate.edu/general/patient-portal](http://studenthealth.oregonstate.edu/general/patient-portal)

Phone: (541) 737-9355

Location: Plageman Building

### Survivor Advocacy & Resource Center

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

Phone: 541-737-2030

Location: Student Health Services,  
Plageman Building

### University Housing & Dining Services

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

Phone: (541) 737-4771

Location: Oxford House