Welcome to your Neighborhood

We are happy that you have chosen to live in Arroyo Vista. Our houses are small and personable - allowing you to get to know and make a strong connection with all of your fellow house-mates. Arroyo Vista is not designed around individual living, but rather the concept of communal living to foster community development and respect.

Arroyo Vista is first and foremost a Living Learning Community, and being part of a community is about making connections with others who have common interests. Community is about getting involved and contributing to something larger than yourself.

Arroyo Vista bridges students’ academic interests with their on-campus living experience. Students with similar academic and/or organizational interests live together in the same house and develop both personal and academic relationships with other students, as well as with faculty and staff from a respective area of interest or field of study. Residents participate in out-of-classroom enrichment activities that support their academic pursuits.

All of our residents, like yourself, enjoy living in Arroyo Vista because they live with students who share similar interests and common academic pursuits. It provides them with opportunities to live, learn, and grow together in an environment where faculty and residence life staff collaborate to create an environment supportive of students’ academic endeavors.

So, now that you are here, take some time to carefully read through this packet. The information contained inside has been put together to help you get the most out of living in Arroyo Vista.

Make our House...Yours!
I want to take this time to officially welcome you to Arroyo Vista Housing, affectionately known simply as AV! You have an exciting opportunity for learning while living in this unique Academic and Greek sponsored theme house community. Over the course of the year, we hope that you will learn, grow, develop, and become a fuller, more confident person, while enjoying all that your house, Arroyo Vista, the UCI Campus, and the surrounding environment has to offer you. I have every confidence that if you have not already, you will truly fall in love with Arroyo Vista and the area.

And speaking of enjoying your surroundings, Arroyo Vista wanted to let you know that we heard you. This summer we read through all of the comments provided in the survey which was sent out last year and through this developed our goals for this year as well as for the improvements that we have made over the course of this past summer including, but not limited to:

- We continued with the another phase of the kitchen remodel project, which involves the removal of the wall separating the kitchen and pantry areas in order to open up the entire kitchen, the replacement of all cabinets with enough lockable storage units for each resident in the house, while still leaving some non lockable cabinets for the house to use. The project also included the replacement of the existing counter tops, sinks, and appliances, as well as the lighting which will be LED for improved performance and energy savings. The following houses were completed; 1032, 1034, 1036, 1042, and 1044. The project will continue in the coming summers to include all of our remaining houses.
- We continued replacing old living and dining room furniture with new furniture in houses 1044 (furniture included new modular sectional pieces, end, coffee, and dining room tables, benches, as well as a new foyer entry table), and in 1002, 1008, 1010, 1018, 1048, 1056 (furniture included new living room end, coffee and foyer entry tables).
- We replaced over 190 mattress and mattress covers in houses 1022, 1024, 1026, 1028, 1030, 1032, 1036, 1038, 1040.
- We installed replaced aging ceiling fans in the living room of house 1030 to provide better cooling during the warm months.
- We continued with the replacement of new LED lighting in the bedrooms of houses 1032, 1034, 1036, 1038, 1040, 1042, 1044 in order to provide improved lighting and energy efficiencies.
- We continued installing window film on the 1st floor common area windows, as well as on the suite doors of all of our houses in order to provide better privacy and reduce the heat within these areas, while still allowing light to shine through. This project affected houses 1032, 1034, 1036, 1038, 1040, 1042, and 1044. This project will continue in the coming summers to include all of our remaining houses.
- We completed the installation of additional large house numbers on the exterior of all of the houses in order to improve the identification of the houses and help guest and residents find their way around the community.
- We made some improvements to our Community Center, with the addition of a larger big screen TV for large group events, as well as a new office for our AV Student Council. Come check it out.

In addition, we have seen a few changes with our theme house sponsors; with the loss of Sigma Alpha Epsilon, Sigma Kappa took the opportunity to move into the 1030 house, while Cesar Chavez moved into house 1070 in order to support their growing numbers.

Arroyo Vista is designed to foster positive experiences in group living, decision making, self-discipline, and self-governance that will enhance your educational experience. AV is made up of dedicated students like you that bring that experience to life in the community. Our personal challenge is for you to get involved in your house, meet your neighbors, have some fun, and experience a great academic year that will help you attain your future goals.

The success of your experience in Arroyo Vista, however, depends on YOU! By working together, we can make AV a vibrant home for all; a place that supports your academic achievement, allows you to learn importance life lessons, and helps you to grow as a person. I look forward to a year of learning and fun in Arroyo Vista with you, and welcome your involvement and contributions as we work together to make this another memorable year.

Joe Harvey
Director, Arroyo Vista Housing
People You Will Meet...

Knowing where to go and whom to talk to is an important first step to making your experience in Arroyo Vista as rewarding as possible. The Arroyo Vista student staff have undergone extensive training and are working hard to ensure that you enjoy your time as an Arroyo Vista resident.

The Arroyo Vista student staff is comprised of:

- **Your Resident Advisor (RA)** is a student just like you who has been selected and trained to work with residents as peer advisors and facilitators of community standards. They are here to make your stay in AV a positive living and learning experience. If you have any questions or concerns, don’t hesitate to talk with your RA. Your RA can be found in room #110 on the first floor in the house listed in the left column.

- **Your Residence Life Coordinator (RLC)** oversees the administration of your house and its activities and supervises the RA staff. Your RLC lives in Arroyo Vista and is there to help you.

- **Your AV Student Council Executive Board** works to implement community-wide social and educational programs to make living in AV an enjoyable experience. The AVSC plans AV’s Welcome Week events, as well as other happenings throughout the year. This team of student staff facilitates programs to give our AV residents the chance to learn, socialize, and meet new people. The Arroyo Vista Student Council Executive Board, is advised by the Associate Director of Residence Life.

- **The Housing Office Staff** work in the AV housing office to help you with picking up packages, lockouts during office hours, and other general information about housing and UCI that your RA may not be able to help you with.

- **The Facilities Staff** is responsible for helping to maintain the general cleanliness and maintenance of both the houses and the surrounding landscaping. For more information, read the “Facilities & Services” section on pages 12-13.

Get Involved!

Are you interested in student advocacy? Do you want to help provide student feedback on decisions that impact the residents of Arroyo Vista? Then represent your house on the Arroyo Vista Student Council!

The Arroyo Vista Student Council (AVSC) offers you the opportunity to get involved! Talk to your RA about how you can join the Arroyo Vista Student Council and provide resident feedback to the Arroyo Vista staff, initiate service projects, and work on the Arroyo Vista community newsletter.

After joining AVSC you may even decide that you would like to represent Arroyo Vista on the Residence Hall Association (RHA), the student government that represents all undergraduates living on-campus.
Living With a Roommate

Without a doubt, your time spent in Arroyo Vista will be filled with many new experiences and memories. In fact, simply sharing a room may be a new experience for you. Roommate relationships are the foundations for community development. It is not necessary to be best friends or share every aspect of college life together, but we do expect you to be fair, honest, and considerate of one another.

Developing a positive relationship is a process, and whether you have known your roommate previously or are just meeting him or her now, developing the positive relationship takes a little effort. The following are questions to promote dialogue between roommates.

• Describe your hometown. What were some of your favorite things to do/places to hang out. What do you like to do with your free time?
• How many brothers and sisters do you have? Younger or older? Names? Ages?
• What did you like the most/least about your high school?
• What will you miss most/least while being away from home?
• Why did you choose UCI? What do you think you would like to major in? Why?
• What type of grades do you hope to earn and how important are they to you?
• Some of the things I have learned about you are….
• One way we seem to be alike is….
• I think an important difference between us is….  

The key to your success as roommates will ultimately be communication. If you don’t make an attempt to understand how each of you communicates, any efforts at communication could prove to be frustrating. Here are some ideas for laying the groundwork for effective communication.

• I get “angry/frustrated” when…
  Think about your “pet peeves”; situations that you have been in before that caused you to become “angry/frustrated”; think about your values and beliefs and what happens when someone doesn’t respect them; etc.
• When I get “angry/frustrated,” I…
  How do you handle your anger? How do you express your anger? How will your roommate know when you are “angry/frustrated” with him or her?
• When you get “angry/frustrated? With me, I expect you to…
  How do you want your roommate to express their anger? How do you want your roommate to respond to you when they are “angry/frustrated” with you?
• When I am down or upset, I…
  How do you express disappointment or sadness? How do you ask for help when you are disappointed or sad?
• I would prefer to be left alone when…
  How will your roommate know when you don’t want to be bothered? How will your roommate know when you want their advice or help?
• Something that annoys me is…
  What are your “pet peeves”? How will your roommate know that they have done/are doing something that annoys you? How do you handle situations when you are annoyed?

Use your answers to assist you and your roommate in reaching an agreement, and then write them down in the sample agreement found on the next page.

HOUSE APPLIANCES & FURNITURE

Although each house is equipped with refrigerator(s), freezer, stove(s), microwave(s), and some with a dishwasher, the houses in Arroyo Vista are not designed to support individual living, but rather to support communal living to foster community development and respect.

Remember - Window screens, desks, beds, wardrobes, and any other University owned furnishings assigned to a resident’s room or in the common areas of the house are not to be dismantled, or removed from their original location.

Due to safety concerns, we no longer bunk or allow beds to be bunked. The 110 suites which are bunked are the only exception.

Three Rules for Being a Considerate Roommate:

1. When you and your roommate experience problems, talk about them instead of letting them frustrate you.
2. Consider what types of habits you have which may be irritating to others
3. Ask your roommate to tell you when you have said or done something that caused irritation.
**ARRYO VISTA’S ROOMMATE AGREEMENT FORM**

### Guest Schedule

<table>
<thead>
<tr>
<th>Day</th>
<th>Hours</th>
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<tbody>
<tr>
<td>Monday</td>
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<td>Tuesday</td>
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<tr>
<td>Weekend</td>
<td>— to —</td>
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</table>

guest hours

**Studying:** Do either of you need time to study in the room? If so, what time of day? Do you prefer to have background noise or complete silence when studying?

**Borrowing:** Which items do you feel comfortable sharing? Should your roommate always ask before using these items? Can they be used in your absence?

**Sleeping:** When do each of you go to sleep? Can either of you sleep with the lights on? Do you like to fall asleep to music or the TV? Will one of you need to wake up before the other? What about “morning noise”? Do you want to be awakened up if you are over sleeping or your alarm doesn’t go off?

**Noise:** When and how loud can the stereo/TV be played in the room? If only one of you has a stereo/TV, see “borrowing” above for when your roommate can use it. What about the noise level during naps or if one of you is getting up or going to bed early?

**Cleanliness:** How clean will you keep the room? Do either of you have a pet peeve about dirty clothing or dishes? Who will sweep/vacuum, how often?

**Cell Phones:** How will you handle the use of your cell phones (length of calls, messages, call waiting, time of day when calls are NOT appreciated)?

We agree to the above guidelines and also to renegotiate them as needed.

Signature _____________________________

Signature _____________________________

Res Life Staff Initial _____________________________ Date ______________
Community Standards

Arroyo Vista encourages students to act independently and maturely while living in our community. Living in a group situation is not always easy, since everyone comes from a different background and has different expectations for living. Residence Life policies are established to outline standards by which all members of the community can live together.

Responsibility – Residents are responsible for their room, its condition and content, and the behavior of all persons in it. All residents living in Arroyo Vista are also responsible for the condition of those areas common to everyone in the community, such as the study room, kitchen, bathrooms, hallways, stairwells, the living room, and all outside areas surrounding the houses…In addition the following primary policies exist within each house.

Alcohol – All residents and their guests must be 21 years of age to possess, transport, store or consume alcohol. No person may sell, furnish, or give any alcoholic beverage to a person under the age of 21, and no person under the age of 21 may purchase alcoholic beverages.

Arroyo Vista further specifies:
Private Use. Students who are 21 or older may consume alcohol within the privacy of their own room or house and without the presence of a minor. In such cases, the doors must be closed and all other policies governing noise and other common courtesies must be adhered to by those participating in the activity. A minor in the presence of an open alcohol container is in violation of the alcohol policy.

- Open Containers. No one, regardless of age, may have an open container of alcohol (e.g. can, bottle or cup) in a public area-including grounds and parking lots-at any time. A public place is anywhere other than a house, or house bedroom.
- Common Sources of Alcohol. No kegs (including those which are empty or untapped), bulk sources of alcohol, or any item used to facilitate the rapid consumption of alcohol are permitted in or around the halls, houses, or apartments - regardless of the resident’s age. Alcohol may not be manufactured or produced in Arroyo Vista.
- Personal/Guest Behavior. The consumption of intoxicating beverage is not considered an excuse for irresponsible behavior within residential areas. Individual residents are responsible for their own actions as well as the actions of their guest(s).
- Disposal of Alcohol. Staff members may require residents to dispose of alcoholic beverages if the possession of the beverages is a violation of state law or University and Housing policies.
- Safety. The inability to exercise care for one’s own safety or the safety of others due in whole or part to alcohol consumption is considered a violation of policy.

Controlled Substances – Possession, use, manufacture, sale, distribution, or consumption of illegal and/or dangerous drugs except as expressly permitted by law, will result in removal from Arroyo Vista, and possibly expulsion from the university. Additionally, Housing prohibits the possession of drug paraphernalia.

Smoking – UCI has gone “SMOKE FREE.” Which means that the smoking of pipes, cigars, hookahs, cigarettes, and even e-cigs, etc. is prohibited inside all residential facilities, on any balcony or patio, and on the grounds of the community. That means no smoking on campus, anywhere!

Noise – Anytime individuals live together in a community, a reasonable level of noise is expected. However, common noise should not impede the ability of others to function effectively. Music, musical instruments, television, loud talking, sports equipment, bass, sub woofers, or events that can be heard in another resident’s room or apartment can be considered too loud regardless of the time of day. Residents may not direct stereo speakers or other amplification devices facing out of open windows.

Disruptive Behavior – Any behavior that disrupts the community is considered disorderly, is prohibited, and is cause for disciplinary action. This policy applies to, but is not limited to throwing objects, water fights, destruction and defacing of property, and sports.

Please note that similar behavior outside of individual buildings may also be considered disruptive.

Appliances/Air Conditioners - All Arroyo Vista houses maintain full-size kitchens have refrigerators and microwaves. For safety reasons, the use of electrical cooking appliances such as coffee pots, personal microwaves, hot plates, sandwich makers, electric grills, and popcorn poppers is permitted only in kitchen areas. In addition, due to the load on our electrical systems, the use of portable AC units is prohibited.

Additional Housing Policies are provided in detailed online at housing.uci.edu/policies.
It's not just about your energy-use habits…it's also about your food and material consumption patterns, how much waste you contribute to the local landfill, about your water usage, and even about how you spend your weekends. How will you Live Zero and help UCI meet its Zero Waste goals (maximum waste diversion from landfill) by 2020?

• Turn out lights when you leave your house or your room, and turn off the TV when you’re not watching. This one, consistent habit can do more to reduce your carbon footprint than anything on this list.

• Minimize your use of a single-occupant car. Carpool whenever possible. Better yet, consider whether you can live happily without a car by walking, biking, taking the shuttle, or even taking a public bus. When you run errands, consolidate your trips to minimize travel, whatever the mode.

• Food requires energy to produce and creates greenhouse gas when it rots. Don’t put more on your plate than you intend to eat.

• Kick the hot water habit. Most of your clothes don’t require hot water laundering, and neither does hand-washing. Soap and rubbing kill germs.

• Use a refillable water bottle instead of purchasing bottled water. It’s better for the planet and it will save you money!

• Recycle practically everything. Arroyo Vista has set up special collection points for recyclables (never throw it out or flush it).

• Go paperless, as much as you can. When you must print or copy, do it double-sided and when you shop use a reusable grocery bags.

• Think about the entire life-cycle of your clothing. Recycle clothing by donating it to Goodwill and buy natural fibers that are ultimately recyclable, rather than synthetics that will not biodegrade in a landfill.

Help UCI live up to its #1 “Cool School” Title!*

Recycling - Recycle your glass, plastic, cans, and paper in the recepticle outside your house. Let’s cut waste and minimize what goes to landfill! Rinse out empty food containers before recycling.

Hydration Stations - Ditch plastic bottles for a reusable water bottle! Filtered water chilled stations can be found outside the kitchen in each house as well as in Arroyo Vista’s Community Center.

Bike Fix-It Station - Need air in your tires? Check out the self service bike repair station located next to the full basketball court. Don’t have a bike on campus? Check out the ZotWheels program or use the campus shuttle service.

Donation Bins - Recycle unwanted clothes, shoes, etc. by depositing these items in the donation bins located outside houses 1022, and 1066.

Composting - Composting of food scraps helps us move toward the goal of ZERO food waste. Each of the house kitchens is provided with a composting bin for your use. Use these bins for all food scraps, tea bags, coffee filters, napkins, and paper towels. Our custodial staff will empty these bins once per day.

The energy that composting generates will be used to purify water.
It Resources
ResNet is short for Residential Network Services and is part of the Office of Information Technology (OIT). OIT is dedicated to meeting the growing networking needs of not just the UC Irvine campus community (UCInet), but also the residential communities (ResNet).

ResNet offers a comprehensive list of services, which can be found at oit.uci.edu/help/. There you will find the answers to many of your frequently-asked questions. These services include:
- Activating your UCInetID
- Changing your UCInet Password
- Getting Started with Email
- Getting connected to the Internet
- Free Security Software

Residential Network Services Office - Administrative Modulars (Physical Sciences Quad). The Administrative Modular is building #423 on the main campus map. We are located in the “B” Modular, near room 161.

You can call the OIT Help Desk 24/7 for phone support or to schedule an appointment for us to come and troubleshoot the problem in your room or apartment. Call them at: (949) 824-2222. ResNet is closed on weekends and university holidays.

Or you can send your network or cable TV related question to oit@uci.edu. Make sure to include the following information in your email:
- Name
- UCInetID
- Phone Number
- Name of complex that you live in
- Building and room number
- Description of problem

To be a safe user of ResNet:
1. Use extreme caution when opening any e-mail attachment
2. Be aware of the risks you run if you infringe copyrights

Electronic Mail
All students have a UCI e-mail address based on their UCInetID (e.g. if your UCInetID were “anteater” your UCI e-mail address would be “anteater@uci.edu”.) OIT provides incoming students with a UCI Gmail account. By default, your email will be delivered there. You may also choose to have your “@uci.edu” email delivered to a different address.

Important information from UCI or Arroyo Vista will only be sent to your UCI e-mail account only, so please check your UCI e-mail regularly for announcements.

RESNET SERVICES?

RESNET MOBILE ACCESS
www.oit.uci.edu/resnet/mobile-access/
OIT offers high-density, high-speed wireless connectivity. The use of personal home routers is strictly prohibited.

DEVICE REGISTRATION
www.oit.uci.edu/resnet/device-registration/
Register your computer or device for Internet access.

Cable Television
www.oit.uci.edu/resnet/cable/
Apogee is the campus’ cable TV provider. UCI residents can contact Apogee, 24 hours a day, seven days a week by calling (855) 813-7019 or emailing support@mycampusvideo.com.
Cable and Movie Channels
The University provides an extensive channel line-up of sports, news, music, movies, and local programming throughout Arroyo Vista. Residents who wish to take advantage of this service should bring a cable ready television with them.

Additional subscription services are also available to UCI residents through Apogee’s Dish Network. If you are interested in subscribing to additional cable TV programming or if you have any questions regarding the service, please contact Apogee directly at (855) 813-7019.

Residents will not be required to install a personal satellite dish, but a separate set-top box will be necessary to receive the Dish content. Please see detailed pricing information below.

For current listings, you can visit www.oit.uci.edu/resnet/cable/channel-lineup/

Arroyo Vista also offers Internet TV in the Recreation room. Internet TV features channels not offered through your in-room cable TV service, such as Netflix, U- Tube, Fliker, Yahoo Weather, and more.

Laundry
Washers and dryers are available in each house for use by residents only. These facilities are located just off the kitchen. Washers are $1.00 and dryers start at $1.25 per cycle (Subject to change). All laundry machines operate using a credit or pre-paid debit card (as long as the pre-paid card has the “VISA” or “MASTERCARD” logo on the front).

WASH Laundry, the company that UCI has contracted to provide washer/dryer services in our houses, requires a hold of $8.00 be placed on your credit/debit card when doing laundry. The money is not withdrawn from your account or charged to your credit card.

When your load of laundry is finished, any funds unused are released back to you.

MOBILE ACCESS (WiFi)

Get Connected to UCInet Mobile Access:

Most modern operating systems do not require configuration to connect to an available Wi-Fi zone. Once you have registered your device (computer, tablet, phone, etc), you should be able to access UCInet Mobile Access from any available location on campus.

- To connect to UCInet Mobile Access you first need to register your computer.
- After you have registered, simply choose UCInet Mobile Access from the available Wireless zones on campus.
- If after registering your computer, you still cannot connect, contact the OIT Help Desk

Note: OIT will automatically remove any computer or device registered for UCInet Mobile Access that has not been seen on UCI’s network for more than one year. This includes both wired and wireless devices. Should a computer or device return to the campus after it has been removed from the database, the computer or device may be re-registered through the normal registration process.

Read more at http://www.oit.uci.edu/mobile

Please note that these hours may vary due to adjusted holiday hours.
Mail Services
You should have received your mailbox number when you moved-in. Resident mail and packages can be picked up at the Arroyo Vista Housing Office, Monday - Friday 8:00am - 8:00pm, and Sunday 5:00pm - 8:00pm. Refer to your room assignment email to see your full address.

MAKE SURE YOUR MAIL IS CORRECTLY ADDRESSED! Below is an example of how your mail should be addressed to get to you on campus:

When you receive a package it will delivered to the Arroyo Vista Housing Office. A Package Notice will be sent to you via your UCI e-mail address. Please bring a picture ID with you when you pick up your package.

Mail Centers...
There are two Mail Centers in the Arroyo Vista Complex. If you are assigned to Mailbox 1 to 476, your mailbox will be located in Mail Center #1 located outside the Arroyo Vista Housing Office. Mailboxes 477 to 585 are located at Mail Center #2 located between House 1034 and the half-court basketball court. Please refer to the Arroyo Vista map in this document for the location of each Mail Center.

Amazon Lockers...
In partnership with Amazon and UC Irvine new streamlined delivery options are now available within Arroyo Vista through Amazon online ordering services. The Amazon locker ("cicero") is located right outside the Community Center and is accessible 24-hours a day and enables your package to be delivered to a secured location until you are able to retrieve your packages.

This partnership expresses Student Housing’s commitment to continue sustainable practices ensuring resident satisfaction and security. Please feel free to contact us with any questions or comments you may have regarding this new addition.

How To Use Amazon Lockers - While placing an order at Amazon.com:
• When selecting a shipping address, there will be an option to “Try Amazon Locker” - click this link.
• On the next screen, in the “search for an Amazon Locker near you” panel, select “Search by Zip Code” and enter the UCI zip code: 95697. The “Amazon Locker Search Results” will update to show the Amazon Lockers closest to 95697.
• Select “Ship to this address” next to one of the Amazon Locker choices

Misdirected Mail...
If you receive mail for someone who no longer lives in your room, please place it in the “Misdirected Mail” slot on the door of Mail Center #1, located just outside the Arroyo Vista Housing Office. Mail forwarding is dependent upon you as the new resident in that room.
What about Recycling in Arroyo Vista?
Blue recycle dumpsters can be found in each of Arroyo Vista’s trash enclosures.

**Do Recycle:** Most paper types (i.e. magazines, newspaper, junk mail, etc.), Aluminum cans, Steel & Tin cans (i.e. soup cans), #1 & 2 Plastic drink bottles, & Glass drink bottles. Flatten cardboard and place next to recycling barrels.

**Don’t Recycle:** Food waste, Styrofoam, Plastics (i.e. plastic bags, milk jugs, plastic wrap, yogurt, cups, packaging, etc.), Milk cartons, Foil, Disposable dishes (cups & plates, etc.)

**Recycling Facts**
Every ton of paper recycled conserves about: 17 trees, 3 cubic yards of landfill space, 463 gallons of oil, & 587 lbs. of air pollution. Whoa! Solid waste landfills are the single largest contributor to greenhouse gases in the United States. It can take 700 years or more for a plastic bottle to completely decompose!

**Look for recycling areas for your move-in boxes in Arroyo Vista on Move-In Day. Questions? E-mail ucirecycles@uci.edu or call 949-824-9047**

Emergency Preparedness…Thought About It?
We realize that planning for an emergency is probably not the highest priority as you prepare for college, and although earthquakes, fires, and floods are infrequent, they do happen, so it is wise to be prepared. The University and Arroyo Vista have emergency plans in place. However, these plans are based on the assumption that each resident will be self sufficient for 48 hours after any emergency.

We strongly recommend that each resident buy or create a personal emergency kit. Below you will find a list of items we suggest you include in your kit. The amounts suggested are estimates only. Please base your supplies on the amount of food, water, etc., you think you would need for at least two days. You may want to include other items you think you would need. We suggest packing the supplies in a plastic container that can be stored under a bed or in a closet.

**SUGGESTED ITEMS FOR YOUR EMERGENCY KIT**

- Bottled water - at least one gallon per person per day
- Extra non-perishable food, sufficient for a week for each person. Rotate both food and water into normal meals to keep freshness
- Non-electric can opener
- First aid kit/supplies, including
- Medication, prescriptions (at least a 3 day supply), glasses, medical history and immunization records
- Extra pair of glasses or contacts and contact solutions
- Portable radio and supply of fresh batteries
- Flashlight and extra batteries
- Toiletries, toilet paper, personal hygiene supplies
- Moist wipes (Wet Ones etc.)
- Change of clothes (pair of pants, T-shirt, sweatshirt, windbreaker, socks, underwear, tennis shoes, etc.)
- Change for a pay phone/calling card or a cell phone
- Photos of friends and family
- A wind-up or battery operated clock
- A blanket, sleeping bag or large coat
- Credit cards, cash
- Whistle
- Out of State emergency contact phone numbers
- Legal papers:
  - Driver’s license
  - Birth certificate/Passports
  - Insurance policies
  - Credit card information
- Ants love leftovers, so store food in airtight containers like Tupperware or jars with rubber seals on the lids.
- Do not put trash under sink

**KITCHEN:**
- Limit the number of stored grocery bags
- Change shelf paper often (if you have it)
- Wash dishes nightly, rinse after each meal
- Clean under dish drainer
- Clean floor, walls, counters, around stove (grease accumulates), etc.
- Close toothpaste tube
- Clean shelves in medicine cabinets
- Have all leaks and drips repaired

**BATHROOMS:**
- Close toothpaste tube
- Clean shelves in medicine cabinets
- Have all leaks and drips repaired

**GENERAL**
- Avoid accumulating newspapers and magazines
- Avoid storing cardboard boxes
- Empty trash daily
- Empty excess water from house plants
- Limit accumulation of dirty laundry
- If you notice your window has a missing screen or a hole in it, submit a workorder.
- Clean up often, especially in the kitchen and bathrooms. Wipe counters, wash dishes after each use.
Custodial Services

We have a great custodial staff working Monday through Friday to keep the common areas of the houses (kitchen, bathrooms, laundry room, living room, study room, foyer, hallways, and stairwells) clean and looking nice. Please remember, however, that our custodial staff are only responsible for maintaining the cleanliness, sanitation, and appearance of the public areas in each house - you are solely responsible for the upkeep of your room.

Our custodial staff performs a valuable service to all of us here in Arroyo Vista, but they are not hired to “do it all.” We expect all residents and their guests to pick up after themselves, take out the trash and keep all areas clear of personal items so that our custodians can perform the duties which we ask of them.

When using common areas, it is your responsibility to ensure that the space is clean before you leave. Cleaning up after a large event or after someone has “trashed” a space is the responsibility of the community, not the custodians.

To help keep your room and house clean, a dustpan and broom can be found in the laundry room and vacuum cleaners may be checked out from your Resident Advisor (RA). Please remember that this is shared equipment so you will need to return it after use. We also provide more specialized equipment, via the RA on duty, in case of a major situation that requires it (mop and bucket, shop vac., Etc.).

Maintenance Services

Arroyo Vista values facilities that are visually appealing, safe, healthy, and clean. If you are aware or become aware of a maintenance issue or damage that needs to be repaired, you may submit a maintenance request via our online system.

http://workorder.housing.uci.edu/_av_home.html

Please note that if you have submitted a maintenance request, and it becomes a work order, our staff will be entering the area to conduct the work between the hours of 9:00 a.m. - 5:00 p.m., Monday - Friday (except in emergency situations). In order to respect your space, our staff will not move personal belongings; please remove all belongings around the area to be repaired and notify your roommate that you have submitted a maintenance request. If you would like to be present while the work is conducted, we ask that you include this information on the work request. It is our goal to complete all work orders within 72 hours.

After Hours Emergencies - An emergency is defined as a situation where a maintenance repair or some attention is essential to maintain the health and safety of the resident as well as to protect the building and its furnishings. If an emergency maintenance situation arises after office hours (Monday through Friday 8:00 a.m. - 5:00 p.m.), please contact the AV Duty Line (949-351-4228).

Example of Emergency Situations:
• No water (hot or cold)
• Frozen/burst pipes causing a flood
• Any type of gas smell
• No heat (when the outside temperature is below 40 degrees)
• Power loss to the entire house
• Door locks not working properly
• Broken window in which someone could gain entrance
The philosophy behind damage billing - Part of the on-campus experience at any University is living in a community. One aspect of community living involves damages that occur within your house which goes beyond normal, expected wear and tear or when excessive cleaning is needed. Every attempt is made to identify the individual(s) responsible for the damage and if identified, these individuals will be charged with the cost of the damage in addition to other appropriate sanctions determined through the code of conduct and Arroyo Vista’s judicial system. However, when Arroyo Vista is not able to determine the individual or group responsible, all residents of that particular house will share equal responsibility for the repair costs and common area damage charges.

Rather than use increased room fees paid by all students to recover these types of costs, individual students and residential communities are held accountable for these damages. The damage costs are pro-rated among those students who are in the position to prevent damage from occurring or to identify specific individuals who are responsible. At the foundation of this process is the belief that it is the responsibility of all residents to be aware of their environment and to hold each other accountable for their behavior. Arroyo Vista believes that living on-campus in Arroyo Vista is a privilege and students need to be aware of concerns within their community. By expecting students to take responsibility for their environment, we strive to instill a sense of community and pride in their living accommodations.

The costs associated with common area damage billing include not only the physical material costs of repairing the damaged items, but also the expended and lost labor costs and associated administrative costs that come from a number of departments, including but not limited to facilities, undergraduate housing, and campus police.

How It’s Broken Down -

- Individual Damage Billing: When an individual is personally responsible for damage, the charge(s) associated with any repair or replacements are billed directly to them.
- Room Damage Billing: All residents in a particular room may be held responsible for damages, (i.e., broken windows, lights, etc.) when they incur within their room. The bill will be split between the number of residents living in the room, unless the responsible person is identified.
- Community Damage Billing: When damage occurs in common areas, such as living rooms, dining rooms, kitchens, bathrooms, stairwells, elevators, and the like, the charge is assigned to all residents living in the house.

Appeal Process

1. To appeal an individually billed damage charge, you must submit your appeal in writing. Appeals will not be considered unless they are submitted in writing by the student charged. Parents and others are welcome to provide relevant supporting documentation, but the appeal must be written and submitted by the student in order to be considered. Damage charges assessed for a particular academic year ending in June can ONLY be appealed until August 1 of the same year. Appeals received by the department on or after August 1 of that year will not be considered. If the appeal is granted, any interest charge related to the damage fee will be waived as well.

2. To appeal a damage charge, complete the form on the second page/back of this document and return it along with a detailed, written explanation of why you are contesting your damage charge(s) and the dollar amount you are appealing. Damage appeals are reviewed by the Associate Director of Operations and the results and decision of this review will be mailed to you. This decision is final. Appeals should be sent or faxed to the attention of the Associate Director of Operations at the address at the top of this letter. Do not e-mail your Assessment Appeals Form.

RIGHT OF ENTRY

The housing staff respects students’ rights to privacy and their desire to control their own environment. However, the staff also has the responsibility of providing quality facilities at reasonable costs to present and future students. Therefore, the staff reserves the right to enter student rooms or apartments to ensure that they are maintained in a safe and sanitary fashion and to make necessary repairs. Staff also may enter a student room on the premise that an action violating university regulations or state or local law did or is about to take place. Safety inspections are conducted throughout the year to ensure reasonable standards of room cleanliness and safety.
Your Community Kitchen

The kitchen in each house is actually designed to be a community kitchen (also called collective kitchens) and are established to bring residents of the house together through the preparation and eating of meals. Community kitchens are great opportunities for learning about the importance of healthy eating and developing the skills to prepare healthy and affordable meals. The kitchens are the heart of the house and often times can help build community better than any other area.

Why Community Kitchens?
By being involved in a community kitchen, residents of a house can:
• Learn how to plan and prepare healthy, tasty and nutritious meals on a budget
• Develop food knowledge and cooking skills
• Become more skilled in budgeting and shopping
• Save money on food by learning cost-effective shopping skills
• Try new, tasty and nutritious meals
• Learn how to read food labels
• Build confidence cooking and feel more comfortable in the kitchen
• Cook in a social atmosphere and meet new friends!

Cooking Safety!

Did you know that cooking fires are the number one cause of home fires and home injuries? By following a few safety tips you can prevent these fires.

Cook with Caution
• Be on alert! If you are sleepy or have consumed alcohol don’t use the stove or stovetop.
• Stay in the kitchen while you are frying, grilling, or broiling food. If you leave the kitchen for even a short period of time, turn off the stove.
• If you are simmering, baking, roasting, or boiling food, check it regularly, remain in the home while food is cooking, and use a timer to remind you that you are cooking.
• Keep anything that can catch fire—oven mitts, wooden utensils, food packaging, towels or curtains—away from your stovetop.

Facts
• The leading cause of fires in the kitchen is unattended cooking.
• Most cooking fires in the home involve the stovetop.
• Scald burns are the leading cause of injury from microwave ovens.

Keep the refrigerator and freezer running smoothly.
• Avoid overfilling the refrigerator and freezer. Allow room for cool air to circulate and keep foods at the correct temperature.
• Clean out your refrigerator and freezer regularly: The day before your weekly trash pick-up is a great time to do this, and it’s easy to remember.

Cooking brings family and friends together, provides an outlet for creativity and can be relaxing, but the kitchen is one of the most dangerous rooms in the house. It contains many hazards that can cause burns and unintentional fires. Help to avoid this by...
1. DO NOT LEAVE ANY ITEMS THAT ARE BEING COOKED UNATTENDED.
2. Keep the kitchen as clear and as clean of dishes as possible. Also clean off the stove tops so the residue does not catch on fire.
3. Make sure all of the stovetops are turned off in the kitchen once done cooking.
4. Be careful when handling the stove temperature to not turn the dial so high and be watchful of what is being cooked.
5. Turn the handles of pots towards the center of the stove that way when someone is walking, by they don’t knock the pots over.
6. Unplug any electrical appliances that are not in use. (This helps save energy and any short circuits that may occur.)
7. Make sure the oven is not accidentally turned on as this may happen when trying to clean your area after cooking.
8. When handling something hot from the oven, wear oven mittens or have a rag near by before pulling out any items.
9. Know where and how to use a fire extinguisher is any case of a small fire.

IF YOU HAVE A COOKING FIRE...
• Just get out! When you leave, close the door behind you to help contain the fire.
• Call 9-1-1 or the local emergency number after you leave.
• Keep a lid nearby when you’re cooking to smother small grease fires. Smother the fire by sliding the lid over the pan and turn off the stovetop. Leave the pan overed until it is completely cooled.
• For an oven fire turn off the heat and keep the door closed.
KEEP CLEAN
- Wash your hands before handling food and often during food preparation.
- Wash your hands after going to the toilet.
- Wash and sanitize all surfaces and equipment used for food preparation.
- Protect kitchen areas and food from insects, pests and other animals.

Why? While most microorganisms do not cause disease, dangerous microorganisms are widely found in soil, water, animals and people. These microorganisms are carried on hands, wiping cloths and utensils, especially cutting boards and the slightest contact can transfer them to food and cause food borne diseases.

SEPERATE RAW AND COOKED
- Separate raw meat, poultry and seafood from other foods.
- Use separate equipment and utensils such as knives and cutting boards for handling raw foods.
- Store food in containers to avoid contact between raw and prepared foods food preparation and storage.

Why? Raw food, especially meat, poultry and seafood, and their juices, can contain dangerous microorganisms which may be transferred onto other foods during.

COOK THOROUGHLY
- Cook food thoroughly, especially meat, poultry, eggs and seafood.
- Bring foods like soups and stews to boiling to make sure that they have reached 70°C. For meat and poultry, make sure that juices are clear, not pink. Ideally, use a thermometer.
- Reheat cooked food thoroughly.

Why? Proper cooking kills almost all dangerous microorganisms. Studies have shown that cooking food to a temperature of 70°C can help ensure it is safe for consumption. Foods that require special attention include minced meats, rolled roasts, large.

KEEP FOOD AT SAFE TEMPERATURES
- Do not leave cooked food at room temperature for more than 2 hours.
- Refrigerate promptly all cooked and perishable food (preferably below 5°C).
- Keep cooked food piping hot (more than 60°C) prior to serving.
- Do not store food too long even in the refrigerator.
- Do not thaw frozen food at room temperature.

Why? Microorganisms can multiply very quickly if food is stored at room temperature. By holding at temperatures below 5°C or above 60°C, the growth of microorganisms is slowed down or stopped. Some dangerous microorganisms still grow below 5°C.

USE SAFE WATER AND RAW MATERIALS
- Use safe water or treat it to make it safe.
- Select fresh and wholesome foods.
- Choose foods processed for safety, such as pasteurized milk.
- Wash fruits and vegetables, especially if eaten raw.
- Do not use food beyond its expiry date.

Why? Raw materials, including water and ice, may be contaminated with dangerous microorganisms and chemicals. Toxic chemicals may be formed in damaged and mouldy foods. Care in selection of raw materials and simple measures such as washing and peeling may reduce the risk.
**Get to Know Your House**

**Heater Operations**

**To Turn The Heat On**
1. Press the OVERRIDE BUTTON (located beneath the arrows) for the desired run time (30 minute increments up to 4 hours) which is displayed in the upper left corner. The lower left corner must read OCCUPIED 1 & OVERRIDE.
2. Use the Up Arrow to set HEAT temperature (75 degrees is MAX). This is located at the lower right portion of the screen. It should meet or exceed the ROOM TEMPERATURE reading which is in the middle of the screen.
3. The RED LED illuminates and the HEAT will start in approximately 2 minutes.
4. If “FAN ON” is indicated in the lower left corner, press the fan button once and it will disappear (to access the FAN button, open the display cover from the right-hand side).

**To Shut The Heat Off**
1. The heat will automatically shut off based on the override time setting (anywhere from 30 minutes to 4 hours). NOTE: THIS WILL ONLY OCCUR BETWEEN 9:00PM-6:00AM.
2. To shut off the HEAT during the override setting, press the OVERRIDE BUTTON until the heat temperature goes to OFF and RED light goes out.

**Special Note**
During operation, the fan will shut off after the selected HEAT TEMPERATURE setting is reached and will turn back on once ROOM TEMPERATURE falls 1 or 2 degrees below the HEAT TEMPERATURE setting. This is normal.

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**Living Room Ceiling Fans/Lights Operations**

Every room in Arroyo Vista has been provided with occupancy sensors (light switches) which, in order to help us be more sustainable and conserve energy, allow the lights and/or ceiling fans to automatically turn off if there is nobody in the room after 20 minutes.

The lights/ceiling fans can be turned on (or back on if they go off) by simply pressing the button on the bottom of the switch.

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**Patio Light Operations**

In order to provide more lighting on the exterior patios of the houses, we have installed timers on the wall next to one set of the patio doors. To turn on these lights, turn the timer below clockwise (to the right) for the specified amount of time that you wish the lights to stay on (up to a maximum of two hours).

Please do not turn the timer dial beyond the maximum time allowed.

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**Hallway Lights**

Please note that two of the lights in the upstairs hallways are emergency lights and will always be on. In order to turn on the remaining hallway lights, there are light switches at both ends of each hall.
Your Door Locks

The door locks in Arroyo Vista use two different types of security systems. When you check in, you will be given three “keys.” One hard key will be for your mailbox door, the second hard key will be for your room, and the third Key Card will be for the exterior doors of your house.

**Interior Room Door Locks**
The first is for the room doors which utilize an interior turn/push button locking system. The room key that you were given when you moved in will only allow you to open the door to your room. Your room key will NOT allow you to “unlock or lock” your room door.

To unlock your room door, you will need to turn the turn/push button located on the inside of the door handle until it is vertical and in the out position. If the turn/push button is vertical and is pushed in, the door lock will still be locked. To unlock it from this position, you just need to push down on the door handle.

To unlock the lock, turn the turn/push button to the vertical position and move the inside door handle up or down. This should cause the turn/push button to pop out and unlock the door lock.

To lock the door lock, turn the turn/push button to the horizontal position and push in. The turn/push button will stay pushed in and the door handle will lock.

The second type of security system that we use in Arroyo Vista is the keyless “proximity” card system or a “dip” card system found in most hotels nowadays.

**Exterior Doors with Proximity Locks**
The new exterior door lock system is unlocked using a “key card” which looks similar to your UCI Student ID card. This system is a proximity lock system which means that there is no “slot” to run your card through.

To operate the door locks on buildings 1002 through 1080:
1. Touch card to front of black panel
2. You should see a green led light come on and hear a faint click sound. This means that the door is unlocked. Note – the door will only remain unlocked for a couple of seconds.
3. Push down on door handle to open the door. Do NOT try to force the door open, as it will damage the lock and/or the door itself.
Being Safe

Campus Safety
Although the crime rate at UCI is very low, you should still be alert and use common sense to protect yourself and others from becoming victims of crime. When you go out, keep these safety tips in mind.

In Your Room, or House
- Lock your door every time you leave, even if you are not leaving the house.
- Lock or secure doors and windows when you are alone or asleep.
- Do not prop open the house’s outer doors.
- Do not leave messages on your door indicating that you are away and when you will return.
- Know your neighbors, do not let strangers enter the house or premises.
- If someone asks to use your phone for an emergency call, offer to telephone for them. Do not allow them access.
- Do not put your address on your key ring.
- Do not leave keys in hiding places. Carry your keys with you at all times.
- Program emergency numbers into your cell phone.
- Call 911 to report suspicious persons or activity in or your house or in AV.
- If you are in danger, call 911; stay calm and get away at the first opportunity.
- Do not keep large sums of money in your room. Open a bank account instead.
- Keep ATM cards in a safe place. Keep your PIN number secret.
- Use a charge card instead of carrying large sums of cash. Some charge cards insure property purchased with those cards against loss, theft, or damage.

When Walking Around or Riding a Bike
- Avoid walking alone at night.
- Keep to well lit, busy routes. Avoid shortcuts and isolated areas.
- Walk purposefully, know where you are going, and project a no-nonsense image.
- If you feel threatened, cross the street, locate an emergency phone, or enter a place of business, even if you just left it.
- Carry keys in your hand, not buried in pocket, purse, or book bag.
- Lock bikes to immovable objects or bike racks.

Identity Security
- Shred credit card receipts, bank statements and credit card offers, and keeping tabs of your wallet or purse at all times.
- Monitor your bank and credit card statements to make sure unauthorized transactions are not being charged to your account.

zotALERT – Emergency Alert System
Sign up for ZotAlert, One of several modes of emergency communication used at UCI, zotALERT is an emergency alert system that uses cell phone text messaging to quickly notify the UCI community with safety information. The system will not be used for routine announcements.

Students are strongly encouraged to sign up for zotALERT messages. You will need a “text-enabled” mobile phone.
- Login to StudentAccess (www.reg.uci.edu/access/student/welcome/)
- Click Contact Information
- Update your Mobile Phone and provide your cell phone number.
Personal Safety

Fire can be one of the most destructive elements to a structure. To help ensure the safety of our residents, all houses are equipped with an early detection and warning system. These systems are designed and maintained to detect fires in their early stages and warn occupants and staff of the need for action.

Fires can be prevented. A few easy steps can save your life!

- Know and practice your building’s fire escape plan.
- If the alarm sounds, get out right away. Never ignore an alarm.
- If the door is hot, don’t open it. If the door is not hot, open it carefully and check for smoke or fire.
- During a fire, don’t stop to gather your stuff or look for other people.
- If you can’t get out, yell and shout, and hang a sheet from the window.
- Never tamper with smoke alarms, fire alarms, or sprinklers.
- Don’t overload outlets or extension cords.
- Never walk away from cooking & use cooking appliances correctly.

ANYTIME you hear a fire alarm, assume there is a fire, and:

GET OUT

- Evacuate your room and house as soon as the alarm sounds.
- Do not open doors that are hot.

CHECK IN

- Check in at the AV Lawn Assembly Area.
- Respond to all phone calls, texts, or emails.
- Rooms/houses will be checked for residents who do not check in.

STAY OUT

- Remain in the AV Lawn Assembly Area until you are instructed by University staff or emergency personnel that you can return to your house.

Designated Emergency Assembly Area

The assembly area for Arroyo Vista is the lawn located in the center of the community. Do not gather in the parking lots or the center of a quad as emergency personnel may need to have these areas clear to perform their jobs.

FIRE DRILLS!

In accordance with state law, each year Arroyo Vista is required to conduct two fire drills - one in the morning and one in the evening.

Evacuation of the house and participation in these drills is MANDATORY.

KEY SAFETY FAQ’s

1. Must I always take my keys with me?

It is a very good idea, and we recommend it. Locking the door to a room and house, and taking the keys even if you’re just going away for a few minutes, are good habits to make and the best precaution against theft.

2. What if I lock myself out of my room?

You may sign for a “loaner” room key at the AV Housing office for a maximum of 60 minutes. If the key is not returned promptly, you will be assessed a cost for a.

3. What happens if I lose my room key?

Lost keys are a serious concern. They not only relate to the safety of the person who lost them, but to roommates, and future residents.

We take this security measure very seriously. If a lock change is necessary, the following replacement fee is assessed.

- House Key Card: $20.00
- Room Key: $75.00
- Mailbox Key: $10.00

Due to the safety concern, no excuse will exempt you from the charge - and we have heard some creative attempts.
Student Handbook – Housing Policies:
http://www.housing.uci.edu/policies

HELPFUL PHONE NUMBERS

Admissions ................................................................. 949-824-6703
Regular Hours: Mon. - Fri.: 8:00 a.m. - 5:00 p.m.

Arroyo Vista Housing ................................................. 949-824-3900
Regular Hours: Mon. - Wed: 8:00 a.m. - 8:00 p.m.
    Thu - Fri: 8:00 a.m. - 5:00 p.m.
    Sun: 5:00 p.m. - 8:00 p.m.

The Hill (UCI Bookstore) ............................................... 949-824-2665
Regular Hours: Mon. - Thurs.: 8:00 a.m. - 7:00 p.m.
    Fri.: 8:00 a.m. - 5:00 p.m.
    Sat.: 10:00 a.m. - 4:00 p.m.

Central Cashier
228 Aldrich Hall .......................................................... 949-824-6916
Phone Hours: * Mon. - Fri.: 8:00 a.m. - 5:00 p.m.
Cashier Windows: * Mon. - Fri.: 8:30 a.m. - 4:30 p.m.
*The office is closed (no services): 1:00 p.m. - 2:00 p.m.

Counseling Center ..................................................... 949-824-6457
Regular Hours: Mon. - Fri.: 8:00 a.m. - 5:00 p.m.

Student Life & Leadership (Dean of Students) ............. 949-824-5181
Regular Hours: Mon. - Fri.: 8:00 a.m. - 5:00 p.m.

Financial Aid ............................................................. 949-824-8262
Regular Hours: Mon., Tue., Thu., Fri: 8:00 a.m. - 5:00 p.m.
    Wed: 9:00 a.m. - 5:00 p.m.

Housing Administrative Services (HAS) ....................... 949-824-6811
Regular Hours: Mon. - Fri.: 8:00 a.m. - 5:00 p.m.

UCI Information Center ............................................ 949-824-4636

Parking and Transportation ....................................... 949-824-7275
Regular Hours: Mon.-Fri.: 7:30 a.m. - 4:00 p.m.

Police Department (UCI)
Non-Emergency Line .............................................. 949-824-5223
Safety Escort Service ............................................. 949-824-7233

Student Health Center ............................................ 949-824-5301
Regular Hours: Mon. - Fri.: 7:30 a.m. - 5:30 p.m.
Call or go online for appointments