

Dear Residents of University Apartment Housing:

The entire Residence Life staff would like to take this opportunity to welcome you to our University Apartments. We are pleased that you chose to live on-campus while attending NDSU. Our hope is that your stay will be enjoyable and that our concept of University Apartment living provides you with a good environment while you complete your education at NDSU.

The information contained in this packet is meant to assist in your adjustment to NDSU, our apartment community, and the Fargo-Moorhead area. It reflects experiences gained from our own operation as well as ideas received from our residents. Your suggestions and recommendations are important to us, and several positive changes have been implemented in our effort to provide comfortable, convenient housing for students and their families.

If you have questions regarding your apartment, please feel free to contact any of our live-in apartment staff. They are a valuable resource in helping you when assistance is needed. We have an on-site maintenance staff ready to take care of any necessary problems you may encounter while living with us.

We hope the information provided will be helpful to you, and we extend our best wishes for a successful year.

Sincerely,

Michael Harwood  
Director of Residence Life

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# I. WHO TO CALL WHEN YOU HAVE PROBLEMS

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## A. SERVICE & REPAIR

We have on-site maintenance staff available to take care of repair needs in your apartment. Tenants may call Service & Repair at **231-7282** when repairs are needed. A staff member will answer calls during working hours. **After hours and on weekends a 24-hour answering service is provided.** When you call, please leave a message detailing your problem--someone will get back to you during regular business hours.

The maintenance staff will enter an apartment if the tenant is not home. If this is the case, the staff will leave an entry notice in the apartment. If this note is not placed in the apartment, please contact Service & Repair for any further information.

**Work requests may be submitted on line.** Go to [www.ndsu.edu/reslife/tools/work\\_request.php](http://www.ndsu.edu/reslife/tools/work_request.php), click on the Tools/Resource tab, then on Work Request Form, and click hall and then University Village or Bison Court. Fill in the requested information and then click on submit. Your work request will be taken care of as soon as possible.

## B. EMERGENCY CALLS AFTER WORKING HOURS / HOLIDAYS / WEEKENDS

**The definition of Emergency Maintenance is:**

- \* Something that could or will cause physical harm to resident(s).
- \* Something that could or will cause physical damage to property or structures.

**EXAMPLES OF EMERGENCY SITUATIONS** that require maintenance personnel to be called are:

- \* Gas leaks
- \* No heat in apartment (**outside** temperature is below 50 degrees)
- \* No electricity
- \* Water leaks or broken water lines
- \* Frozen water pipes
- \* Plugged sewer lines and/or toilets

**EXAMPLES OF NON-EMERGENCY SITUATIONS** that do not require maintenance personnel to be called after normal business hours are:

- \* Bedroom window will not stay open
- \* No heat when **inside** temperature of apartment is above 65 degrees
- \* Removing objects from drains such as contact lenses, rings, etc.

Report all necessary repairs immediately to save yourself unnecessary repair charges – minor problems can quickly become major ones with major costs. Please try to take care of minor problems like clogged sinks and toilets yourself, but if the problem persists, contact Service and Repair at 231-7282. If your neglect or abuse causes damage, you are liable for the repair/maintenance costs. If it is because of normal usage, you will not be billed.

A complex manager staff listing is posted in each laundry facility throughout University Village and Bison Court. Contact any Complex Manager for assistance with an apartment emergency. For other emergencies, please call Campus Police at 231-8998.

## C. FACILITY INFORMATION (All Apartments)

1. **Utilities** – Your rent includes water, sewer, central garbage dumpsters and heat without additional charge. Two bedroom University Village apartments have individual gas forced air furnaces; all other units are equipped with circulated hot water heat with individual thermostatic control.
2. **Electricity** - The power company will be contacted by a Residence Life staff member during the time of check-in at the Residence Life Office. Tenants are responsible for contacting Xcel Energy (800-895-4999) when they vacate their apartment or transfer to another apartment to avoid additional charges. Bison Court residents do not pay for electricity.
3. **Telephones** – For local phone service, the tenant is responsible for the cost of installation and service. Arrangements are made with NDSU Telecommunications located at the Thorson Maintenance Center.
4. **Trash/Garbage Removal** – Tenants must dispose of their garbage in the outdoor dumpsters provided by the university. These dumpsters are located throughout each complex. Please do not leave garbage outside of your apartment.

## D. TELEPHONE/LONG DISTANCE SERVICE

Telephone service is provided by NDSU Telecommunications. To request monthly telephone service an application form must be completed at Telecommunications in the Thorson Maintenance Center. *BisonLines* direct dial long distance service is also available and can be requested at the same time as monthly telephone service. For more information, contact Telecommunications at 231-8401. (You may use other alternate methods for long distance: personal calling card or pre-paid calling cards.) To make an on-campus call, dial 1 and the last four digits. To place an off-campus call, 9 and then the number.

**Phone Books:** For a free copy of the Qwest Dex phone book call 1-800-422-8793  
Campus Phone books are available at the Varsity Mart in the Memorial Union.

## E. LOCK OUT/KEYS

If you are locked out of your apartment, please contact any of the complex managers or campus police. If none of the apartment staff are available, contact the Residence Life Office at 231-7557. Identification will be required before doors can be unlocked. **Duplication of keys is prohibited.** Lost keys or failure to return keys at check-out will result in a cylinder change and new keys cut at a charge to the tenant.

## F. LOST KEYS

Report lost keys to Residence Life immediately. A cylinder replacement will be made and new keys issued. Charges for the cylinder replacement (\$25.00) will be billed to the tenant responsible for the lost keys. Worn or damaged keys will be replaced free of charge.

## G. LOST AND FOUND

Report all lost or found articles to the Residence Life Office (231-7557) or your complex manager.

## H. COMPLEX MANAGER

The Department of Residence Life has a qualified staff that can assist you with your apartment-related needs. Most needs can be handled by calling the Residence Life Office at 231-7557. Our Complex Managers are students employed by the Department of Residence Life and their main responsibility is to assist each tenant in their transition to NDSU. Each Complex Manager has available hours in their apartment each day. Please contact them directly for additional help.

## I. IMPORTANT PHONE NUMBERS

When placing any call off campus with a land line, you will need to dial 9 to get an off-campus line and then the number.

### EMERGENCY PHONE NUMBERS

24 hour Police, Fire, Ambulance Emergency Number .....	9-911
Poison Information Center .....	1-800-732-2200
MeritCare Hospital .....	234-5121
MeritCare Ask A Nurse.....	234-5000
NDSU Campus Police .....	231-8998
Fargo Police (Emergency).....	9-911
Fargo Police (Non-Emergency).....	235-4493
Hot Line (information and referral, crisis information).....	231-7335
Suicide Prevention Center and Crisis Line .....	232-4357
Rape and Abuse Crisis Center.....	293-7273

### NDSU TELEPHONE NUMBERS

Residence Life Office.....	231-7557
Service & Repair (Repairs) .....	231-7282
Telecommunications.....	231-8401
Customer Account Services .....	231-7320
Student Financial Services .....	231-7533
Registration and Records.....	231-7981
Bison Connection .....	231-6200
Counseling Center.....	231-7671
Student Wellness Center.....	231-5200
Student Support Services.....	231-8028

Office of International Programs .....	231-7895
Multicultural Student Services .....	231-1029
Computer Center Help Desk.....	231-8685
Memorial Union Student Activities.....	231-7787
Library.....	231-8876
Career Center.....	231-7111

**FARGO AREA NUMBERS**

Xcel Energy – Toll Free .....	1-800-895-4999
Cable One .....	280-0033
Fargo Post Office.....	1-800-275-8777
Fargo Park District .....	241-1350
Road Conditions (ND).....	1-800-472-2686
Road Conditions (MN).....	1-800-542-0220

**II. SAFETY AND SECURITY**

**A. UNIVERSITY POLICE (231-8998)**

**IN AN EMERGENCY CALL 9+911.** NDSU’s Campus Police is the law enforcement agency for the NDSU community. University officers enforce all federal, state, and local laws, as well as the NDSU Code of Student Behavior. Campus Police operates 24 hours/day, 365 days/year. In addition to major emergencies, such as crime, injury, fire, etc., you should contact them for almost any sort of urgent concern (witnessing of suspicious people or activities, fearful situation, etc.). University officers can be on the scene within minutes.

**B. SAFETY PRECAUTIONS**

**Fire Extinguishers:** It is recommended that each tenant purchase and keep a fire extinguisher in their apartment and be sure that it is at the proper pressure level. Know how to operate the extinguisher by reading the instructions on the side.

**Gas Odor:** If you smell gas in your apartment, notify Service & Repair (231-7282), your Complex Manager, or Campus Police (231-8998) immediately. The purchase of a carbon monoxide detector will aid in detecting problems.

**Extension Cords:** Extension cords from apartments to vehicles are prohibited. Cords running across traffic lanes are also dangerous. Any cords found in violation will be removed.

**Personal Safety:** Be smart when outside after dark: travel with another person and stay in well lit areas.

**C. SAFETY MEASURES**

Personal safety and security are community and individual concerns. We should all be responsible for following these safety measures:

- Keep apartment doors locked at all times.
- Keep windows locked when you are away from your residence.
- Keep window screens in place.
- Do not give your apartment or room key to another person.
- When a key is lost, the lock must be changed (contact Service & Repair, 231-7282).
- Never duplicate keys.
- Travel in pairs when out after dark and stay in well lit areas.
- Report thefts, suspicious people, excessive or inappropriate behavior, abuse, or child neglect to the Police.
- Do not leave children unattended at any time.
- Designate an emergency apartment for a child to go to if you are unavailable.
- Call the Police (231-8998 or 9+911) in emergencies.
- Use the campus shuttle bus service or the escort service for safe transportation at night.
- Use the blue light phones to report safety problems.

**D. SMOKE DETECTORS, FIRE ALARMS, COOKING AND FALSE ALARMS**

Each apartment is equipped with smoke detectors designed to protect you and your family. These alarms are required by law. They are extremely important for the safety of all our residents. It is illegal to disconnect or cover the detector to prevent it from going off. If a detector sounds because of an emergency situation within your apartment, vacate immediately and call Campus Police at (231-8998) from a neighbor’s phone. Be sure to give the apartment number and location. If any smoke detectors have been tampered with (removed/covered/disconnected) in an apartment, the resident will face disciplinary action.

The fire alarm system in Bison Court and Niskanen is very sensitive and will react to smoke quickly. Sometimes

these alarms sound when you are cooking in your apartment. To prevent this from happening, please use the exhaust fan over your range at all times when you are cooking. If the fan doesn't appear to be working correctly, please contact Service & Repair (231-7282) to have it repaired.

**1: IF YOU DISCOVER OR SUSPECT A FIRE:**

- a. Stay calm. Think about what you need to do and then act.
- b. Pull the nearest fire alarm to alert others.
- c. Evacuate the building.
- d. Call the fire department from a safe location by dialing 9+911.  
**Don't hang up;** you need to stay on the line to provide emergency personnel with your campus location.

**2. WHEN THE FIRE ALARM SOUNDS:**

- a. Close windows.
- b. Open curtains.
- c. Leave the lights on in your room.
- d. **Wear your coat and shoes.**
- e. Carry a towel.
- f. Close your door as you exit.
- g. If it is clear, exit via the nearest stairwell.
- h. Stay at least 50 feet away from the building after evacuating.
- i. Do not return to your room for any reason until authorities give instructions to do so. If a hallway or corridor is partially filled with smoke, crawl on the floor keeping your head three feet or less above the floor to the nearest exit.
- j. Remember, it is required by law that all persons exit their apartment/building during a fire alarm.

**SMOKE/FIRE ALARMS**

Located on the ceiling at the top of the staircase in the two-bedroom apartments in University Village and on the hallway ceilings of one-bedroom University Village apartments is your apartment's smoke/fire alarm. In Niskanen it is located in the hallway and in each bedroom.

In order to check this alarm, you will find a small red handle located on the side of the smoke/fire alarm. Pull this handle down until it snaps into the down position. At this point, the alarm buzzer will sound letting you know that it is in good working condition. After the buzzer has sounded, return the handle to its original position. Please check this alarm every month. The buzzer should sound within 15 seconds of pulling the handle down. If it does not, please contact Service & Repair at (231-7282) in order to report this problem.

**E. SMOKING**

**Effective July 1, 2006, all University apartments are smoke free.** This includes all hallways, stairwells, laundry rooms and any other common areas of any University owned building. If you find residents smoking in any of these areas, please report it to your Complex Manager. If you are smoking outside of your apartment, please dispose of the remains properly and do not throw anything on the ground.

**F. CANDLES/INCENSE**

A high percentage of fires in apartments are attributed to combustible materials coming in contact with open flames or exposed surfaces on appliances. **Because of the inherent risk of fire, candles and incense are not to be burned at any time inside your apartment.** Violations of this policy will be handled through the University judicial process.

**G. ALCOHOL**

The manufacture, sale, transfer, purchase, transportation, possession or consumption of an alcoholic beverage anywhere on NDSU property is prohibited. Violations of this policy will be handled either through the University, local, or state authorities.

**H. HALOGEN LAMPS**

Torchiere lamps using halogen bulbs have been the cause of fires locally as well as nationally. These inexpensive lighting devices became the subject of a Consumer Products Safety Commission warning in July, 1996. Halogen bulbs generate tremendous heat and may cause extreme danger to you and the people living in your complex. It is recommended that if you use a halogen lamp that you use a bulb that does not exceed 150 watts.

## **I. GRILLS AND HIBACHIS**

Grills and hibachis may be used outside if located at least ten feet away from a building. Please consider your neighbors when you are cooking, they may not want your cooking odors or smoke coming in their windows. Keep children away from hot coals. Be sure the coals have burned completely before disposing of them. Do not attach grills to the grey gas risers outside the two-bedroom University Village apartments.

## **J. CODE OF STUDENT BEHAVIOR**

Every NDSU student has the responsibility to observe and to maintain a code of personal behavior and social relationships that will positively contribute to the educational effectiveness of the University and ones own personal growth. To this end, students are expected to observe the University standards published in the Code of Student Behavior. In addition, students are expected to observe the laws of the community, the state, and the nation at all times, on and off campus. This document is available on the web at <http://www.ndsu.edu/ndsu/vpsa/code>

## **K. TRESPASSING**

Individuals with no connection to the apartments will be asked to leave the apartment complexes. Any guest of a resident, whose behavior is not appropriate for the community, may be asked to leave by the Complex Manager and/or Campus Police. Residents are responsible for the behavior of their guests. The University also reserves the right to deny access of apartments to non-tenants at any time.

## **L. CHILD SAFETY INTERVENTION**

Please do not hesitate to intervene if you observe a child/children in a potentially dangerous situation. Stop the dangerous activity and/or escort the child away from such a situation, then find the parents. Even a small child can quickly escape a parent's watchful eye and slip out the door, run into a roadway, climb up onto something, etc. Watching out for and helping each other are the neighborly things to do in a community.

## **M. DOMESTIC VIOLENCE & CHILD ABUSE/NEGLECT**

Any sort of violence or abuse within a household is illegal: physical, sexual, emotional, psychological; whether one partner toward the other, or parent(s) toward child (ren). If you yourself are a victim, or if you know of such a household, seek assistance immediately. Go to your Complex Manager, Residence Life, or call Campus Police for help.

## **N. UNATTENDED CHILDREN**

Never leave small children alone in your apartment. An adult or responsible older child (12 years or older) should supervise children when a parent is not present in the apartment. United States laws make a parent liable to charges of negligence if an unattended child should become injured. Please leave your child with an adult, friend or neighbor when you need to leave the apartment. Report any concerns you may have to your Complex Manager or Residence Life. Report all emergencies to Campus Police.

## **O. GUIDELINES FOR SUPERVISION OF CHILDREN**

Supervising your children is one of the most important things you can do for them. Children do best when they live in a home that offers structure, guidance, love and limits. Without these, children may grow up not knowing what they can or cannot do, who to trust and may do things that get them in trouble. Each resident is responsible for the actions of children who occupy his/her apartment. Children must be properly supervised at all times. Neglect of parental responsibility could result in removal from your apartment.

Following are guidelines for supervision of children as established by the North Dakota Department of Human Services, Bismarck, North Dakota.

### **For children 0-4 years of age:**

- Outside of the home the child should be in view of the caregiver at all times. The caregiver must be able to respond to the child's immediate need for protection from harm;
- Children should not be left alone in a vehicle for more than a very brief period. If left alone the child should, at all times be in direct view of the caregiver. The child(ren) should be in a restraint and unable to put the vehicle in gear; and
- Inside the home, a caregiver should be available and able to respond to the child to provide immediate care and protection from harm.

### **For children 0-17 (specific minimum ages outlined):**

- Children eight (8) years of age or under should be supervised at all times with a caregiver available. An eight year old should **not** be left in charge of children;

- Children who are nine (9) years old should not be left unsupervised for periods greater than two (2) hours during the daytime. This age child should not be unsupervised at night and should not supervise other children;
- Children who are ten (10) and eleven (11) years old may be left alone for longer periods of time. However, caution is advised in leaving a child unsupervised during sleeping hours. Children in this age group should not be responsible for supervising younger children.
- Children who are the age of twelve (12) years and older may be permitted to act as babysitters. It is recommended that they successfully complete an approved child-care training course. Caution should be advised on the number of children left in care, length of time for care giving responsibility, factors regarding special needs of children left in care, and resources available to child providing care;
- Children under fifteen (15) years of age should not be left unattended overnight;
- Caution should be taken in leaving fifteen (15) to seventeen (17) year olds alone overnight. Extended absences of care givers are not recommended; and
- Caregivers should adhere to supervision requirements of public facilities (i.e.—Video Arcades, Drop-in Centers, Pools, Restaurants, etc.)

The age of the child is not the only risk factor which should be considered when children are left alone. Other factors include the maturity of the child, emotional health factors, the child's physical or cognitive limitation, length of time left alone, time of day or night, other children present or to be supervised, location and environmental conditions, frequency of being left alone and the accessibility of a parent or other responsible adult.

**All children left home alone must be able to demonstrate:**

- Knowledge of where their parents or other responsible adults are, how to reach them, and length of absence; and
- Knowledge of emergency procedures and arrangements for emergency situations.

**The ultimate responsibility for the safety, care, well-being, and behavior of dependent children remains with the parent, whether they are present to personally supervise them or not.**

It is considered by the North Dakota Department of Human Services that a lack of supervision exists when the above guidelines are not followed. A lack of supervision may also exist in circumstances where the responsible caretakers are present but are physically or mentally impaired to such an extent that they are unable to provide supervision.

**P. WALKING**

- Walk on the left side of the road, facing oncoming traffic if there are no sidewalks.
- Wear light-colored or reflective clothing and carry a flashlight when walking at night.
- Do not walk alone, especially when it is dark.
- NEVER hitchhike or accept rides from strangers.

**Q. SERVICES**

**The NDSU shuttle system** operates during the school year and is free with a student ID. The intention is to shuttle people from one end of campus to the other safely. Schedules are available from the Campus Police, Memorial Union, and on the buses. Please contact Campus police at (231-8998) should you have any questions regarding this service. The Metro Area Transit (MAT) system is also free to NDSU students. Call 701-231-7500 or go to matbus.com for schedules.

**The campus escort system** is staffed by paid students who are trained and coordinated by Campus Police. They provide escorts anywhere on campus. Please contact Campus Police at (231-8998) for available hours and to arrange for an escort. The escorts operate in pairs and are identifiable in their yellow coats and portable radios.

**ANTENNAS OR AERIALS**

Outside television or radio antennas are prohibited on or around the University apartments.

**BASIC TELEVISION RECEPTION/CABLE TELEVISION**

**As of June 1, 2008 NDSU will no longer support the local antenna service because of the transition to digital in February, 2009.** Apartments are equipped with a basic television reception antenna plug-in. If needed, television antenna adapters used to plug in to these outlets may be purchased at local antenna stores for a nominal cost. If you are having problems with the television reception (not your television) in your apartment, it will be your responsibility to have this repair made. Cable TV service is available through Cable One of Fargo (280-0033).

### **INTERNET SERVICE**

Students living in University Village have high-speed cable modem internet service through Cable One. There is one modem per apartment provided and starting the service is completed by contacting Cable One (280-0033). If students wish to have more than one computer hooked up to the modem, Cable One suggests that students purchase a D-Link or a Linksys 80211G wireless router. Cable One also provides tech support when there are problems. Students living in Bison Court have internet service through the University along with tech support through ITS.

### **SATELLITE DISHES**

A satellite dish may be installed in your University Village apartment. The tenant must complete an installation agreement with the Department of Residence Life prior to the work taking place. The satellite dish must be professionally installed and a member of our maintenance staff must supervise this process. Please call Service and Repair at 231-7282 to schedule an appointment.

## **R. INSURANCE**

We recommend that each tenant purchases renters and liability insurance for their protection in case of an emergency or natural disaster. Costs are dependent on the amount of coverage you seek. Please contact your insurance agent or one of the insurance agencies listed in the yellow pages of your telephone book.

## **III. EMERGENCY PROCEDURES & SIRENS**

The Fargo emergency sirens are tested at 1 p.m. the first Wednesday of every month. These sirens sound during a community emergency, including, but not limited to, a tornado warning. The Department of Residence Life has worked with area officials to develop procedures to be followed during emergencies. Should you have any questions, contact your complex manager.

Any student requiring special assistance when evacuating their apartment during an emergency should notify the Department of Residence Life. Our Complex Manager staff will be notified of this need and will make contact with you if an emergency arises. Emergency and severe weather procedures apply to all tenants living in the University Apartments at North Dakota State University. *Failure to cooperate with emergency procedures will result in disciplinary action.*

## **VI. TORNADO: DO YOU KNOW WHAT TO DO?**

To protect your family and yourself from the effects of severe weather, please become familiar with the terminology and the recommended emergency procedures outlined below.

### **1. TORNADO WATCH**

*This means that there is a chance of dangerous winds - possibly a tornado. If you hear loud sirens sounding—this means that you should immediately take cover.*

### **2. SIGNAL**

A signal will be announced on local radio or TV. A city siren or police siren is also possible.

### **3. TORNADO WARNING**

This means that there has been a tornado sighted.

### **4. SEEK SHELTER**

Gather family and prepare to take protective action or evacuate if time permits.

#### **Bison Court:**

Evacuate to basement of the closest shelter at:

- 1) Stockbridge Hall
- 2) Dolve Hall

#### **University Village Residents:**

##### *One Bedroom Apartments*

Take cover (with a blanket) in laundry room or lowest level in the walk-up.

##### *Two Bedroom Apartments*

Take cover (With a blanket) under the stairway in the storage closet.

##### **ALTERNATIVE**

Evacuate to Bison Sports Arena.

**The following doors will be opened by Campus Police in case of threatening weather.**

1. **Bison Sports Arena:** Main exterior doors on north side (2 most northwest doors) and south side (2 most southwest doors).
2. **Stockbridge Hall:** Main exterior doors on the north and west sides.
3. **Dolve Hall:** Main exterior doors on the east and north sides.

## V. WINTER WEATHER

### A. WINTER IN FARGO

Winter in North Dakota can be an exciting challenge. Don't just lock yourself up in your apartment; try your best to stay active and get some fresh air and sunshine. Try to see the beauty of the winter season and even enjoy the outdoors. Winter can be fun! Try sledding, ice-skating, and cross-country skiing, downhill skiing, building a snowman, or going for a walk.

### B. WEATHER REPORT

How cold will it be? What is the wind chill factor? Is it going to snow? You may want to get the daily weather report from the radio or TV. Listen to the radio for current updates on the weather or go to [www.in-forum.com](http://www.in-forum.com). For current road reports in ND call: 800-472-2686 or in MN call: 800-542-0220.

### C. WINTER PRECAUTIONS AND ADVICE

January and February can be the coldest months of winter. **Winter weather can actually be dangerous.** The wind chill factor can make things even colder. Subtract one-degree (F) from the air temperature for every mile/hour of wind. The resulting temperature is what your body will feel when you're outdoors. Do not expose your extremities (hands, feet, face/head) to the cold and wind for extended time or you risk windburn, frostbite, or even hypothermia. Be careful not to breathe frigid air in through your mouth and into your lungs (use your nose). A common complaint in winter is about extreme dryness. You will find that all the indoor heating will cause dry itching skin, chapped lips, dry hair, etc. Drink lots of water. Try placing open containers of water near a heater to put moisture into the air. Use moisturizers/lotions on the skin. A layer of vaseline petroleum jelly will seal moisture in and protect exposed skin from wind (especially lips). You may want to invest in a humidifier (just make sure that you don't make your home so humid that mold/mildew grows on the walls).

### D. WINTER CLOTHING

Listen to the weather report in the morning when you're getting ready so that you will be appropriately dressed for the day. The following are some tips about winter clothing and dressing for cold weather:

- Wear layers of clothing. Start with long underwear. Wear long sleeves and turtlenecks.
- Wear a warm sweater. Be sure you have a warm winter coat. You can always add layers or remove layers depending upon your comfort at a given time.
- There are advantages and disadvantages to clothing made of either natural (wool, cotton, down, leather, etc.) or man-made (nylon, fleece, Thinsulate, Gore-Tex, etc.) materials.
- Talk to people who are used to this climate about what materials are best for insulation, wind-protection, dryness, etc.
- Always keep your extremities warm. Be careful of frostbite if you're outdoors too long. Sixty percent of the heat lost by the body is lost through the head! Always wear a hat. Cover your ears. Wrap a scarf around your neck and mouth. Always wear gloves or mittens.
- A good pair of boots with lots of tread is a necessity: waterproof leather hiking-type boots with insulated lining and thick rubber soles and lots of tread is a good investment.

### E. WINTER DRIVING TIPS

- Never slam on the brakes when you begin to slide/skid on snow/ice. It will only cause you to spin further out of control. Take your foot off the gas and just try to keep your vehicle moving in the correct direction until you can get to a dry spot on the road. Turn your steering wheel in to the skid.
- Leave plenty of room between cars.
- Pay attention to the other cars around you.
- Be extra careful on the hills.
- **Slow down**

### F. WINTER TRAVEL

- Keep the gas tank full and be sure to check your battery, ignition, cooling system, brakes, lights, heater,

defroster, tires, and exhaust system before each trip. If you have a cell phone, make sure it is charged before you leave.

- Prepare and carry a winter survival kit in your car in case you get stranded. You should have the following items in that kit:
  - blankets
  - first aid kit
  - a can and waterproof matches (to melt snow for water)
  - windshield scraper
  - booster cables
  - road maps
  - compass
  - tool kit
  - paper towels
  - bag of sand or cat litter (to pour on ice or snow for added traction)
  - collapsible shovel
  - high-calorie canned or dried foods and a can opener
  - flashlight and extra batteries
  - canned compressed air with sealant (for emergency tire repair)
  - brightly colored cloth
- Know the weather. Listen to forecasts, road reports, and storm warnings. Trust the forecasters and allow extra time for necessary trips under poor driving conditions.
- If your car stalls, be sure to turn on the warning flashers. Keep your arms, legs, nose, and ears covered during frigid weather to prevent frostbite.
- Be sure to tell someone your route and your anticipated arrival time. If you are stalled, tie a colored banner on the car antenna. Your dome light should be turned on in darkness.
- If you are stalled, **stay in your vehicle**. Storms can be very dangerous, but your vehicle provides good shelter. Run the motor only ten minutes per hour with your window open slightly for fresh air.
- Freezing rain or wind-driven snow can seal the doors and windows of your car. Be sure to occasionally roll down the windows for fresh air.
- Keep warm! Clap your hands and move your arms and legs to keep your circulation going. Exercise for at least ten minutes each hour.

## G. WINTER WEATHER TERMS

- **Blizzard:** Winds in excess of 34 mph and visibilities less than 1/4 mile.
- **Winter Storm Warning:** Issued when severe winter weather is occurring or is expected to occur within the next 12 hours.
- **Winter Storm Watch:** Advance notice that severe winter weather **may** develop. It does not mean severe weather is a certainty.
- **Advisories:** Issued when weather elements will have an impact on public safety but are not severe enough to issue a warning.
- **Heavy Snow:** Indicates a snowfall of 6 inches in a 12-hour period, or 8 inches or more in a 24-hour period.

# VI. COMMON AREAS / GENERAL REMINDERS

## A. ADDRESS

Your address should look like this:

NAME  
297 University Village, Bison Court, or Niskanen  
Fargo, ND 58102

**DO NOT USE NDSU OR YOUR COURT** anywhere on the address or your mail will be delayed by 2-3 days. You are responsible for checking your campus mailbox as important notices and information regarding your residency is distributed by mail. This includes items placed on your apartment door. You are responsible for the items placed on your apartment door and should respond to them.

## B. BICYCLES

All tenants should park and lock bicycles (preferably with a **Kryptonite lock**) on the bicycle racks provided in each court. Bicycles are not permitted in hallways or laundry rooms. Bicycles and other such vehicles left near buildings, on lawns, or locked to gas lines get in the way for maintenance, safety and upkeep. Any bicycles improperly stored

will be removed by University personnel. During the summer, abandoned bicycles will be removed.

### **C. LAUNDRY**

In case a laundry machine malfunctions, please notify Service & Repair (231-7282). Indicate the location and specific machine tag number or letter of the machine which isn't working. Contact your Complex Manager if a refund is required. Please note that these machines will only use U. S. Currency. Please help us keep the machines clean, safe, and in good condition by cleaning lint and laundry detergent overspill after each use. Please respect your neighbor's right to use the machines. The wash cycle lasts about 25 minutes and the dryer cycle lasts 30 minutes. If you must remove someone's laundry from the machines, be careful not to drop the laundry on the floor, and place it on the table or on top of the specific dryer.

**CAUTION:** In the interest of personal safety, tenants are urged to instruct their children of the obvious and serious hazards of playing in or around all laundry machines. All tenants are asked to watch for and deter children from playing in laundry facilities.

#### **1. UNIVERSITY VILLAGE LAUNDRY**

There are five laundry rooms located in the walk-up buildings throughout University Village. Each laundry room has been permanently locked for the security of your belongings as well as to keep children from playing in the laundries. Please pull these doors closed after you exit the laundry rooms in order to maintain security. **The "99.74" Best key given to you at check-in will open all University Village laundry doors.** These machines are coin operated.

#### **2. NISKANEN APARTMENTS LAUNDRY**

The laundry room is located on the first floor of the north and south buildings. In the middle building, there is a laundry room on each floor. Washers, dryers, and a pre-wash sink are available for tenant use. These machines are coin operated.

#### **3. BISON COURT LAUNDRY**

The laundry rooms are located on the first floor of the east building and the second floor of the west building. Washers, dryers, and a pre-wash sink are available for tenant use. These machines are coin operated.

### **D. STAIRS AND STAIRWELLS**

Stairs and stairwells must be kept clear at all times by order of the Fire Marshall for the purpose of providing safe exits. Toys, boxes, plants, shoes, bicycles, etc. must not be left on the stairs or stairwells. Tenants will be asked to move any items left behind.

### **E. SOLICITATION**

No person or organization, whether or not affiliated with the University, may solicit in University Apartment Housing areas. Please report any unauthorized solicitor to your complex manager and to Residence Life Office at (231-7557).

### **F. CHILDREN**

We have many adults and children in a relatively small area, and it is important that each tenant be concerned about and watchful for children. Discourage them from throwing rocks and excavating non-playground areas. Above all, observe speed limits and stop signs and be especially watchful when driving.

### **G. RESIDENCE LIFE ADVISORY BOARD**

The residence life advisory board is made up of apartment students, faculty and staff that work with the Residence Life Office to provide feedback on current issues and concerns within the department. These monthly meetings are used as a time to provide up to date information to the students about future projects, events, and potential policy changes and receive feedback about these items.

### **H. TOYS**

Please pick up your child's toys after they are done playing in the court yard. Remember that the court yard is an area that all residents share!

## **I. OCCUPANCY**

Total occupancy in a family apartment cannot exceed the maximum of three people in a one-bedroom, five people in a two-bedroom, or seven people in a three-bedroom apartment. **Violation of this policy could result in disciplinary action or eviction.** If you have questions, please contact the Residence Life Office at (231-7557).

## **J. GUESTS**

Guests are permitted for a **maximum of one month in any one-year period**, provided total occupancy limits are not exceeded. **Violation of this policy could result in disciplinary action or eviction.** If you have questions, please contact the Residence Life Office at (231-7557).

## **K. PAYMENT OF RENT**

The rental period is for one month. **Rent is due and payable at Customer Account Services on or before the first day of each month without any further billing or statements. Licensees failing to pay rent within the first 5 business days after the due date will be assessed a late fee of \$20.** A hold is placed on transcripts for the student's course work if the account is not up to date. Payments can be made at Bison Connection in the Memorial Union.

## **L. PICNIC TABLES**

There are approximately 12 picnic tables located at University Village. No one is allowed to claim or keep a picnic table; we must share. If you need a picnic table, please contact Service & Repair (231-7282) and they will deliver the number of tables you need. Please be careful when moving these tables, they are heavy. When finished, Service & Repair will pick up the tables as well.

## **M. FLOWER GARDENS**

Trees, bushes, vegetables, and flowers may **not** be planted in the ground around any of the apartments. Potted plants are permitted and should be placed on the concrete slab by your apartment. You will be asked to remove any vegetable or flower plantings that do not comply with this policy.

## **N. CONTRACT SIGNING FOR NEXT YEAR**

All residents are required to fill out a new contract by June 1<sup>st</sup> each year in order to remain eligible for housing.

## **O. INTERCULTURAL COMMUNICATION**

One of the best things about living in the NDSU community is the diversity of the residents themselves. Our large international population, from over 40 countries, allows you to explore, learn, and experience a little bit of other cultures right here within the complex. The following information about intercultural Communication may be helpful to you.

### **1. Different Assumptions & Values**

Every culture has assumptions about the way the world is and values about the way it ought to be. Assumptions and values are usually so much a part of a person that one can hardly define them (i.e. individuality/conformity, time, equality, materialism, competition/cooperation, etc.). Assumptions and values manifest themselves in behaviors (such as work style, cleaning, communication, friendship, etc.). Everyone does not think, feel or act the same way you do; everyone does not view the world from your perspective. Reality differs from culture to culture. You might understand the behaviors of your international neighbors and friends more if you consider the cultural differences in assumptions and values. Try not to judge or rely upon stereotypes. With open-mindedness, objectivity, flexibility, tolerance, curiosity and some humor will come to better understanding and appreciation of this wonderful diverse community around us.

### **2 Language**

Language refers not only to vocabulary, grammar, idioms, slang, etc., but also to the meanings intended and implied by the words used. Words and phrases may be understood in different ways due to cultural differences. If you have trouble with English, don't avoid speaking to neighbors; it's good practice, and most people will be happy to make your acquaintance. If you know someone who is working on their English, make an effort to slow down your speech, speak in complete sentences, use correct grammar, avoid slang, don't mumble, and be patient. Be explicit; say exactly what you mean. Paraphrase (use a different set of words) if what you are saying is not being understood. Use gestures, point to objects, draw or act out words if it will help to convey a meaning. Verify that you both understood the conversation.

### **3. Non-Verbal Communication**

Beside language, we all communicate in many non-verbal ways. Cultures differ in the types and meanings of non-verbal communications, such as smiles, gestures, touching others, distance between people, displays

## VII. DAMAGES

Tenants will be assessed for loss or damage of University property due to carelessness or negligence. Tenants are held responsible for their guests and visitors. Any damage or loss caused by them will be assessed to the tenant.

### A. DOORS DAMAGED BY SNOW AND ICE

Those residents that live in two-bedroom university village apartments are expected to clear any snow or ice build-up in front of both apartment doors as well as on the sidewalk that leads to your door. During the winter months, snow and ice will build up in front of and underneath the apartment storm/screen door. Please remove any build-up of snow and ice in these areas. Failure to do so will result in a damaged door and subsequent charges to a tenant's account due to negligence. Charges are also assessed for sidewalk cleaning if the tenant does not clean it off within 24 hours.

### B. COUNTERTOP CARE

Countertops may warp or blister if hot pans or such items are placed on them. Please take preventative measures to avoid unnecessary damage.

### C. PICTURE HANGING

**Saving the walls saves you money!** Upon checking into your apartment, your complex manager showed you an example of the adhesive hook needed to hang pictures, etc. in your apartment. These adhesive hooks are to be used only on the block/brick walls in your apartment. Use of these hooks on the painted sheetrock walls will result in damage to the walls when removed. Use of nails and anchors on all apartment walls also causes damage.

### D. CARPETS

Carpeting is NOT heat resistant. It will melt at a relatively low temperature. DO NOT place hot pans, popcorn poppers or irons on the carpet. A \$100 minimum charge is assessed for carpet damage beyond normal wear.

### E. WATER STAINS AROUND EXHAUST FANS

Water stains on the ceilings can be due to condensation in the bathroom/kitchen. Use the exhaust fans frequently to prevent moisture problems.

### F. WINTER WARNING

Radiators and water pipes may freeze and break if your windows are left open. You are responsible for any damage. Close all windows during the fall, winter, or spring months as drastic changes in weather can occur. Please take every safety precaution to avoid any problems.

### G. LIGHT GLOBES

Extreme care should be taken **WHEN REPLACING LIGHT BULBS** so that the globe is not broken. Tenants are responsible for broken light globes.

**UNIVERSITY VILLAGE TENENTS:** Some kitchen, study room, hallway and apartment bedroom light globes are attached by spring clips. Please use both hands when removing and replacing these globes. Remove the globe by pulling the globe straight down with smooth, steady pressure. The light fixture clips holding the globes will snap loudly when the globe is removed, so do not be alarmed.

In order to re-attach the light globe, you will notice a circular ledge around the top part (opening) of the light globe. The spring clips will be attached inside this ledge. Wedge your finger between the spring loaded clip and the light fixture and pull the clip downward. When this is completed, hook the ledge of the light globe on top of the clip. Gently allow the spring loaded clip to pull the light globe toward the ceiling. While keeping the light globe at a downward angle, repeat the process for the other light fixture clip. Again, gently allow the spring loaded clip to pull the light globe toward the ceiling.

### H. ADDITIONS / ALTERATIONS

University property may not be relocated to or from any apartment building. Additions and/or alterations of any kind to the unit are not allowed. This includes, but is not limited to the following:

- contact paper in the drawers and cupboards

- additional fixtures
- paper cup dispensers
- paper towel rack
- additional towel racks
- alterations to the cupboards and counter
- adhesive hooks in bedroom, bathroom, etc.
- painting
- nails or screws in the walls

**I. SEWER STOPAGES**

Sewer problems are a nuisance and cause unnecessary expense. Careful use of drains in sinks, toilets, tubs and showers prevent plugged sewers. Bulky or expandable items (diapers, baby wipes, personal hygiene items, etc.) should not be flushed down the toilet. Tenants are billed for the cost of cleaning out the toilet or sewer if plugged due to the careless disposal of diapers, towels or any other bulky items. The charge is increased if the toilet must be removed or if the plumbing fixtures were damaged.

Tenants are encouraged to use extreme care since the sewers and drain systems can not handle such disposal of bulk materials. Frequently, the plugged toilet can be remedied by using a toilet plunger. Tenants are urged to purchase this item for use in their apartments. If this action fails, call Service & Repair at 231-7282.

**VIII. FURNITURE / APPLIANCES / APARTMENT FIXTURES**

**A. MAJOR APPLIANCES**

We've found that some people consider using major appliances that are not adaptable for use in our facilities due to size, electrical or plumbing requirements. These appliances include, but are not limited to the following:

- Clothes washers
- Clothes dryers
- Dish washers
- Power tools

Freezers of limited size (up to 15 cu. ft.) and air conditioners (up to 12,000 btu, 110 volts) **are allowed** in apartments. Written approval from the Residence Life Department is required **prior to installation** of appliances.

**B. WATERBEDS**

There may be risks involved in the use of waterbeds. These could be due to weight problems which damage the building, leaks that could develop and create damage to the facility and other belongings and electrical shorts from water heating units causing fires or electrical shock to the tenant. Because of these risks, the tenant should consider liability insurance to cover any expenses which may arise.

**C. CASTER CUPS, COASTERS OR GLIDES (non-carpeted apartments)**

Place these under all furniture, beds, etc. to protect floors from scratches and dents. Failure to do so will result in consequent expense to the tenant.

**D. UNIVERSITY VILLAGE APARTMENT LIGHT SWITCHES**

In both University Village one and two bedroom apartments there is one light switch that will not activate any lights in the apartment. This switch is located on a dual light switch plate in the living room of the two bedroom apartments, and on a three light switch plate in the dining room of the one bedroom apartments. This switch is used to turn on certain outlets in the dining and living rooms. Please try these switches before listing any dead outlets on your *Apartment Condition Form*.

**E. LIGHT BULBS**

Correct light bulb sizes save you money and energy. When the bulb is too large, excessive heat is generated within an enclosed fixture. This can be damaging to the light fixture as well as a waste of electricity. The Residence Life Office does not supply light bulbs. Use extreme care when replacing light bulbs so as not to damage the light globes. The following maximum light bulb sizes are listed for each room:

Dining room, bedrooms.....60-75 watt bulbs

Bathroom .....	75 watt bulbs
Kitchen .....	60-75 watt bulbs
Entries, upper hallway & stairway.....	50 watt bulbs - (2 bedroom apartments)
Entry and Hallway .....	75 watt bulbs - (1 bedroom apartments)

## **IX. HOUSEKEEPING**

All tenants should maintain their apartment and its contents in a clean and orderly condition. For the health and safety of all residents, it is the responsibility of all residents to share in the proper care, cleaning and use of community areas and facilities, including stairs, stairwells and laundry rooms.

### **A. FLOORS/TILE**

**The floors in your apartment have been prepared for your use, and the surface condition should remain for 2 to 3 years if you will observe the following guidelines. Do not attempt to wax your floor!**

### **B. SWEEPING/DUST MOPPING**

1. Sweep or dust mop floors often (sometimes daily). Sand or heavy soil will break down the floor finish.
2. When sweeping be sure to clean corners, behind doors and under furniture.

### **C. REFRIGERATOR**

All refrigerators are self-defrosting, so no chipping or scraping of the unit is necessary. Some moisture does build up over time. To help eliminate the moisture, it is advised that you unplug your refrigerator for a day and clean it thoroughly. **When unplugging your refrigerator, keep the doors propped open.** This will eliminate odors and mold.

### **D. INSECTS**

Tenants are responsible for keeping their units free from bugs, flies and insects. However, if you continue to have a problem, you may notify Service & Repair at 231-7282 to schedule an appointment for professional extermination. Since insects and rodents in an apartment can be unpleasant, the following suggestions are made.

1. Purchase a trash can with a tight-fitting cover, and use plastic liners in trash cans.
2. Do not leave dirty dishes or food on the countertops or sinks overnight.
3. Store open-food containers (cereal boxes, etc.) in plastic containers with tight fitting lids.
4. Do not use contact paper in cabinets. Roaches feed on the sticky backing.
5. Do not leave paper bags or newspapers sitting in your apartment. Pests nest in these areas.
6. Keep floors clean and free of food crumbs.
7. Do not store damp rags or sponges in dark closets. Store all brooms and mops with the handle down.
8. Do not allow grease to build up on the stove tops, fans and burners, or in the oven.
9. Once every three months, move all major appliances, i.e. refrigerator and stove, and thoroughly wash the floor and wall behind them. Please be careful not to tear or damage the flooring.

### **E. CARE AND UPKEEP OF YOUR APARTMENT**

Some cleaning tips are:

1. Get everyone in the household involved in keeping the apartment clean and maintained.
2. Clean the bathtub, shower, toilet and kitchen every week.
3. Empty non-recyclables daily into the dumpster. Recycle pop/juice cans and bottles often so they do not attract insects in your apartment.
4. Vacuum weekly.
5. Dust furniture and clean walls as necessary.
6. Clean up spills immediately to prevent carpet or upholstery stains.
7. Clean the refrigerator as often as needed. Do not let spoiled food collect.
8. Use appropriate cleaning products on surfaces. Read labels and follow directions.
9. Avoid putting grease or food down the drains.
10. Use the drain screens provided for the kitchen sink
11. Recycle.
12. Report all damages.
13. Report maintenance problems immediately.

## F. MOLD/MILDEW

Mildew is a thin, usually black, growth produced on many kinds of surfaces by molds. Mildew may be found around windows and doors, in closets, in the bathroom around the tub, and on the wall tiles. The major cause of this problem is condensation from the warmer air coming into contact with cooler surfaces. Air circulation within an apartment is a necessity. When the weather **permits**, windows or doors should be opened for some time each day so that the outside air may circulate inside. Kitchen and bathroom exhaust fans should be used.

### **Some suggestions for preventing mildew are:**

- When showering, bathing, or cooking, always use the fan or open a window to remove excess moisture.
- Keep furniture away from the walls, (baseboard heaters run along the wall) to allow for air circulation.
- Do not dry clothing in your apartment.

## G. DRAINS

**DO NOT** use Drano or any other cleaning compound in a clogged drain. If you have a drain that is draining slowly, please contact Service & Repair (231-7282) so that someone from the maintenance staff can take care of this problem. If you have a clogged drain that is causing an emergency situation in your apartment after hours or on weekends, please contact your complex manager. The complex manager will not unclog the drain but will assess the situation and will decide if someone needs to be called or if the situation can wait until the next working day to be corrected. **Charges may be assessed for drains that are clogged with grease, hair and/or food.**

# X. VEHICLES

## A. PARKING

Parking permits are purchased at Thorson Maintenance Center. There is an additional cost for parking a second vehicle based strictly on availability. There are no reserved parking spaces in any of the parking lots. Cars not displaying proper decals are considered unauthorized and will be ticketed. It is the resident's responsibility to inform their guests of the parking regulations.

**Bison Court** tenants will park in the lot directly west of the apartment complex only. Parking in another lot will result in your vehicle being ticketed. Tenants are reminded that this system provides one parking space for each resident. The maximum number of vehicles per apartment is monitored due to limited parking space. It is the resident's responsibility to inform their guests of the parking regulations.

Parking for **Residence Hall Apartments** (297-326) is available in the Niskanen lot only. Do not park in any other parking lot. Each tenant is eligible for one parking permit. Permits must be purchased at Thorson Maintenance Center and must be hung on the rear view mirror inside the vehicle. There is additional parking for guests on the far West side of the Niskanen lot.

## B. IMPROPER PARKING

University parking lots may not be used for the storage of inoperative or abandoned motor vehicles. Any such vehicle which is not operative or moved within four days after being ticketed may be impounded in accordance with Section 13-0903 of the Fargo City Ordinance. Large trucks, trailers, recreational vehicles and boats are also prohibited from parking in the parking lots. Violators will be assessed according to "NDSU Traffic Regulations." Residents cannot use the parking lots for car repair that involves the changing or leaking of fluids from the vehicle or results in a safety hazard for other residents. Examples of safety hazards include unsupervised cars on jack stands and loose, sharp auto parts.

## C. TRAFFIC AND PARKING REGULATIONS

Please refer to NDSU Staff & Student Traffic and Parking Regulations for campus parking rules. Motor vehicles (including motorcycles and motor bikes) are prohibited from driving or parking in or on any area not maintained for that purpose (grass or sidewalks). Bison Court and University Village parking is limited and restricted to current regulations. Violators are assessed and pay all costs incurred for damages and impounding of vehicles.

Motor vehicles are not allowed on University Village sidewalks or the interior of Bison Court. All tenants must hang their parking lot decal on the rear view mirror of their vehicle(s). For motorcycle parking, please affix the decal to the rear fender. Otherwise the vehicle is subject to impoundment.

## D. PARKING LOT SNOW REMOVAL

During the winter months, we will be removing snow from the parking lots when the accumulation hinders parking. You will learn of this snow removal through a memo from the Residence Life Office. From time to time, we will be removing snow from the parking lots during school vacation breaks. **You will be held responsible for moving your vehicle AT ALL TIMES. If your car is not moved, it will be towed to the designated location stated on the snow removal memo, and a charge will be placed on your account at Campus Connection. Please plan accordingly.**

## E. EXTENSION CORDS

Extension cords from apartments to vehicles are dangerous and prohibited. Any cords found in violation will be removed.

## F. PARKING VIOLATIONS

The University issues City of Fargo parking tickets to violators of traffic rules. Should a car be improperly parked and you cannot locate the owner, please contact Campus Police for ticketing of the vehicle.

# XI. WHERE DO I GO?

- **Academic Information** - Registration and Records, 110 Ceres Hall, 231-7981
- **Advisor Change** – Bison Connection, Memorial Union, 231-6200
- **Audit a Course** – Registration and Records, Ceres Hall, 231-7744
- **Cancellation of Registration** - This process only applies before classes begin. Stop in or write to Registration and Records, 110 Ceres. After classes begin please contact Bison Connection, 231-6200.
- **Computer Cluster Hours** - 231-8685
- **Confidential Personal Problems** - Counseling Center, Ceres Hall, 231-7671
- **Course Challenges** - Registration and Records, Ceres Hall, 231-7981
- **Credit by Examination, CLEP, or PEP** - Counseling Center, Ceres Hall, 231-7671. Registration and Records, Ceres Hall, 231-7981
- **Employment Opportunities** -Career Center, Cooperative Education, and ND Job Service, Ceres Hall, 231-7111. Financial Aid (work study), Ceres Hall, 231-7535
- **Escort Service** - NDSU Police, 231-8998
- **Grade Appeals** - Instructor, department chair or dean of college
- **Health Questions/Problems** - Student Health Center, Wellness Center
- **ID Cards** - New Student: During Orientation, Replacement cards: Bison Card Center (Memorial Union), Lost Cards: call Campus Police, 231-8998
- **Loan Applications** - Financial Aid, Ceres Hall, 231-7533
- **Major Change** – Bison Connection, Memorial Union
- **Minor Change/Declare** – Bison Connection, Memorial Union
- **Pass/Fail Option** - Form in 110 Ceres. Get required signatures and return to 110 Ceres Hall
- **Phone Numbers or Locations** - Campus Information, 231-8011
- **NDSU Police** - 231-8998
- **Registration Change or Course Drop** - Complete a request for change of registration form. Get signatures. If adding, get class permit. Submit at Bison Connection, Memorial Union.
- **Special Services** - Student Support Services, Ceres Hall, 231-8028. Counseling Center, 231-7671. Multicultural Student Services, Ceres Hall, 231-1029. International Programs, Ceres Hall, 231-7895
- **Transcripts** - Registration and Records, 110 Ceres Hall, 231-1459
- **Withdrawal to Zero Credits** – Bison Connection, Memorial Union, 231-6200

# XII. FARGO-MOORHEAD COMMUNITY INFORMATION

## A. HEALTH/MEDICAL INFORMATION

1. **Student Health Services:** The Student Health Services is open Monday through Friday from 8:30 a.m. to 12:00 p.m., and 1:00 p.m. to 4:00 p.m. A doctor is available every day on a part-time basis. For information or for an appointment call 231-7331. The health service features cheaper rates on medicine and medical appointments. Further information regarding the Wellness Center can be found on:  
<http://www.ndsu.edu/wellness/shs/hours.shtml>.
2. **Doctor Service:** To find a doctor, look in the Yellow Pages under Physicians

**3. Your Child Is Sick. What Should You Do?**

When your child is ill, and you want advice on care, or access to an appointment that same day, contact one of the many healthcare providers listed in the Yellow pages under Physicians. Family HealthCare Center provides medical services to low income families at a reduced cost. Their phone number is 239-7111.

**4. Dental Service:** To find a dentist, look in the Yellow Pages under Dentists.

**B. PUBLIC SCHOOL FOR CHILDREN**

Located at various distance from NDSU, this is a list of the closest elementary (K-6), junior (7-9) and high schools (10-12). You should contact the Fargo Public School District at 446-1000 to enroll your children in a school.

**Elementary (K-6)**

Washington School  
1725 Broadway North  
241-4755

**Junior High (7-9)**

Ben Franklin  
1420 8<sup>th</sup> St. North  
241-4734

**Senior High (10-12)**

Fargo North  
801 17<sup>th</sup> Avenue North  
241-4704

**C. RELIGIOUS ORGANIZATIONS**

See telephone book for a listing of specific religious centers under churches and religious organizations.

**D. STUDENT ORGANIZATIONS**

There are over 200 recognized student organizations on the NDSU campus. For information on a specific organization, contact the Memorial Union Student Activities Office at 231-7787.

**E. SHOPPING**

There are a number of popular shopping facilities in the Fargo-Moorhead area. These facilities range from the downtown Fargo area (mostly on Broadway) to West Acres, a completely enclosed, climate controlled shopping center. Please refer to the Yellow Pages for more specific items such as shopping centers, recreation facilities, movie theaters, museums, parks, grocery stores, thrift stores, and other items of interest.

## XII. IMPORTANT REMINDERS

### A. MINIMUM COURSE REQUIREMENTS.

**All students must be currently enrolled at NDSU and not another institution.** Please refer to the General Conditions of License Contract for University Apartments for specific details. Current tenants who are registered for spring semester, pre-registered and returning for fall semester may retain housing for summer without summer registration. Special arrangements beyond the maximum length of stay must be submitted in writing to the Department of Residence Life for approval. Proof of eligibility must be presented before keys are issued.

### B. CHECK-OUT PROCEDURE REQUIREMENTS ARE AS FOLLOWS:

1. **FURNISH THE RESIDENCE LIFE OFFICE WITH A WRITTEN NOTICE OF INTENT TO VACATE 60 DAYS IN ADVANCE. THERE IS A \$5 PER DAY CHARGE FOR EACH DAY UNDER 60 DAYS OR THE EQUIVALENT OF ONE MONTH'S RENT, WHICHEVER IS GREATER.**
2. Contact complex manager to schedule a check-out time **at least five (5) days in advance**. All property must be removed from the apartment when you check-out and all roommates should be present.
3. Return your keys to your complex manager upon check-out. There is a charge for lost keys, and cylinders that are replaced. **YOUR CHECK-OUT IS NOT COMPLETE UNTIL APARTMENT KEYS ARE RETURNED.**
4. If a tenant moves before the end of the month, unused rent will be refunded provided proper notice has been given and the premises are in good condition.
5. **After check-out, a \$30 charge is assessed to each tenant living in an apartment that contains carpeting/furniture for cleaning/shampooing.**
6. Tenants must maintain the minimum eligibility requirements. If not, the tenant agrees to vacate their unit within 10 days of the termination of eligibility or the date of graduation. Graduation does not waive the 60-day "Notice to Vacate" notice required of all residents planning to vacate.
7. Graduation of the primary student before the other requires a written request for change of status if housing is to be retained. There is no provision for an automatic switch of the eligible student within the family.

**CHECK-OUT INFORMATION: UNIVERSITY APARTMENT HOUSING**  
**NORTH DAKOTA STATE UNIVERSITY ○ DEPARTMENT OF RESIDENCE LIFE**

We are glad to have been part of your education at North Dakota State University. It is our hope that your stay with us was an enjoyable and satisfying experience. Before you vacate your apartment, please read through our expectations of you. We believe this will help save time and money in cleaning.

**PRIOR TO CHECK-OUT**

1. Make an appointment for check-out inspection with the Complex Manager at least five days prior to vacating your apartment. Tenants with roommates must also supply a completed copy of the "Damage Responsibility Release Certificate" if all roommates do not check-out together.
2. Make sure your account at the NDSU Campus Connection is up-to-date; this should include current month's rent.
3. Give your forwarding address to your Complex Manager.
4. Contact NDSU Telecommunications (231-8401) to discontinue telephone service.
5. Contact Xcel Energy (1-800-895-4999) to inform them of the date you would like to have your service terminated or to transfer the account into your roommate's name.
6. File a "change of Address" card at the Post Office to insure the prompt forwarding of your mail.
7. Discontinue all deliveries to your apartment (i.e., newspapers, magazines, cable television, internet etc.)

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**DEPARTMENT OF RESIDENCE LIFE**  
**WEST BISON COURT**  
**TELEPHONE: 231-7557**

**REGULAR OFFICE HOURS:**

FALL AND SPRING SEMESTERS  
8:00am to 5:00pm  
Monday through Friday

*SUMMER (MAY-AUGUST)*  
7:30am to 4:00pm  
Monday through Friday

**RENT**

Rent will be billed up to and including the day you check-out, provided the required 60-day notice has been given. **In the event a 60-day notice was not given, you will be charged \$5 per day lack of notice or the equivalent of one month's rent, whichever is greater.** You must vacate on or before the date you indicated on your Notice to Vacate. You may not delay past this date since a new applicant has been assigned to your apartment. If you vacate early, your rent will be recalculated after you check-out, and you will be charged/credited accordingly.

**APARTMENT CHECK-OUT APPOINTMENT**

You must contact your Complex Manager to set up a check-out appointment at least five days prior to vacating. Check-outs may be completed daily. During the apartment inspection, your Complex Manager will compare the condition listed on the Inventory and Condition Form, which was submitted following your check-in. Please allow one-half hour for your check-out appointment.

**CLEANING THE APARTMENT**

The information on the back of this sheet should provide some assistance in meeting university standards. If these standards are not met when vacating your apartment, you will be assessed charges for the necessary repairs and/or cleaning. **To do a thorough and complete job**, the following cleaning materials will be needed:

- sponges
- broom
- mop
- toilet cleaner
- cleaner
- rags
- dust pan
- bucket
- oven cleaner
- tub and tile cleaner

**CLEANING TIPS:** Follow these guidelines to make cleaning easier and reduce the chances of charges.

## KITCHEN

### RANGE

Be sure that the circuit breaker for the range is off prior to cleaning your electric range. When cleaning the range, pull the range away from the wall and counter. Do a complete job using hot water and a non-abrasive soap for the exterior and an oven cleaner for the oven interior.

- Pull range from wall. Clean the backside, walls, and floor.
- When beginning to clean, tilt all burners back and remove all drip trays and burner rings. You may want to soak the drip trays while you are cleaning other portions of the range.
- Clean the flat surface under the burners and drip trays that collect fallen debris. This surface may be cleaned with a damp rag and detergent. If the material is crusted, you may have to use a soft plastic scraper before cleaning the surface.
- The oven may be cleaned with any oven cleaner that is available at the grocery store. Follow the directions for the cleaner and be thorough. When complete, put the oven rack and broiler tray and pan back into place,
- Clean the exterior of the range with warm water, detergent, and a soft rag to avoid small surface scratches. **DO NOT spray the control panel with oven cleaner.** This may short out the range's electrical system. Simply wipe off with a damp cloth. After the cleaning is complete, reassemble the parts that were removed. Clean the range hood, but **DO NOT** use oven cleaner!

### REFRIGERATOR

- Pull unit away from wall and vacuum evaporator.
- The refrigerator should be unplugged to defrost. Leave the door open to avoid mold build up.
- Remove racks and drawers; clean the inside with detergent and water. Do not use any strong chemical cleaner. Rinse and then dry thoroughly to prevent mold from forming.
- Clean refrigerator shelves, ice trays, and drawers.
- Leave refrigerator door propped open when finished cleaning.

### CABINETS, DRAWERS, SHELVES, AND SINK

- Remove any items from the cabinets.
- Clean all shelves and drawers inside and out with a damp rag.
- Wash counter tops thoroughly. Knife slices and heat damage would be cause for repair charges.
- Wash the kitchen sink including fixture. Use a non-abrasive cleaner to remove any marks and water stains. Thoroughly rinse and wipe dry when complete.

## ENTRANCES

- Close the screen doors(s) tightly and make sure they are attached. Screens should be repaired if torn and the storm window left closed.
- Any hardware that has been disconnected for moving purposes should be reconnected.
- Check entrance closet for articles that may have been forgotten. **DO NOT** leave any personal possessions, garbage, hangers, or unwanted items in closets. There is a charge for removal.

## BATHROOM

The bathroom is an area, which can house many germs and should be cleaned thoroughly. When cleaning, please take a little extra time and use disinfectant.

- Clean the light cover and mirror. Wash the medicine cabinet inside and out, including shelves and top.
- Thoroughly clean the toilet with disinfectant both inside and out including toilet seat and bowl. Scrub the bowl with a long-handled brush and bowl cleaner.
- Remove the fan cover and clean.
- Clean the ceramic tile and tub. A bleach or ammonia cleaner works well with a brush. A smaller brush may have to be used to remove mildew around the tub and ceramic tile. If using bleach or ammonia, make sure to run the bathroom fan.

## FLOORS

Due to problems with wax build-up and the use of certain types of wax strippers, **DO NOT** strip or re-wax floors. Sweep or dust mop floors first, then wet mop floors with cool or warm water (never use hot water). Frequently rinse the mop in clean water as you work. Carpeted areas should be vacuumed thoroughly.

## WALLS/CEILINGS/WINDOWS/ MISCELLANEOUS

- Check walls for marks including tape, adhesive stickers, handprints, crayons, and any other marks that can be removed with detergent and water.
- Be sure to wipe off light switches, wall plates, and trim boards.
- Wipe out window sills and make sure storm and screen windows are closed and locked. Remove tape, adhesive stickers, etc. from windows. Wipe off window ledges, curtain rods, and trim. Replace any items you may have removed, such as drapery rods.
- Replace any burned out light bulbs, (you will be charged for replacement). Carefully remove and wash all light fixtures.
- Remove anything that you may have hung on walls or cabinets.

# XVI. MINIMUM CHARGES FOR DAMAGES AND / OR LOSS BEYOND NORMAL WEAR

## NDSU RESIDENCE LIFE SERVICE & REPAIR MINIMUM DAMAGE CHARGES

Prices listed are minimum charges; NDSU staff will assess damages based on extent of damages and general condition and age of the item. For assistance contact the Assistant Director for Apartments.

<p><b><u>Bed:</u></b></p> <p>Weld \$15 \$15 \$15</p> <p>Missing Parts \$30 \$30 \$30</p> <p>Bent/Broken/Replace \$75 \$75 \$75</p> <p>Broken Head/Footboard \$15 \$15 \$15</p> <p>Bunk Bed Connector \$2 \$2 \$2</p> <p>Replace Bed \$250 \$250 \$250</p> <p><b><u>Bookshelf:</u></b></p> <p>Stained/Marked/Burned/Scratches \$15 \$15 n/a</p> <p>Dirty \$15 \$15 n/a</p> <p>Replace \$50 \$50 n/a</p> <p><b><u>Bulletin Board:</u></b></p> <p>Stained/Marked \$5 \$5 n/a</p> <p>Broken/Replace \$20 \$20 n/a</p> <p><b><u>Chair:</u></b></p> <p>Vinyl: Recover \$50 \$50 n/a</p> <p style="padding-left: 20px;">Replace \$75 \$75 n/a</p> <p style="padding-left: 20px;">Glides (each) \$10 \$10 n/a</p> <p>Cloth: Stain, per \$15 \$15 n/a</p> <p style="padding-left: 20px;">Reupholster \$90 \$90 n/a</p> <p style="padding-left: 20px;">Replace 125 125 n/a</p> <p style="padding-left: 20px;">Glides (each) \$10 \$10 n/a</p> <p><b><u>Check-Out:</u></b></p> <p>Improper check-out \$50 n/a n/a (plus any damages)</p> <p><b><u>Chest:</u></b></p> <p>Stained/Marked/Chipped/Scratches \$20 \$20 n/a</p> <p>Drawer Damage \$15 \$15 n/a</p> <p>Replace \$350 \$350 n/a</p> <p><b><u>Cleaning:</u></b></p> <p>Minimum Charge (2 hour) \$50 \$50 \$50</p> <p>Additional, per hour \$10 \$10 \$10</p> <p>Spill Kit \$5 \$5 \$5</p> <p><b><u>Closet Shelves:</u></b></p> <p>Damaged/Missing \$10 \$10 \$10</p> <p><b><u>Closet Doors:</u></b></p> <p>Hole-pinhole size \$10 \$2 \$2</p> <p>Hole-larger \$30 \$5 \$5</p> <p>Chipped/Deep Scratch \$20 \$20 \$20</p> <p>Tape/Hook \$15</p>	<p><b><u>Closet Doors Cont.:</u></b></p> <p>Handle Damage \$10 \$10 \$10</p> <p>Off Track \$10 \$10 \$10</p> <p>Replace \$100 \$100 \$100</p> <p><b><u>Communication Outlet:</u></b></p> <p>No Dial Tone \$50 \$50 n/a</p> <p>Tampering or Damage to Outlet-Cost Based on actual work \$35 per hour plus materials</p> <p><b><u>Desk:</u></b></p> <p>Stained/Burned/Chipped/Scratched \$20 \$20 \$20</p> <p style="padding-left: 20px;">Drawer Damage \$15 \$15 \$15</p> <p>Replace Top \$50 \$50 \$50</p> <p>Replace Desk \$350 \$350 \$350</p> <p><b><u>Doors:</u></b></p> <p>Hole-pinhole size \$10 \$10 \$10</p> <p>Chipped/Surface Scratch \$10 \$10 \$10</p> <p>Tape/Hooks \$15 \$5 \$5</p> <p>Broken lock assembly \$75 \$75 \$75</p> <p>Sign \$10 \$10 \$10</p> <p>Replace \$250 \$250 \$250</p> <p>Storm Door (Replaced) n/a \$150 n/a</p> <p><b><u>Drapes/Blinds:</u></b> Broken Assembly \$20 \$20 \$20</p> <p>Stained/Torn \$30 \$30 \$20</p> <p>Replace \$150 \$150 \$150</p> <p><b><u>Floor:</u></b></p> <p>Wax Damage \$25 \$25 \$25</p> <p>Strip &amp; Rewax \$100 \$100 \$100</p> <p>Dirty/Scuffed/Marked \$10 \$10 \$10</p> <p>Carpet Tape \$25 \$25 \$25</p> <p>Holes/Gouge, per square \$10 \$10 \$10</p> <p>Carpet, per stain \$15 \$15 \$15</p> <p><b><u>Keys:</u></b></p> <p>Room Key \$35 \$35 \$35</p> <p>Outside Door/Key Card \$25 \$25 \$25</p> <p>Mailbox \$5 \$5 \$5</p> <p>Laundry Room n/a \$10 n/a</p> <p><b><u>Light Fixture:</u></b></p> <p>Cracked/Broken \$20 \$20 \$20</p> <p>Replace \$20 \$20 \$20</p> <p><b><u>Light Switches/Outlets:</u></b></p> <p>Replace \$10 \$10 \$10</p>
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**Main Lounge Furnishings:** **R.H. U.V. B.C.**

Chair	\$450	\$450	\$450
Loveseat	\$850	\$850	\$850
Couch	\$1200	\$1200	\$1200
End Table	\$200	\$200	\$200
Study Table	\$550	\$550	\$550
Study Chair	\$250	\$250	\$250
Coffee Table	\$300	\$300	\$300

**Mattress:**

Torn/Stained/Dirty	\$40	\$40	\$40
Replace	\$100	\$100	\$100

**Mirror:**

Chipped/Cracked (usable)	\$20	\$20	\$25
Marked/Stickers	\$10	\$10	\$10
Replace	\$50	\$50	\$50

**Picture Rail:**

Replace	\$20	n/a	n/a
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**Radiator:**

Paint Chips/Dirty	\$10	\$10	\$10
Damaged	\$20	\$20	\$20
Repaint	\$30	\$30	\$30

**Shower:**

Dirty	\$10	\$15	\$15
Curtain or Curtain Rod	\$20	\$20	\$20
Shower Head	\$20	\$20	\$20

**Signs:**

Exit Sign: plastic/metal			
Door # Signs	\$20	\$20	\$20
Larger Permanent Signs	\$15	\$15	\$15

**Sink:**

Damaged	\$30	\$30	\$30
Replaced	\$80	\$80	\$80
Counter Top Damage	n/a	\$35	\$35
Counter Top Replace	\$50	per foot	

**Smoke Detector:**

Missing parts/Damaged	\$25	\$25	\$25
Replace	\$25	\$25	\$25

**Thermostat:**

Repair	\$40	\$40	\$40
Replace	\$80	\$80	\$80

**Toilet:**

Paper Holder	\$10	\$10	\$10
Seat/Lid	\$20	\$20	\$20
Replace	\$75	\$75	\$75

**Towel Bar:**

Bent (usable)	\$10	\$10	\$10
Replace	\$20	\$20	\$20

**Walls & Ceilings:**

Dirty/Marked/Chipped, per	\$10	\$10	\$10
Holes/Nails, per	\$5	\$5	\$5
Tape/Hook, per	\$10	\$10	\$10
Repaint-per wall	\$30	\$30	\$30
Plaster Hole	\$30	\$5	\$5
Replace tile, per square	\$15	n/a	n/a
Paneling-replace (1 sheet) (Seim & Pavek)	\$40	n/a	n/a
Paneling-scratch (Seim & Pavek)	\$15	n/a	n/a
Patch Plaster (Thompson & Sevrinson)	\$30	\$30	\$30

**Wardrobe/Closet:**

Dirty/Marked	\$10	\$10	\$10
Paint Chips	\$10	\$10	\$10
Holes/Nails, per	\$10	\$5	\$10
Tape/Hooks, per	\$15	\$5	\$5
Refinish	\$50	n/a	\$50
Veneer Repair	\$30	n/a	\$30
Drawers (highrise) replace	\$15	\$15	\$15
Magnets	\$5	n/a	\$5

**Wastebasket:**

Dirty	\$5	\$5	n/a
Replace	\$10	\$10	n/a

**Window & Screen:**

Tape/Stickers	\$10	\$10	\$10
Broken Glass	\$*	assess 6 /sq ft	
Screen Torn	\$10	\$10	\$10
Screen Removed/Missing	\$25	\$25	\$25
Bent Screen Frame	\$25	\$25	\$25
Window Frame Damage	\$30	\$30	\$30
Broken Handle	\$15	\$15	\$15

**Appliances: (Cleaning)**

Range	\$25	\$25	\$25
Refrigerator	\$25	\$25	\$25
Microwave	\$10	\$10	\$10
Dishwasher	\$15	\$15	\$15

**Appliances: (Repair & Parts)**

Broiler Pan/Tray	n/a	\$15	\$15
Oven Rack	n/a	\$28	\$28
Burner Pan	n/a	\$5	\$5
Vegetable Drawer	n/a	\$50	\$50
Refrigerator Replace	n/a	\$425	\$425
Stove Replace	n/a	\$325	\$325
Light Bulbs	\$2	\$2	\$2