**WELCOME TO THE UNIVERSITY OF ILLINOIS!**

Family & Graduate Housing is pleased you have chosen to live with us. We hope you enjoy your new home and find our community to be a friendly and exciting place to live. Our services and programs are designed to help you make the most of your time with us.

This handbook will acquaint you with the many programs and services available in Family & Graduate Housing and the surrounding community. Participating in our events and activities is a great way to meet your neighbors and expand your experiences. Our policies and procedures are also included. This book does not replace the terms and conditions of your lease, which you can refer to for additional lease questions.

**UNIVERSITY HOUSING MISSION STATEMENT**

University Housing cultivates a safe space for the Illinois community to achieve its full human and academic potential. We are unified in purpose – to create memorable experiences and valued services.
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CONTACT INFORMATION

All important telephone numbers are listed on the last page of the handbook.

APARTMENT MAINTENANCE AND REPAIRS OFFICE

University Housing is pleased to offer Family & Graduate Housing residents comprehensive maintenance service including 24-hour emergency response. A resident may contact the maintenance office with any apartment-related repairs or concerns. The procedures for contacting maintenance are slightly different for normal business hours and emergency situations, so please read the following instructions carefully.

CONTACTING HOUSING FACILITIES MAINTENANCE DURING NORMAL BUSINESS HOURS

For any maintenance needs or requests you may have during normal business hours (8:00 a.m. to 4:30 p.m., Monday–Friday), please submit a request for services online at www.housing.illinois.edu (click on “Request Maintenance,” which appears at the top of each web page on the site). If you do not have access to a computer, you may come to the Family & Graduate Housing office to use the lobby computer.

EMERGENCY MAINTENANCE REQUESTS

An emergency is defined as a life safety incident or an incident that will result in property damage. Examples of emergencies are the loss of heat in the winter months, a broken window, etc. If an emergency should occur, please contact Housing Facilities Maintenance by dialing 217-333-2779. After you hear the voice prompt, enter your telephone number and wait for the tone that says “your page has been accepted,” then hang up or disconnect the call. Your call will be returned shortly by our staff on duty. Please keep in mind that the person responding to your call may be off site and may need to contact other staff members to respond to an emergency call, so it may take a minimum of 2 hours to respond.

FAMILY & GRADUATE HOUSING OFFICE

The Family & Graduate Housing office is open Monday–Friday from 8 a.m. to 5 p.m. Staff members are available during these hours to answer leasing, billing, and programming questions. To contact the office, call 217-333-5656 or email apartments@illinois.edu. After hours, please contact the Family & Graduate Housing on-call staff member at 217-649-7705 for assistance.

FAMILY & GRADUATE HOUSING APARTMENTS

MOVING IN

When you check in at the Family & Graduate Housing office, you are given several keys for your apartment. Do not duplicate any of these keys. All keys remain the property of the University of Illinois and must be returned when you vacate your apartment. We provide additional keys for family members upon request. If you lose a key or are locked out of your apartment, please follow the instructions listed in this handbook under the heading titled lockout procedures. You will also receive a mail box label with your last or family name on it. This label needs to immediately be placed on your mail box in order to receive mail. The post office will not deliver mail to a mail box without this label.
MOVING CARTS

Moving carts are available to residents to help with moving large items into or out of apartments. Residents can come to the Family & Graduate Housing office to check out a moving cart anytime during normal business hours. Due to the limited number of moving carts, please limit use to 24 hours. At Goodwin-Green, carts are available in the lower level of each building. In building 1107 Goodwin-Green, the carts are in storage locker number 9. In building 300 Goodwin-Green, they are in locker number 99. You can use your apartment key to access the storage area and the padlock on the designated locker.

CARD ACCESS AND KEYS

Residents without a roommate/co-tenant receive two apartment keys and either one or two (depending on apartment location) mailbox keys at check in. Residents living in a two-bedroom apartment with a roommate/co-tenant will receive one apartment key and one mailbox key. Residents at Orchard Downs also receive a key that provides access to the laundry buildings, computer center, and study room, all located on the Orchard Downs property. Please review the site map at the back of this handbook for specific locations.

At Goodwin-Green the exterior doors are operated by card access. Residents will have their University Identification Card (i-card) activated as their access card. Dependents will need to obtain a University of Illinois Visitor Card to gain entry into the building. You can request a Visitor Card by completing a form in the Family & Graduate Housing office. The dependent can then obtain an i-card from the University i-card Office, located in the Illini Union Bookstore. Please notify the Family & Graduate Housing office of the University Identification Number (UIN) when you have the card and it will be activated. You may request a temporary card for a guest on our website: www.housing.illinois.edu. Click on “Current Residents” and then “Apartments” to see services available to you.

If your card is not working or is lost, please contact the Family & Graduate Housing office at 1841 Orchard Place, Urbana, or call the office at 217-333-5656 Monday–Friday, 8 a.m.–5 p.m. At all other times, please contact the Daniels Hall front desk, 1010 W. Green Street, Urbana, 217-333-0464, which is open seven days a week, 24 hours a day (hours may be reduced during University Holidays).
FACILITIES

CABLE TELEVISION

Each apartment is equipped with a 90-channel basic cable television (TV) package. You may also order additional channels by contacting the cable company directly and paying for the additional charges. The cables provided in the apartment are the property of University Housing and must remain in the apartment when the lease ends. Outside antennas and satellite dishes are not permitted. For problems with cable television service, please submit a maintenance request by visiting www.housing.illinois.edu and click on “Request Maintenance”. You can also request assistance by calling the Family & Graduate Housing office at 217-333-5656 on business days between 8 a.m. and 5 p.m.

COMPUTER CENTERS

Computer Centers are open 24 hours a day and are operated by University Housing. Our fast computers, software library, and high-resolution laser printers can be important resources for residents. Stuck with a computer or software problem? Ask a Computer Center consultant to help out or consult our tutorials. Residents of Orchard Downs may access the Computer Center located at 2030-A Orchard Street with their laundry key. The Orchard Downs Computer Center was updated in 2010 with 12 new Dell PCs with 23' monitors and a color laser printer. Printing charges are $0.05 per black and white copy and $0.25 per color copy. Printing charges are billed to student accounts. In addition, wireless access was added to the Orchard Downs Computer Center in 2011 and will be available in the North and South Laundry Buildings in 2014.

Goodwin-Green residents will find the Computer Center in 300 W. Goodwin Apt. 116, next to the office located in room 100. Residents with a University log-in are eligible to use the Computer Centers. Residents are responsible for the supervision of their children in the Computer Center and are expected to follow all Computer Center guidelines as posted.

CAR WASH

At Orchard Downs, University Housing has installed two waterspouts on the back of the South Laundry. Residents can park at the back of the building and have access to water to wash their cars. Residents must provide their own hose, bucket, and wash sponges/rags for car washing.

ELECTRICITY

Ameren/Illinois Power (IP) is responsible for service delivery for electricity for power, and gas for heating. If you have any questions on your delivery services—such as power outages, metering, or service requests—please contact Ameren Illinois Customer Service at 1-800-232-2477 or 1-800-755-5000.

Homefield Energy is the electric supplier as of June 2011. If you have any questions regarding your electric supply, please call Homefield Energy at 1-866-694-1262. For detailed information on energy choice, please visit the “Power Switch” page at www.AmerenIllinois.com.

Residents at Goodwin-Green are connected to the University system for heating, which is included in the rent. The heating system at Goodwin-Green is powered by steam, so it cannot be instantly turned on or off when the outdoor temperature varies over a wide range as is common in the spring and fall. The decision as to when the University turns the heating system on and off is based on the average outdoor temperature over a certain number of days. Each Goodwin-Green resident does have limited control over the heat output in their apartment with the knob that is part of the radiator in the apartment.

Each Family & Graduate Housing leaseholder will receive a monthly bill from Ameren IP. Co-tenants will receive one monthly bill which they will be responsible for paying in cooperation with each other.
EXTERIOR LIGHT FIXTURES AND REPAIRS

If the exterior door light or building light of your apartment is not working, please submit a work request by visiting www.housing.illinois.edu and click on “Request Maintenance.”

INTERNET

Ashton Woods and Orchard Downs

High-speed Internet service is provided by Comcast. Residents experiencing problems with their Internet service should submit a maintenance request by visiting www.housing.illinois.edu and click on “Request Maintenance.” Residents may also call the Family & Graduate Housing office at 217-333-5656 for assistance during business hours.

Goodwin-Green

Internet service is provided by Campus Information Technologies and Educational Services (CITES). Residents experiencing problems may receive assistance by calling the URHnet Helpline at 217-244-1111. The helpline operates from 7 to 10 p.m., Sunday through Thursday. You may also want to check out the CITES website for more information (www.cites.illinois.edu).

LAUNDRY FACILITIES

University Housing provides laundry facilities at all apartment locations. Washers and dryers are available for residents’ use and are coin-operated. The laundry facilities are shared by the Family & Graduate Housing community. Please follow common courtesy and remove your clothes from the washer or dryer as soon as the machine’s cycle is complete. Residents may contact JETZ Laundry Service at 1-800-527-4928 for any concerns about the machines. Residents who lose money in an Orchard Downs or Ashton Woods machine may receive refunds at the Family & Graduate Housing office located at 1841 Orchard Place, Urbana, IL. Goodwin-Green residents who lose money in a Goodwin-Green machine will need to fill out a refund form found on the University Housing website. Refunds for Goodwin-Green residents will be credited to their i-card. Individual mechanical washers or dryers are not permitted in any University apartments. Any apartment resident found to have a washer or dryer in their apartment will be considered to be in violation of their lease terms and conditions and subject to having their lease terminated.

Ashton Woods

Washers and dryers are available in the lower level of each building for residents’ use. A change machine is located in the Ashton Woods building 2311 laundry room.

Goodwin-Green

Laundry facilities are located in 1107 W. Green and in 300 S. Goodwin basement areas. These machines are coin-operated or residents may use their i-card for payment. Change machines are located in both laundry facilities.

Orchard Downs

Two laundry facilities with change machines are conveniently located within the community. The North Laundry is located near apartment buildings 1902, 1904, and 1906. The South Laundry is located near apartment buildings 2030, 2032, and 2034. You will receive a laundry key when you check in to Family & Graduate Housing. One extra laundry key can be given to households with two or more adults. This key will be given to the leaseholder and the leaseholder will be responsible for returning both keys when vacating the apartment.

Family & Graduate Housing has provided a washing machine and dryer in the Orchard Downs South Laundry that is specifically designed to assist residents in a wheelchair. Please refrain from using these appliances so that our residents with limited mobility will have accessible appliances to use.
MAIL

United States mailboxes are conveniently located in or near each apartment building. When you check in at the Family & Graduate Housing office you will receive a mail label with the leaseholder’s last name. If additional family members have a different last name than the leaseholder, then the dependents should request their own mail label. The U.S. Postal Service will deliver all first class mail to your mailbox on a daily basis (excluding Sundays and federal holidays).

When you provide your address to others, it should be written in the following manner:
Your name
Your street address and apartment number or letter
City, State, Zip Code

Examples:
Your name
1841 Orchard Pl, Apt. A  or
6403 Hazelwood Dr., Apt. 803
Urbana, IL 61801

OR
Your name
8423 S. First St., Apt. 462
Champaign, IL 61820

For all international mail, include USA after the address line.

Package Delivery

All apartment locations have a mailbox system which allows residents to receive packages via a secured package mailbox at each location. If you receive a package, a key to the secured box will be placed in your apartment mailbox. After obtaining the package from the mailbox, replace the key in the package box lock. It is important to retrieve these packages as quickly as possible so that the package box can be used by other members of the community.

Locations

At Goodwin-Green, the mailboxes are located in the main lobbies of 1107 W. Green and 300 S. Goodwin. At Ashton Woods and Orchard Downs, mailboxes are grouped together with individual boxes assigned to each apartment. The bank of mailboxes also has a slot for outgoing mail. Refer to the Ashton Woods and Orchard Downs maps for mailbox locations.

RECREATIONAL FACILITIES

All apartment locations have picnic areas and outdoor grills throughout the community. The site maps indicate specific locations. Please help maintain these areas by disposing of trash in an appropriate trash receptacle. At Orchard Downs, playground facilities are scattered throughout the community. Residents are encouraged to use these for fun and safe spaces to play. Young children must always be supervised by an adult. For residents who enjoy playing basketball, courts are located near each of the buildings. At Goodwin-Green there is a small playground on the southeast corner of the property.
SHOWER CURTAINS

All residents are provided with a shower curtain when moving in to their apartment. Residents who chose to replace their shower curtain should refer to the size guidelines provided. Standard size (72-inch wide) shower curtains are the appropriate size for all Family & Graduate Housing apartments except one-bedroom apartments at Goodwin-Green. The correct size shower curtain for one-bedroom apartments at Goodwin-Green is 90 inches wide. If residents cannot locate a 90-inch wide shower curtain, it is recommended that they purchase one 72-inch wide and one 36-inch wide shower curtain and then overlap them on the shower rod.

TELEPHONE SERVICE

Phone service is available by cellular (cell) phone, or by landline from a stationary phone in your apartment.

CELL PHONES

You can purchase a cell phone and establish a service contract at many local stores. You may be asked to pay a deposit, and you should make sure you understand the terms of your cell phone contract. Inexpensive pre-paid cell phones are also widely available at local stores, and do not require a signed contract.

LANDLINES

There are several options for phone services. AT&T provides an option for landline telephone service in Orchard Downs and Ashton Woods apartments. Residents can contact AT&T at 1-800-459-0443. In most cases telephones can be installed easily and quickly by simply plugging the phone into the wall.

A deposit is usually required to initiate phone service. Make sure you know what the “extras” are that the telephone representative is selling to you and that your budget can afford the monthly cost. Long distance plans can also be purchased but it may be more cost effective to use a calling card available at most local stores.

Goodwin - Green residents who would like to install a landline in their apartment will need to make arrangements through Campus Information Technologies and Educational Services (CITES): http://illicall.uiuc.edu/illicall.htm. Information regarding installation costs and monthly fees can be obtained from CITES.

APARTMENT POLICIES

APARTMENT LIFE AND NOISE

Apartment living is different than living in your own home. You may have to adjust to a smaller living space. Getting to know your neighbors as friends will make it easier for you to adjust to your new apartment and neighborhood. If a problem occurs, it will be much easier for you to talk to your neighbor about it if you know them.

Family & Graduate Housing is home to people from more than 70 different countries. Residents bring their own unique heritages, ideas, and ways of doing things. Some families may be very quiet in their apartment because they view their homes as places of tranquility. In other families, home may be the only place where people feel comfortable being lively or singing. Because different families are comfortable with different levels of noise, sometimes conflicts may occur between neighbors.

We offer the following guidelines to encourage friendly relations:
(APARTMENT POLICIES, continued)

Be considerate.

Some apartments carry noise more easily than others and certain noises can be heard by neighbors. Excessive running and jumping, moving furniture, music, and televisions are examples of everyday noises that may bother neighbors. These noises are especially annoying when they become excessive, are very loud, and occur late at night when people are sleeping.

Please remember that this is a living area, not a library.

Some noise from everyday activities can be expected. We all need quiet space to study, and there are numerous libraries on campus for that purpose.

Talk with your neighbor if you have a concern.

If you are irritated by the noise your neighbor is making, bring it to his or her attention in a calm and friendly manner. Expressing anger and making noise in retaliation can only make matters worse. If you need some assistance in resolving a noise problem, please contact your Community Aide or the Family & Graduate Housing office.

If your Community Aide contacts you about a noise problem, please work with them to resolve the concern. Their primary interest is to resolve any conflicts between neighbors and make our community a pleasant place for everyone to live.

AIR CONDITIONERS

Orchard Downs

Please submit an online maintenance request for the installation and/or removal of your air conditioner. During the spring and summer months, it may take up to 10 business days to install or remove an air conditioner. The Maintenance staff must install all air conditioners so that we can ensure proper and safe installation of all units. Please have the air conditioner unit available in the apartment prior to submitting the request. Family & Graduate Housing offers one free installation and removal per apartment. The maintenance staff is not available to remove and re-install air conditioners for seasonal weather changes. Please refer to the following chart when purchasing an air conditioner.

APARTMENT SQUARE FOOTAGE, RECOMMENDED AIR CONDITIONER RATINGS, AND MAXIMUM AIR CONDITIONER HEIGHTS ALLOWED

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<th>Apartment Location</th>
<th>Apartment Type</th>
<th>Square Footage</th>
<th>Recommended AC Rating for Living Rooms</th>
<th>Recommended AC Rating for Bedrooms</th>
<th>Max Air Conditioner Heights Allowed</th>
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<tr>
<td>Orchard Place</td>
<td>1-bedroom</td>
<td>583 sq. ft.</td>
<td>10,000–12,500 BTU</td>
<td>5,000–6,000 BTU</td>
<td>17 inches</td>
</tr>
<tr>
<td>Orchard Place</td>
<td>2-bedroom</td>
<td>703 sq. ft.</td>
<td>12,000–15,500 BTU</td>
<td>5,000–6,000 BTU</td>
<td>17 inches</td>
</tr>
<tr>
<td>Orchard Downs</td>
<td>1-bedroom</td>
<td>590 sq. ft.</td>
<td>10,000–13,000 BTU</td>
<td>5,000–6,000 BTU</td>
<td>17 inches</td>
</tr>
<tr>
<td>Orchard Downs</td>
<td>2-bedroom</td>
<td>750 sq. ft.</td>
<td>13,000–16,500 BTU</td>
<td>5,000–6,000 BTU</td>
<td>17 inches</td>
</tr>
<tr>
<td>Orchard South</td>
<td>2-bedroom</td>
<td>640 sq. ft.</td>
<td>12,000–15,000 BTU</td>
<td>5,000–6,000 BTU</td>
<td>17 inches</td>
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**Goodwin-Green Apartments**

Family & Graduate Housing supplies window air conditioning (AC) units for the Goodwin-Green apartments. Sleeping rooms and efficiency apartments are provided one living room window unit. One-bedroom apartments are provided with one living room unit and one bedroom unit. Please note that the electricity used by the AC unit(s) is part of your power bill. Residents should contact Maintenance if they are experiencing problems with their air conditioner.

**Ashton Woods**

Ashton Woods apartments are furnished with central air conditioning units. Residents should contact Maintenance if they are experiencing problems with their air conditioning system.

**BICYCLES**

Bicycles must be registered with the Family & Graduate Housing office. Residents receive yearly bike stickers at move in and lease renewal. There is no fee for bike registration, and residents are responsible for placing these stickers on their bicycle. The following rules will apply:

- If you sell, leave your bicycle, or give it to someone else, you must cancel your registration permit at the Family & Graduate Housing office.
- Any bicycles not properly registered will be picked up and disposed of according to University policies.
- Bicycles must be in operating condition to be registered. Any bikes that are missing wheels, seats, chains, etc., will be removed and disposed of according to University policies.
- Bicycles need to be locked and stored in the bike racks provided in the front of each building. Please do not leave bikes near the buildings or attached to gas meters, stair railings, or in the building stairways.
- Goodwin-Green has indoor bike storage facilities located in the basement of the 300 and 1107 buildings.

Please note that bicycles parked near building doors make it much more difficult for personnel to enter a building during emergencies. Bicycles not in the designated bike racks will be disposed of according to University policies.

**DECORATING**

While it is important to decorate apartments to make them feel like home, there are certain limitations you must observe. Do not use adhesive type hangers or attach anything to doors. Do not fasten bookshelves to walls or attach lamps or planters to the ceiling. Any type of carpet installation must be removed prior to moving out. Nails, tacks, and adhesives may damage floors and result in damage charges. Please review the “Conditions of Premises” on the Lease Terms and Conditions for further information.

**FIREARMS**

Possession or storage of weapons is prohibited on any property owned or controlled by the University, including Family & Graduate Housing. To review the complete University policy regarding firearms, please consult the University “Student Rights and Responsibilities”, section I-309 titled Possession or Storage of Weapons.

**FLOWERS AND PLANTING**

Residents may plant flowers or other ornamental plants in approved locations. Residents are responsible for following all policy regulations:

- Residents are responsible for maintaining, cleaning, and weeding their flowerbeds.
- Flowers and plants must be within two feet of the building.
- Residents must remove their plants prior to moving out.
(FLOWERS AND PLANTING, continued)

- Residents may not plant flowers that will grow more than two feet high.
- Vines (such as ivy) may not be planted.
- Vegetables may not be planted in flowerbed locations.

Flowers planted in locations outside the flowerbeds will likely be mowed down by the grounds staff. Vegetables grown at apartment flowerbeds will be removed by grounds staff. Unapproved plants discovered in flowerbeds are considered a lease violation and will be handled accordingly.

The approved apartment locations for resident planting are:

**Ashton Woods apartments do not have approved planting locations.**

**Orchard Downs:**

- Apartments in the 1800’s:
  
  In the two story buildings, flowers may be planted only in front of the stairwells under the apartment number (unless there are bushes planted in this area). In the single story buildings, flowers may be planted in the front of the building. Flowers will be maintained, cleaned, and weeded by the residents.

- Apartments in the 1900’s, 2002—2044 and 2001-2037
  
  Flowers may be planted in front of the buildings.

- Apartments 2060—2084, 2051-2087, and all of Hazelwood Court
  
  Residents may not plant near the apartments, because there is concrete in front of the building. Residents may only have flowers planted in containers. Containers must be in good condition (not broken or chipped), and not obstruct any walkways.

**Goodwin-Green Apartments:**

- 1107 Goodwin & 300 Green
  
  Residents may plant flowers on the west or east sides of the buildings between the sidewalks leading to the 1st floor apartment entry doors.

- 1113-1115 W. Green
  
  Flowers can be planted only on the North side next to the buildings.

**GRILL USE**

We recognize that many families enjoy grilling outdoors. Remember that your lease prohibits the use of a hibachi, grill, or other appliance, in any balcony, stairwell, or entryway of any building. Family & Graduate Housing provides grills for your use in every community. Grills at Orchard Downs are located by the Community Center, by the playground at Hazelwood Court, behind the Family & Graduate Housing office, and behind apartment 2006 near the playground. At Goodwin-Green the grill is located in the courtyard. Ashton Woods also has grills available in the courtyards behind buildings 2217, 2303, and 2307. If you do use your own grill on the lawns, keep a reasonable distance from the buildings so that the smoke does not disturb your neighbors. Family & Graduate Housing also provides trash containers for coal and ash disposals that are marked specifically “charcoal.” Coals should never be deposited in the garbage dumpsters—even if you think they are cold. Never place a grill next to a building or leave it unattended. Please use care when barbecuing.
**GUEST REGISTRATION**

Guests and visitors are always welcome in your apartment; however, guests who will be staying longer than two weeks are required to be registered at the Family & Graduate Housing office. The occupancy of the apartment must not exceed the occupancy limit for the apartment type when guests are visiting. Visitors not included in the extended family category are limited to a total maximum duration of 30 days per year. Overnight guests are permitted in co-tenant apartments only if mutually agreed upon in advance of the stay.

**LEASING DETAILS AND POLICIES**

**Billing Information**

Once a month, the University of Illinois emails graduate and undergraduate students, reminding them to view their student account for recent activity and to pay any amount due by the due date. The student account is available online for students to view and print, and includes all student account transactions, such as payments received and charges and credits for tuition, fees, and housing. All other residents (non-students) will receive a paper statement through the postal service. Residents may contact University Student Financial Services and Cashier Operations (USFSCO) at 217-333-2180, or by email at USFSCOhelp@uillinois.edu, if they do not receive a statement. Residents may also receive a copy of their bill at the USFSCO Customer Service desk in Henry Administration Building, Room 100. Henry Administration Building is located at 506 Wright Street, Urbana, IL 61801.

The billing period covers the first day through the last day of each month. Rental payments are due on the 28th of each month. Students may pay rent charges online by e-check or credit card. Non-students may pay rent charges online by e-check or wire transfer. Please visit the USFSCO website at http://paymybill.uillinois.edu for instructions.

To mail in a payment, please be sure to include a printed copy of the payment stub to ensure proper credit. The resident’s name and University ID number should be written on the check as well.

Payment should be mailed at least five business days prior to the due date to allow for mail delivery and processing time.

**Payments may be mailed to the following location:**
University of Illinois
Student A/R
PO Box 19455
Springfield, IL 62794-9455

**To pay in person (check or money order only), please go to:**
Student Financial Services and Cashier Operations Office
162 Henry Administration Building, Room 100
506 S. Wright St
Urbana, Illinois 61801

**Lease Name Change**

Lease name changes occur when a current leaseholder loses their affiliation with the University and requests the lease be placed in the name of another family member who is also affiliated with the University. The new leaseholder must be of legal age to sign a lease (18 or older). Please contact the Family & Graduate Housing office for more information about the lease name change procedure.

**Lease Renewal**

Each spring, you will have the opportunity to renew your lease if you wish to continue to reside in Family & Graduate Housing and if you will continue to be affiliated with the University. The Family & Graduate Housing office will send out notifications when it is time to renew your lease. Your University account cannot have an outstanding balance if you want to renew your lease. If you do not renew your lease during the designated lease renewal month, your apartment will be offered to a new applicant for the next academic year.
Apartment Transfer

If you would like to move to a different apartment within University Housing you may request a transfer. A transfer request form is available in the Family & Graduate Housing office or on our website. Once the completed form is received, Family & Graduate Housing staff will review available apartments and determine if your request can be granted. Transfers are not offered through the months of July and August, but resume each year in September.

Lease Replacement

Your Family & Graduate Housing lease prohibits the subletting of your apartment. Current residents may find an eligible student, faculty or staff member to enter into a new lease and request the Leasing Coordinator assign the new resident to their apartment address. Only people affiliated with the University and who would otherwise be eligible to reside in Family & Graduate Housing will be assigned to an apartment. Residents who sublet their apartment will be found in violation of their lease and subject to disciplinary action.

Lease Termination

If you will be graduating or ending your affiliation with the University, you are required to terminate your lease by submitting two Lease Termination forms (Early Termination of Lease Request and Departmental Verification). These two forms must be submitted to the Family & Graduate Housing office at least 45 days in advance of your requested departure date. The two Lease Termination forms are available at the Family & Graduate Housing office or online. Please note that other forms of communication will not serve as notice of your intent to terminate. Please refer to the Family & Graduate Housing Lease terms and conditions for specific details.

Lock Out: Key Lending and Card Access

If you lose a key, Family & Graduate Housing can loan you a key while you look for your missing key. During business hours, come to the Family & Graduate Housing office to get a loaner key that you will be able to keep for 24 hours. If your key has not been found after 24 hours, your lock will be changed and you will be provided with new keys. After hours, please contact the Complex Director at 217-649-7705 for assistance.

The fees for this service are as follows:

- Replace mailbox key: $25
- Replace mailbox package key: $25
- Replace laundry/computer center key: $25
- Replace apartment key: $25 (Lock change after business hours: $65)

MAINTENANCE

University Housing will provide maintenance of the apartment premises, including, but not limited to, plumbing, electrical and heating systems, and painting. Additionally, all common areas are cleaned and maintained. Residents are required by the lease to fully cooperate with staff as they execute these responsibilities. Maintenance of fire equipment, heating and cooling systems, carbon-monoxide detectors and pest control are a few examples of routine tasks that are scheduled each year and cannot be refused by residents.

University Housing staff will provide 24-hour notice prior to entering any apartment for routine work. If you have made a request for Maintenance work to be done in your apartment, Facilities staff will enter the apartment to complete the requested task and leave a note indicating the work has been completed. In the event of an emergency, University Housing reserves the right to enter your apartment without 24-hour notice. Housing staff will provide you with a notification following the incident that the apartment had been entered. We execute this right when any situation regarding safety places a resident or University facilities at risk.
NO SMOKING/NO FIRE

The University of Illinois is a smoke-free Campus. Smoking is not allowed under any circumstances in any Campus buildings or on any outdoor University property. Residents shall not use candles or incense anywhere within an apartment or indoor public space. Resident shall not have or permit any open or covered fire on or in any balcony, stairwell, or entryway of any building. Examples of this type of fire could be a hibachi or barbecue grill. Cooking and/or grilling within 25 feet of a building are prohibited. Please also see “Grill Use” in this handbook.

PARKING

Family & Graduate Housing provides parking facilities for residents living in apartment communities. A parking permit is required and must be renewed each academic year to park in any of the apartment parking facilities. Residents must display appropriate parking tags on the rearview mirror of the vehicle window. Only currently licensed, registered, and operable automobiles may be parked in Family & Graduate Housing spaces and only in designated parking areas.

Residents shall not drive or park any vehicle on the grass or sidewalks, and may not mark any parking space for individual use.

Orchard Downs and Ashton Woods

Convenient parking is provided at both Orchard Downs and Ashton Woods at no additional charge. There is enough parking for one vehicle per family. If you have a second car, prior to parking in the Orchard Downs or Ashton Woods lots you will be required to obtain approval from the Family & Graduate Housing office for a second parking permit. You may be required to park the second vehicle in an alternative lot other than where the first vehicle is parked.

Goodwin-Green

Limited parking is available for Goodwin-Green residents. Residents who park at Goodwin-Green will be billed a parking fee. The fee will be billed by Campus Parking to your University account at the time the permit is distributed. Permits are valid through July 31 each year. It is important the permit be returned to Campus Parking upon check-out or you will continue to be charged for the permit.

To request a parking permit, please visit www.housing.illinois.edu/parking. Once approved, the Family & Graduate Housing office will send an email to the resident with information about where and when to pick up the parking permit.

PETS

All residents are allowed to have fish tanks that are 50 gallons or less. Residents who require service animals will be permitted with approval. Residents in Orchard Downs and Goodwin-Green apartments shall not keep or harbor dogs, cats, reptiles, or any other animal on the premises. Unapproved animals found are subject to immediate removal by the University. Cost of removal, any damages, and cleaning will be billed to the resident’s University account.

Ashton Woods apartments will allow pets under the following guidelines:

Permission to keep a pet is granted at University’s sole discretion and is subject to the resident’s strict adherence to all aspects of the Family & Graduate Housing Ashton Woods Pet Policy, which is a separate document. Residents must obtain approval from Family & Graduate Housing and sign a pet agreement prior to obtaining a pet. Upon approval, proof of current vaccinations must be provided and a copy of the vaccinations be kept on file in the Family & Graduate Housing office.

Only common household pets considered to be companion animals, and fish tanks of 50 gallons or less, will be allowed. Farm animals, production animals, and exotics will not be allowed.
(PETS, continued)

No more than two pets will be allowed in each apartment.

Pets are to be kept inside the resident’s apartment. Living space where pets are housed will be kept clean, safe, and free of parasites, including, but not limited to, fleas. Pets will not be left for extended periods of time in any apartment, and the resident is responsible for any disturbance or nuisance caused to neighbors by their pet.

All pets must be maintained in accordance with applicable state and local laws. Dogs and cats must wear current vaccination and identification tags at all times; vaccination tags must include current rabies tag. Pets must be maintained under a standard measure of restraint (leash or carrier) at all times when out of the apartment.

Pet feces must be disposed of properly. It is the resident’s responsibility to remove feces from University grounds, dispose of in a plastic bag, and place that bag in outside garbage bins. Cleanup must occur immediately. Cat owners must place soiled cat litter in tied plastic bags and dispose of bags in outside garbage bins.

If a pet attacks, bites, or behaves in an aggressive or threatening manner, the animal is subject to immediate removal from the community.

Pets must be contained when a University Housing staff member needs to enter the apartment for completing a work request, routine maintenance, or pest control.

PROHIBITED ITEMS

Resident shall not attach an aerial, awning, or clothesline to the exterior of the building, nor affix anything to the exterior of the premises, including plastic coverings over windows. Plastic coverings over windows will only be acceptable during winter months and must be approved window kits distributed by Family & Graduate Housing. Window kits must be removed each spring by the resident.

Satellite dishes may not be installed.

The use of trees, grass, balcony railings, or picnic tables for washing or drying personal belongings is prohibited.

Cut, real trees are prohibited on the premises due to the safety hazard they pose.

Residents are not permitted to install, use, or store a mechanical clothes washer or dryer, a mechanical dishwasher, or a waterbed on the premises.

Residents shall not use candles or incense anywhere within an apartment or indoor public space. Please also review the No Smoking/No Fire policy.

STORAGE

Goodwin-Green residents have access to large storage cages in the basement of each building. The cages are in a locked area; however, the cages are not completely enclosed. You may request a storage cage online or at the Family & Graduate Housing office. Residents are responsible for securing their belongings and the University does not take responsibility for the resident’s property.

There is no additional storage at Orchard Downs or Ashton Woods. Balcony areas may not be used for storage (e.g. mattresses, household furniture, clothing, clothesline, auto parts, etc.). Balcony areas may only be used for outdoor furniture and flower containers. The only outdoor furniture allowed is folding lawn chairs and plastic resin stacking chairs designed for outdoor use. These items are approved for public storage April 1 to October 31 only.

Stairways, elevators, lounges, or entryways must not be obstructed or used for children’s play or for storage of personal belongings, including but not limited to bicycles, children’s toys or strollers, household furniture, volatile substances, shoes, etc. We understand that it is custom or habit for many residents to slip their shoes off at the door before entering their apartment; however, Fire Codes prohibit the storage of any kind of footwear in hallways or
apartment entryways. These small items could easily trip someone who is trying to escape from fire or smoke, and they could get in the way of fire fighters and their equipment.

The only item allowed in the hallway or entryway of an apartment is a welcome mat with a nonskid backing placed directly in front of the apartment entry door.

Indoor furniture that is left outside will be treated as abandoned property and disposed of immediately. Furniture that has been left outdoors poses a serious risk of the spread of insects and rodents and therefore cannot be stored by the University once it has been left outdoors.

For safety reasons, personal property must be stored away from the hot water heater and the furnace in each apartment. Residents are not allowed to store any items in furnace rooms as this creates a fire hazard. Please do not attach anything to the plumbing fixtures or store clothes on heaters, furnaces, or on balconies.

Family & Graduate Housing reserves the right to remove all obstructions and dispose of those items at its discretion. Family & Graduate Housing is not responsible for any loss or damage to items being stored in the cages at Goodwin-Green, or those items being improperly stored or removed from Orchard Downs or Ashton Woods.

TRASH DISPOSAL & RECYCLING

University Housing provides garbage collection six days a week. Large garbage dumpsters are located in the parking lots in Orchard Downs and Ashton Woods. At Goodwin-Green, garbage dumpsters are conveniently located outside of 300 S. Goodwin and 1107 W. Green. Please place garbage inside the dumpster, not on the ground around the dumpster.

Family & Graduate Housing and University Housing are committed to our recycling program, and we hope residents will support it as well. University Housing does not provide glass recycling. Several drop-off sites are available throughout the Orchard Downs and Ashton Woods communities. At Goodwin-Green, recycling bins are available outside 300 S. Goodwin and inside the 1107 W. Green building. Please drop materials off at these sites.

SERVICES FOR RESIDENTS

Family & Graduate Housing offers a variety of services to residents. Please stop by the office to ask general questions, obtain leasing information, reserve a programming space, register for a program, pick up a loaner key, get a newsletter, ask billing questions, or fax a document to a local or toll-free number. Additionally, you can check out equipment for temporary use, such as a car battery jump kit, moving carts, a scale to weigh your luggage, and an air pump for bicycle tires.

COMMUNITY AIDE STAFF AND COMPLEX COORDINATOR

At Family & Graduate Housing, we provide live-in staff members who reside in the community and are available to assist you in many ways. Your Community Aide can assist you by providing information about services and programs offered by Family & Graduate Housing, the local community, the Family Housing Council, and other University organizations. Community Aides also plan many popular activities and can help you by answering questions about different cultures and traditions. There are Community Aides assigned to each apartment complex: two at Ashton Woods, two at Goodwin-Green and thirteen at Orchard Downs.

The Complex Coordinator for University Apartments provides supervision to the Community Aide staff and provides on-call assistance when the Family & Graduate Housing office is closed. The Complex Coordinator or on-call staff member can be reached at 217-649-7705. If you have an emergency, lose your keys, or need other assistance, please call. Please feel free to contact the on-call staff member if you have a problem or a question. To find specific contact information regarding your Community Aide or the Complex Coordinator, contact the Family & Graduate Housing office or see our website for a staff listing. Visit www.housing.illinois.edu, and then click on “Current Residents” and “Apartments.”
ASHTON WOODS COMMUNITY BUILDING

The Community Building (2221 S. First St.) is located at the entrance of the Ashton Woods apartment complex. This space serves as a gathering place for social programs, meetings, and educational classes. Check our website or contact the Family & Graduate Housing office for details.

ORCHARD DOWNS COMMUNITY CENTER

The Community Center, located at the south end of the Orchard Downs complex, is the site of many Family & Graduate Housing programs, including the Orchard Downs Pre-School and the after-school Kids’ Club Program. Residents may also reserve the Community Center for their own personal use. Many people use it for birthday parties, dinners, meetings, and other events. The Center also offers wireless access to the University Internet. This space may be reserved by visiting the Space Reservation System on the Housing website.

LEARNING RESOURCE CENTER

The Learning Resource Center is located at 2044-A Orchard Street in Orchard Downs. This conference room setting is used for educational workshops, International Friendship Group, English classes, and the Family Housing Council Sewing Room. Residents may reserve the Learning Resource Center for their own personal use by coming to the Family & Graduate Housing office and completing a reservation request form—your University ID will be required. Many people use it for birthday parties, dinners, meetings, and other events. This space may be reserved by visiting the Space Reservation System on the Housing website.

FAMILY RESOURCE CENTER

The Family Resource Center is located at 1834-A in Orchard Downs. It is available to all Family & Graduate Housing residents and offers information on a variety of topics that relate to families and their concerns. It also contains a lending library where residents can check out children’s books and resources on parenting, families, childcare, and women’s health.

MULTICULTURAL HEALTH CENTER

The MultiCultural Health Center (MCHC) delivers culturally sensitive illness prevention and health promotion services to the residents of the Family & Graduate Housing apartment communities. The Center provides health information, education, insurance information, and referrals to residents. All University apartments residents may use this program. Those who do not have access to services provided by McKinley Health Center are especially encouraged to use the Center. The MultiCultural Health Center is located at 2040-A Orchard Street. For more information, contact the Center at 217-265-6267 or email MCHC@illinois.edu.

GOODWIN-GREEN LOUNGE

There is a lounge in the basement of 300 S. Goodwin that serves as a gathering place for social programs, meetings, and educational classes. Many residents enjoy using the lounge to watch television or read newspapers and magazines. In addition, there is a kitchen available for residents to use. You may reserve the lounge and kitchen by contacting the Goodwin-Green office between 7 p.m. and 10 p.m. throughout the week. Many people use it for birthday parties, dinners, meetings, and other events. In addition, this lounge offers wireless access to the University Internet. Check our website or contact the Family & Graduate Housing office for details.

NEWSLETTERS: “NEIGHBORLY NEWS,” “GLOBE,” AND “ACCESS”

The “Neighborly News” is a monthly newsletter published by the Family & Graduate Housing staff especially for Orchard Downs residents. It contains current information that affects you, such as items about upcoming
maintenance, exciting monthly programs for you and your family, community resources, health information, and news from the Family Housing Council. The Goodwin-Green “Globe” and Ashton Woods “Access” are monthly newsletters published especially for residents in these communities. The newsletters contain information about upcoming maintenance, monthly programming calendars, community events, and resources. All three newsletters are available on the University Housing website.

ORTHARD DOWNS PRE-SCHOOL

Orchard Downs Pre-School offers structured educational activities to enhance the social, emotional, physical, and mental growth of children ages 3–5. Set in Orchard Downs with its unique blending of social and cultural backgrounds, the school provides a stimulating environment for the individual growth of each child. The program stresses educational play and social development. The school allows parents to share the child’s first learning experience by working once a week as a teacher assistant, if they choose, and by sharing responsibilities for school committees. The Pre-School operates as a part of University Housing with low monthly tuition rates and follows the University calendar.

Visit us at the Orchard Downs Pre-School, located in the Family & Graduate Housing Community Center, 510 W. George Huff Drive, Urbana. To register your child, call 217-333-3497 or contact the Family & Graduate Housing office at 217-333-5656. Registration forms are available at the school, the Family & Graduate Housing office, and online. All registration forms must be completed before children may attend. Health forms require a current physical exam, immunization records, and a T.B. skin test, even if the child has had a BCG vaccination.

PROGRAMS FOR ALL AGES

An exciting and vital part of community life in Family & Graduate Housing includes the many free activities and programs offered for residents of all ages. We enjoy offering these opportunities to you and your family and hope that you will have time to get involved. Hundreds of activities take place each year.

Kids Club After-School Program

At Orchard Downs, the Kids Club is our after-school program for children ages five through twelve years old. The program meets Monday through Friday from 3 to 5:30 p.m. at the Community Center. The children participate in various activities, such as crafts, games, sports, cooking, and field trips. Parents are always welcome to participate. Please see the “Neighborly News” for registration times and dates. This is a free program for children of University apartment residents.

Junior Club After-School Program

Located at Orchard Downs, the Junior Club is our after-school program for pre-school children ages three through five years old. The program meets Monday through Friday from 3 to 5:30 p.m. at the Community Center. The children participate in organized play activities that provide opportunities for fun and friendship. This is a free program for children of University apartment residents.

Parent-Child Playgroups

Parent-Child Playgroups provide support, educational resources, health information, and development activities to parents, expecting parents, and young children from birth to five years old. Children are welcome to attend our meetings with their parents. Playgroup is a good way to meet and share experiences with other parents, and to encourage development of their child’s social skills. Meeting times and days are promoted in the “Neighborly News” and on the Orchard Downs calendar.
(PROGRAMS FOR ALL AGES, continued)

Cooking Club

Cooking Club is an enthusiastic group of cooks who attend this weekly cooking demonstration. Each week residents will share one of their favorite recipes. This program is a wonderful way to meet other residents and to sample and exchange recipes from around the world. Children are welcome to attend with parents.

Learning Opportunities

A variety of workshops are offered each year such as winter preparedness, health education, tax preparation, English classes, and parenting classes. If there is a topic that is of particular interest to you, please contact the Family & Graduate Housing office, since it is possible that a workshop could be developed on that topic.

Craft Club

The Craft Club is a great opportunity for residents in our community to learn about each other’s culture and family traditions, make crafts, and learn a new skill. Some participants use this as an opportunity to practice their English.

New Resident Programs

Family & Graduate Housing offers many programs to make the transition to our new community as smooth as possible for new residents. The New Resident Series is a sequence of programs aimed at getting residents acclimated to the community. Family & Graduate Housing sponsors a reception and a dinner to give new residents an opportunity to socialize with each other. Other new resident programs include school orientation, physicals for school-age children, transportation to community agencies, yard sales, grocery stores, and more.

Social Programs

A wide variety of free social programs are available in the apartments. Cultural events celebrating the diversity of our residents are often the most popular activities we offer. We host an International Food Festival to showcase the food from the many cultures represented in our community, and also hold theme parties, bingo nights, music nights, celebration of cultural holidays, and informal gatherings for residents. Ashton Woods and Goodwin-Green apartment complexes offer regular Social Hours that provide residents with the opportunity to meet new people and socialize. Details are advertised in the newsletter for each apartment community. Annually, we celebrate the beginning of the academic year with a Fall Festival and the end of the year with the Final Fling. Both events provide food and entertainment for all residents and their families.

Bus Trips

Each year, Family & Graduate Housing sponsors several bus trips to explore nearby cities, such as Chicago, St. Louis, or Indianapolis. The staff plans the trip and develops an itinerary. Everyone is welcome to participate and there are fees for some trips. Bus trips fill up quickly, so watch the newsletter for information about upcoming excursions.

Study Room

Residents at Family & Graduate Housing can access the study room located at apartment 2102-104 in Orchard South by using their laundry room key. The Study Room is available at any time throughout the year for quiet study. We encourage residents to utilize this valuable space that directly supports student academic success. If you have any questions, please contact apartments@illinois.edu.
COMMUNITY ORGANIZATIONS

FAMILY HOUSING COUNCIL

The Family Housing Council (FHC) is the residents’ council for the Orchard Downs community. The Council is a registered student organization at the University and was formed to communicate the residents’ needs and interests to the Family & Graduate Housing staff. FHC consists of members from the Orchard Downs community who are elected annually by the community. FHC offers financial support for numerous community programs, operates a sewing room, and offers a weekly social program every Saturday evening. The Council holds a public meeting the second Friday of each month at the Orchard Downs Community Center. See the newsletter for details. All residents are invited and encouraged to attend.

Family Housing Council Garden Program

The garden program is available to all residents. The garden plots are located south of the Orchard Downs apartments. Each year residents participating in the garden program may grow flowers and vegetables in the garden plots, and are responsible for following all garden program regulations. The FHC is responsible for assigning garden plots, collecting garden plot rental fees, and managing the garden. The “Neighborly News” and the Council website will have all the details.

Family Housing Council Sewing Room Program

Residents who wish to repair clothing or want to make fabric decorations are welcome to come to the Sewing Room, 2044-A Orchard Street, every Saturday (please check the Neighborly News for operating hours). There is no cost to Orchard Downs residents to use the sewing room. Almost everything needed for sewing is available, including sewing machines, serge (over-locker), iron, chalk, scissors, thread, pins, etc. There is also a Sewing Room Monitor present to help residents use the machines.

Family Housing Council Facebook

The Family Housing Council website, http://www.facebook.com/pages/Family-Housing-Council/164136720357971, provides information to residents about programs currently being offered, the monthly calendar, and the weekly events.

INTERNATIONAL HONORARY FOR LEADERS IN UNIVERSITY APARTMENT COMMUNITIES

The International Honorary for Leaders in University Apartment Communities (IHLUAC) is a program that recognizes the unique and valuable accomplishments of residents living in university apartment communities throughout the United States as well as in Canada and other nations. At the University of Illinois, IHLUAC acknowledges residents who have made outstanding contributions to the Family & Graduate Housing community through service, leadership, initiative in community development, and a positive attitude toward other residents. The selection of IHLUAC members takes place in the spring semester. Outstanding residents will be selected for IHLUAC on the basis of their leadership, service, volunteerism, and participation. For more information contact the Complex Coordinator for University Apartments.

INTERNATIONAL HOSPITALITY COMMITTEE

The International Hospitality Committee (IHC) is a local volunteer organization whose members are interested in the well-being of international visitors during their stay in Champaign-Urbana. This group has been serving international students and their families for over forty years and has been quite successful in their mission. They offer many opportunities and activities for international visitors. Information about programs offered by the International Hospitality Committee is available at the Family & Graduate Housing office. Residents may participate in any of the following activities or classes.
(INTERNATIONAL HOSPITALITY COMMITTEE, continued)

IHC - English Conversation Groups

English Conversation Groups are small, informal groups of international men or women who meet weekly to gain practical experience and confidence in speaking the English language. Classes are free and may be joined at any time. Schedules are available at the Family & Graduate Housing office, the Goodwin-Green office or the International Student and Scholars office and on our website.

IHC - International Friends

Through the International Friends Program, local American families are paired with an international family. Along with the International Hospitality Committee, the International Student and Scholars office sponsors this program. Families share experiences together, such as picnics, holiday dinners, or an informal family get-together. It is up to the families to meet as often as they like. This experience is a wonderful learning opportunity for both families as they share their cultures with each other.

IHC – Lending Storeroom

Community volunteers operate the Lending Storeroom for the benefit of University of Illinois international students, staff, and faculty and their families. Various household articles are loaned free of charge, to be used as long as needed by these individuals, while at least one person is involved with the University of Illinois. Items such as dishes, pots and pans, tableware, kitchen utensils are regularly available. Glassware, baby items, and small appliances are sometimes available. Individuals are asked to return these items when they are no longer needed so that others may use them. The storeroom is located at 2044-A Orchard Street, Urbana on the west side for the building. The hours are 9–11 a.m. every Saturday, except during winter break. From mid-July through August the storeroom is also open Wednesday evenings.

HOME CARE

MOLD PREVENTION

Mold can develop in an apartment when conditions are moist and there is little air circulation. Most often it develops when the weather is cold, windows are closed, and there is no air circulation in the apartment. Typically mold occurs in bathrooms on the walls and ceiling; it may also develop in living areas behind furniture where there is no circulation. To minimize mold development in the apartment please use the following suggestions:

1) Whenever possible, keep window shades and blinds open. Closed shades and blinds block air flow across the window surface and prevent the movement of air through the apartment due to temperature change. Air flow will also prevent condensation on the windows.

2) When the bathroom is not in use, leave the door open to allow circulation.

3) Immediately report leaks or plumbing issues to Maintenance at 217-333-2779.

4) Use a dehumidifier unit in the winter months.

PEST CONTROL

Good sanitation practices are necessary in pest prevention. Failing to maintain a clean apartment may be considered a violation of your lease. Do not leave out food or dirty dishes, or store trash in the apartment or patio as this will attract household pests such as cockroaches, ants, rodents, etc. Pests also live in and consume cardboard boxes and the glue used to seal them. Avoid storing boxes in your apartment.
University Housing provides pest control services to you at no cost. Pest control treatments in the apartments and common areas are done at least twice a year. Pest control treatments are mandatory and cannot be refused by residents. If pests or insects become a problem, please contact Maintenance to have your apartment treated in addition to the regularly scheduled treatments. Where a pest infestation is found, the entire building may need to be treated. Pesticides used by our staff are no more harmful than most common household cleaners, and Material Safety Data Sheets listing pest control ingredients can be obtained upon request. Failure to comply with pest control treatment or maintain proper sanitation can result in non-renewal or termination of a lease. If you have a pest problem, please contact Maintenance at 217-333-2779 or submit an online maintenance request.

**BED BUGS**

There is always a risk that residents may unknowingly transport bed bugs by purchasing used furniture or mattresses in an apartment that had been inspected prior to move in. If residents suspect they may have bed bugs they should contact the Family & Graduate Housing office or Maintenance immediately. This will ensure that pest control can treat the bed bug problem before it becomes advanced.

Bed bugs are small, oval, wingless insects that reach about 1/5" in length. They have flat bodies and are reddish-brown in color, and are sometimes mistaken for ticks or small cockroaches. Bed bugs are not believed to carry diseases; however, they do bite. Bed bugs are most active at night and bite exposed areas of skin while an individual is sleeping. Bites may go unnoticed or be mistaken for flea or mosquito bites. Infestations occur when bugs or eggs are transported into apartments in suit cases, cardboard boxes, personal belongings, and old used furniture. Cleanliness has little to do with most infestations; however, excess clutter does give bed bugs a place to hide.

**RENTER’S INSURANCE**

Regardless of where you live in Family & Graduate Housing, you are strongly encouraged to purchase renter’s insurance. Renter’s insurance can protect the valuables in your apartment in case of theft, fire, water damage, or other disasters. You can purchase renter’s insurance through a number of local agencies. Consult your phonebook yellow pages for insurance companies. Please note that renter’s insurance is not medical insurance.

**SAFETY INFORMATION**

**CHILD SAFETY**

Between 1.3 and 1.8 million children are reported missing in the United States every year. Some run away, while others are abducted by strangers or by parents. Each year, between 20,000 and 50,000 cases of missing children remain unsolved by the police. Parents can take positive actions to protect their children. They can teach them:

- That no adult has authority over them simply by virtue of size—that children can say no.
- To know their home address, including apartment number, street address, city and state, and phone number with area code. Children should also know their parents’ names.
- How to use a phone for local and long distance calls.
- To memorize emergency phone number, 9-1-1.
- To run to the nearest public place, store, or police station, if they feel unsafe.
- To avoid enticements from strangers—like candy, gifts, money, or requests to help find a lost dog or cat.
- Not to get close to a car if a stranger calls out for directions or anything else. It is easy for a stranger to pull a child into a car.
- Not to open the apartment door to strangers.
(CHILD SAFETY, continued)

- Not to tell callers that mom or dad are not home. Instruct your child to say their parents are unable to accept a telephone call and will call back at a later time.
- Not to walk alone whenever possible.
- If a child is old enough to walk alone, to walk near the curb, on well-lighted streets at night, and against the traffic, and to travel known routes.
- To run away, scream, and make lots of noise if they are followed or grabbed by a stranger. The last thing a dangerous stranger wants is a lot of attention.
- To go to the checkout counter and wait if they are separated from you in a store.
- Never to go out to a parking lot alone.
- To tell parents immediately if anyone or any incident has made them feel uncomfortable or frightened.

Information from the McGruff “Take a Bite Out of Crime” series supplied by the University of Illinois Police Department.

Finally, parents should keep recent, clear photographs of their children. It is helpful to have pictures of the children in several different poses.

PERSONAL SAFETY

While safety is one of the reasons cited as to why residents choose to live in Family & Graduate Housing, all residents are encouraged to take basic safety precautions. First of all, be alert to suspicious people or circumstances. If something or someone doesn’t seem right to you, go to a well-lit, populated area and notify the police. Travel in well-lit, well-traveled areas and try not to walk alone. Familiarize yourself with the locations of emergency phones around campus—if you ever have a problem, these are a direct line to the University Police.

Here are a few tips for keeping you and your family safe:

Safety at Home:

- Get to know your neighbors.
- When away on vacation, have a friend pick up your newspapers and place your mail on vacation hold by calling 1-800-275-8777 or visit www.usps.com
- If someone comes to your house claiming to be a repairman, ask for identification. (University Housing Facilities Maintenance employees always wear identification.)
- Keep windows and doors locked even when you are at home.
- Report any suspicious activity to the police immediately.

Outdoors:

- Avoid jogging, walking, or riding bicycles at night, and consider carrying a panic alarm or whistle.
- Don’t wear stereo headphones when walking alone.
- Vary your walking or jogging route and schedule.

Walking:

- Use well-lit, busy paths.
- Know your neighborhood, and walk facing traffic.
- If you feel you’re being followed, go to a well-lit store and call police.
On the Bus:

- Sit near the bus driver.
- Stand near other people while waiting at the bus stop.
- Attract attention if you’re being harassed by someone.
- Use well-lit and frequently used bus stops and utilize the campus Safe Rides program.

In the Car:

- Keep the gas tank at least 1/2 full.
- If your car breaks down, stay in your car and have someone who stops to help you call the police.
- If you’re being followed, turn around and go to an open gas station to call the police.
- Drive with the doors locked and your windows rolled up, and don’t pick up hitchhikers.

DOMESTIC VIOLENCE

Domestic violence refers to violence that occurs within a home: husbands and wives, boyfriends and girlfriends, parents and children. The abuse is often in the form of physical injury, but also may be in the form of sexual assault, emotional mistreatment, threats, isolation, and deprivation. Although this violence is usually hidden, it is extremely common and affects a large number of families. Domestic violence gets worse with time. It does not go away on its own. You are not responsible for the abuse being inflicted upon you, but you can take action to stop it. Both domestic violence and child abuse are violations of the University Code of Policies and Regulations, against Illinois State Law and a breach of the Family & Graduate Housing lease. All perpetrators of these crimes are held accountable by University policy, the police, and Family & Graduate Housing.

Family & Graduate Housing at the University of Illinois has a very low tolerance for domestic violence. If you or someone you know is in a violent relationship or having problems with domestic violence, please contact the Family Relations Graduate Assistant at 217-333-5656 or cell phone at 217-840-2232. We offer support, counseling, and resource referral to residents in stressful situations. The University also operates SafePlace, a facility on campus that can provide safe, temporary housing in an emergency situation. For more information about the SafePlace, contact the Family Relations Graduate Assistant.

SAFEPLACE

If you or a friend or neighbor is experiencing physical or verbal abuse in the home, or if you simply feel unsafe, the University SafePlace is here to help you! SafePlace is a facility on the U of I campus that can provide you with safe, temporary housing in an emergency situation. SafePlace provides counseling, advocacy, and referrals. SafePlace is available to U of I students, staff, and all residents of Family & Graduate Housing. Services are free and confidential. Contact the Family Relations Graduate Assistant by cell phone at 217-840-2232 or the Complex Coordinator at 217-649-7705 for access to this service.

FIRE SAFETY

Immediately activate the building's fire alarm system. Evacuate the building unless otherwise notified.

Call 911 from any campus, cell or off campus phone.

If you discover a fire:

1. Manually activate the building’s fire alarm system.
2. Immediately evacuate the building, closing doors and windows behind you.
(FIRE SAFETY, continued)

3. DO NOT USE THE ELEVATORS.

4. Locate those persons with special needs, and provide assistance if possible. Otherwise, provide their location to emergency responders.

5. Report to your department’s designated gathering point

6. Call 911 from any campus phone or 911 from a cell phone or from off campus.

Once the fire alarm is activated:

1. Walk quickly to the nearest exit. Do not use the elevators.

2. If you are able, help those who need special assistance.

3. Notify fire personnel if you believe someone may still be in the building.

4. Gather away from the building and emergency responders at a pre-designated location.

DO NOT re-enter the building until the fire department has cleared the scene.

If caught in smoke:

1. Do not breathe the smoke!

2. Drop to your knees and crawl to the closest safe exit.

3. Breathe through your nose, and use a shirt or towel to breathe through, if possible.

If trapped in a building:

1. Close all doors and windows.

2. Wet and place cloth material around and under the door to prevent smoke from entering.

3. Attempt to signal people outside of the building. Call for help using a telephone or cell phone.

Information provided by the Office of Emergency Planning, a division of Campus Safety.

Fire Extinguisher

Each apartment has a fire extinguisher that is inspected prior to a new resident’s arrival and is checked by Housing Facilities Maintenance each year. It is important for you to read the instructions and know how to remove the fire extinguisher from the wall and operate it safely. Check the gauge monthly to make sure the needle is in the green area.

Using a Fire Extinguisher:

1. Report the fire first (call 911 from any campus phone, or call 911 from a cell phone or off campus).

2. Use a fire extinguisher only if you have been trained to do so. Improper use of an extinguisher can increase the hazard.

3. If you have any doubt of your ability to fight the fire, exit immediately.

4. If you decide to use a fire extinguisher, place yourself between the fire and your exit from the area.

5. To use the fire extinguisher, follow the PASS method: Pull the pin. This will break the tamper seal if one is provided. Aim low, pointing the extinguisher nozzle (or the horn or hose) at the base of the fire. Squeeze the handle to release the extinguishing agent. Sweep from side to side at the base of the fire until the fire is out. Watch the area. If the fire re-ignites, repeat the steps above.

Information provided by the Office of Emergency Planning, a division of Campus Safety.
TORNADO SAFETY

The tornado season for Champaign-Urbana is generally March through October.

Notification of an approaching tornado could be a news bulletin on the radio or television, or one long blast from the sirens of the Outdoor Warning System. Tornado sirens are sounded for those areas in the path of the tornado throughout Champaign, Urbana, and Savoy. Turn on a radio or television to local stations for weather bulletins.

Definitions:

Tornado Watch means tornadoes are possible in your area. Remain alert for approaching storms, and be prepared to seek shelter.

Tornado Warning means a tornado is imminent or has been indicated by Doppler radar or reported by storm spotters. Move to your pre-designated place of safety immediately!

Severe Thunderstorm Watch means severe thunderstorms are possible in your area.

Severe Thunderstorm Warning means a severe thunderstorm is imminent or has been indicated by Doppler radar or reported by storm spotters.

What to do during a tornado warning:

When the tornado sirens sound or a tornado has been sighted, go to a safe shelter immediately.

1. Move to a pre-designated shelter, such as a basement. Assist those with special needs in getting to the shelter area.

2. Put as many walls as possible between you and the outside. Get under a sturdy table and use arms to protect head and neck. Stay away from windows and open spaces. Stay there until the danger has passed.

3. If there is no basement, go to an interior room on the lowest level (closets, interior hallways, or restrooms). Do not open windows.

4. In a high-rise building, go to a small, interior room or hallway with no windows on the lowest floor possible. Do not call 911 unless you need to report an emergency, such as a fire, medical emergency or severe building damage. 911 lines need to be kept open and available for emergency calls.

5. Get out of vehicles, trailers, and mobile homes immediately and go to the lowest floor of a sturdy nearby building or a storm shelter.

6. If caught outside with no shelter, lie flat in a nearby ditch or depression and cover your head with your hands. Be aware of potential for flooding.

7. Never try to outrun a tornado in a car or truck; instead, leave the vehicle immediately for safe shelter. Tornadoes are erratic and move swiftly.

8. Watch out for flying debris. Flying debris from tornadoes causes most fatalities and injuries.

Information provided by the Office of Emergency Planning a division of Campus Safety.

CAMPUS SERVICES AND RESOURCES

BUS SERVICE

The Mass Transit District (MTD), a local bus service, serves Champaign-Urbana with a variety of routes covering the cities, including campus. Students and staff at the University only need to show their University ID card to ride the bus. No additional bus fare or fee is required. Fare information for non-students may be obtained by calling the MTD office at 217-384-8188.
(BUS SERVICE, continued)

People 65 years and older, as well as Medicare card holders and people having significant difficulty boarding or alighting from an MTD bus, may be eligible to ride for free for three years by obtaining a Dash Pass at the Illinois Terminal.

For more information, please contact the MTD office at 217-384-8188.

Bus shelters and stops are located in Orchard Downs along Orchard Street. At Ashton Woods the closest bus stop is located on the corner of Gerty Drive and Griffith Drive, north and west of the apartments. Goodwin-Green residents can access the bus at a variety of nearby locations. Check the routes and schedules booklet for details, visit the MTD website at www.cumtd.com, or call MTD at 217-384-8188.

If you are unfamiliar with the way the bus system operates in Urbana-Champaign, here is some helpful information and a few suggestions:

1. The bus routes are differentiated by color. If you want to take a bus, you have to know (a) the specific color line that will get you to your destination; and (b) the location of the bus stops for a particular color line. Remember to wait at the designated location for the route you want to ride.

2. The closest bus stop to Ashton Woods is located at the corner of Gerty Drive and Griffith Drive, north and west of Ashton Woods.

3. Check the direction you want to go and wait for the bus at the appropriate stop.

4. It is suggested that you have the exact fare ready for when you board the bus. When riding the bus after 7 p.m., you must have the exact fare. This is a fixed fare to travel from point A to point B, and is the same regardless of the distance of your journey or bus line. You may request a transfer to another bus line at the time of boarding the bus. Students and staff with a valid University of Illinois Student Identification card ride for free.

5. Generally, the buses operate on schedule. It is best to arrive at the bus stop a few minutes early.

If you have any questions about bus routes, schedules, etc., call the Mass Transit District (MTD) at 217-384-8188 or visit their website at www.cumtd.com. You can also obtain schedules on any bus or at the MTD office, 801 East University Avenue, Urbana. You can also obtain information about semester and yearly passes from the MTD office.

CAMPUS ID CENTER

The campus ID Center is located in the Illini Union Bookstore, at 809 S. Wright Street in Champaign. It is open 9 a.m. to 5 p.m., Monday–Friday. The i-card is your official University of Illinois identification. Bring a form of photo identification (such as a driver’s license, visa, or passport) to have your i-card produced or replaced. All students, faculty, and staff are required to obtain an i-card. You can contact the ID Center at 217-244-0135.

CHILD CARE

The Child Care Resource Service can be reached by calling 217-333-3252 or 1-800-325-5516. This service helps parents find child care by searching their database of child care providers and matching the needs of the parents with the providers. The Child Care Resource Service will provide a list of suggested child care providers. They also offer payment subsidy for child care to those who qualify. Located at CCRS, 314 Bevier, 905 S. Goodwin, Urbana, IL 61801. Web: http://ccrs.hcd.uiuc.edu. Family & Graduate Housing also operates the Orchard Downs Pre-School and the Kids’ Club After-School Program.
**COUNSELING CENTER**

The Counseling Center staff provides a variety of services to help students understand their problems and themselves, achieve satisfying relationships, improve their academic performance, and make effective and satisfying career and life choices. The Center is located at the Student Services Building, 610 E. John St., Champaign, phone 217-333-3704, web address www.counselingcenter.illinois.edu.

**FACULTY/STAFF ASSISTANCE PROGRAM**

Faculty/Staff Assistance Program is designed to provide personal, professional, confidential assistance to all faculty, staff, academic professionals, and their household members who are experiencing problems that interfere with their ability to work or their well being. The Faculty/Staff Assistance Program is available to help clarify issues, identify resources, and offer follow-up assistance as needed. Located at 1011 West University Avenue, Urbana. Phone: 217-244-5312. Web: http://fsap.illinois.edu. 24-Hour Crisis Line: 217-244-7739.

**INTERNATIONAL STUDENT AND SCHOLAR SERVICES**

The International Student and Scholar Service (ISSS) is a campus office devoted to international students. ISSS can provide assistance with:

- General adjustment into the academic environment
- Understanding U.S. government regulations concerning employment
- Understanding immigration and tax laws
- Understanding University regulations
- Understanding currency exchange, travel documents, finances, etc.
- Information about local and University resources

Located at 400 Student Services Building, 610 E. John Street, Champaign. Phone: 217-333-1303. Email: isss@illinois.edu. Web: www.ips.illinois.edu/isss.

**LIBRARIES**

In Champaign-Urbana, there are two wonderful public libraries for residents to enjoy. The libraries have thousands of books, magazines, newspapers, videos, and music resources. In addition, the library offers wonderful programs for families. All individuals can apply for a library card to utilize these services. Residents will need a photo identification card and proof of residence to apply for a card. A proof of residence letter which lists your name, the names of any family members residing with you, apartment address, and monthly rent can be requested at the Family & Graduate Housing office.


**MCKINLEY HEALTH CENTER**

McKinley Health Center serves students of the University of Illinois at Urbana-Champaign, providing medical services and health education. McKinley offers a wide range of medical services including a pharmacy and health education. McKinley Wellness has eight health educators specializing in alcohol use/abuse, athletic injury, cultural issues, fitness, sexuality, sports nutrition, general nutrition, stress management, and wellness. All of the educators provide a wide variety of services tailored toward their areas of expertise. Spouses of students can purchase the service. Contact McKinley for detailed information.
MCKINLEY MENTAL HEALTH

McKinley’s staff of mental health professionals includes psychiatrists, psychologists, and social workers. The Mental Health Department at McKinley provides evaluation and consultation for a variety of emotional and behavioral difficulties. Short-term psychotherapy and medication treatment are provided, when indicated.

McKinley Health Center is located at 1109 S. Lincoln Ave., Urbana, phone 217-333-2701, www.mckinley.illinois.edu

OFFICE FOR STUDENT CONFLICT RESOLUTION

The Office for Student Conflict Resolution provides mediation, adjudication and referral services to students in support of the educational mission of the University of Illinois at Urbana-Champaign. These services are designed to:

- Maintain an environment conducive to academic success
- Provide opportunities for personal growth and development
- Develop responsible leaders and thoughtful citizens
- Encourage students to assume personal responsibility for their decisions
- Value the rights of all persons
- Enhance decision making skills
- Develop conflict resolution skills
- Advance ethical values development

Located at 409 Turner Student Services Building, 610 E. John Street, Champaign, phone number 217-333-3680, email conflictresolution@illinois.edu web address www.osja.illinois.edu.

PRIVATE SCHOOLS

For private (religious-affiliated) schools and pre-schools, look in the yellow pages of the phone book under “Schools.” Tuition varies at private schools.

SCHOOLS

The Orchard Downs and Goodwin-Green apartment communities are in the Urbana School District (#116). The District Central Office is located at 205 N. Race Street, Urbana. You can call the Urbana School District Administrative Office with questions at 217-384-3600 or check their website at www.usd116.org/home for registration requirements and school calendars.

The Ashton Woods apartment community is in the Champaign School District (Unit 4). The district administrative office is located at 703 South New Street, Champaign. You can call the district administrative office with questions at 217-351-3800 or visit their website at www.champaignschools.org for registration requirements and school calendars.

STUDENT INSURANCE

The University requires all eligible students be covered by health insurance and provides a plan for which the fee is automatically assessed along with student tuition and fees. Spouse and dependents can receive this health coverage for a fee. Coverage under the plan is worldwide. Located at Illini Bookstore, 807 S. Wright Street, Suite 480, Champaign, IL; phone 217-333-0165; web address: www.si.illinois.edu.
MOVING OUT

ABANDONED PROPERTY

All items left on the premises (including bicycles and automobiles) at the time of vacating will be removed and disposed of according to University policies.

CHECK-OUT PROCEDURE

After you move out of your apartment, it will be inspected by University Facilities staff for damages and cleanliness. In order to have your deposit returned in full, please complete all of the following items before you move out:

• Please pick up a vacating brochure at the Family and Graduate Housing office or on our website; this brochure will outline the cleaning procedures and charges.
• Remember to leave the cable modem, power supply unit, coaxial cables and Ethernet cable in the apartment (you will be charged if they are missing).
• Remove personal items (toys, bikes, grills) from balconies, stairwells, and storage areas, including storage lockers at Goodwin-Green. At Goodwin-Green, storage areas should be cleaned.
• Place all garbage and personal items you wish to dispose of (couches, beds, chairs, etc.) directly into the dumpsters.

DEPOSIT RETURN

If you are terminating your lease early, the deposit will be returned to your student account once the termination paperwork is approved. If you do not renew your lease for the following lease term, the deposit will be returned at the beginning of July so that you may use this toward your last month’s rent. If damage charges are assessed after you have moved out, your account will be billed and you will be contacted by Student Accounts to pay the outstanding charges.

FORWARDING ADDRESS

In order to serve you better, it is important for you to provide a forwarding address to the Student Accounts Receivable office. Also remember to inform the United States Postal Service of your forwarding address.

KEY RETURN

When you vacate your apartment, all keys (including mailbox and laundry keys) must be returned to the Family & Graduate Housing office. If you vacate your apartment on the last day of your lease, all keys must be returned to the office by noon on that day. If you leave during hours the office is closed, please place your keys in an envelope, write your name and address on the envelope, and place it in the drop box outside the front door of the Family & Graduate Housing office by 12:00pm noon on your termination date. Ashton Woods residents may place keys in the slot on the front door of the Community Building at 2221 First Street, and Goodwin-Green residents may drop off their keys at the office at 300 Goodwin Street, Room 100.

If all apartment keys are not returned on the day you vacate your apartment, you will be assessed charges for missing keys and for the installation of a new lock. Residents will also be assessed charges for mailbox keys and laundry keys that are not returned. Please refer to the Family & Graduate Housing vacating brochure for current charges.
VACATING PROCEDURES

The Family & Graduate Housing staff has designed a Vacating Brochure for you to use when you are preparing to leave your apartment. This brochure is available online and at the Family & Graduate Housing office. Your apartment will be inspected the first working day after keys have been returned to Family & Graduate Housing. Any charges for cleaning, damages, and/or repairs will be assessed and will be charged to your University account. All items left in the apartment at the time of inspection will be removed and disposed of by the University. If you have been using a locker in the basement of Goodwin-Green, please remember to remove all of your personal items. If you have any questions about these vacating procedures, please contact us at the Family & Graduate Housing office.

UNIVERSITY OF ILLINOIS FAMILY & GRADUATE HOUSING 2014 - 2015
LEASE TERMS AND CONDITIONS

These terms and conditions apply to the Lease Agreement made by and between the Board of Trustees of the University of Illinois, hereinafter referred to as “UNIVERSITY”, and the LEASEHOLDER specified therein.

LEASEHOLDER agrees to be individually responsible for the lease.

In addition to the terms and conditions specified herein, the LEASEHOLDER is bound to comply with the applicable University and Housing policies, the Family & Graduate Housing RESIDENT Handbook and the Code of Policies and Regulations Applying to All Student Conduct, as amended.

ELIGIBILITY

1. UNIVERSITY provides a limited number of apartments for persons who are enrolled in UNIVERSITY academic programs or who hold an appointment as UNIVERSITY faculty or staff; and LEASEHOLDER certifies that s/he is either enrolled in a UNIVERSITY academic program or holds an appointment with UNIVERSITY. LEASEHOLDER shall supply proof of admission or employment at the time the lease is signed.

2. For LEASEHOLDER sharing their accommodations with immediate family members and/or one other adult with whom an established committed relationship exists, a copy of appropriate documentation may be required prior to occupancy as proof of their eligibility (i.e., Marriage Certificate or international equivalent, Domestic Partnership Declaration Form (available from the Family & Graduate Housing office), Birth Certificate or proof of legal guardianship for children).

3. An Individual may lease an apartment for single occupancy or lease a two-bedroom apartment with a second eligible person as roommates (Co-Tenants). Each Co-Tenant will be an individual LEASEHOLDER and may share their accommodation with one immediate family member, a copy of appropriate documentation may be required prior to occupancy as proof of their eligibility (i.e., Marriage Certificate or international equivalent, Domestic Partnership Declaration Form (available from the Family & Graduate Housing office), Birth Certificate or proof of legal guardianship for children).

4. Upon termination of student or employee status, LEASEHOLDER agrees to inform UNIVERSITY within three (3) business days of such termination and to vacate apartment according to the provisions contained herein. The termination and release provisions will determine remaining financial obligations. LEASEHOLDER who will be continuing in an enrolled/affiliated status for the following academic year may maintain occupancy until the end of current lease term without being enrolled or affiliated during the summer session.

DEPOSIT

5. LEASEHOLDER shall pay to UNIVERSITY concurrent with signing the lease, the Deposit listed in the email offer and Lease Agreement to ensure LEASEHOLDER’s full and faithful performance of all terms and conditions of the lease. This amount shall be credited to LEASEHOLDER’S account with UNIVERSITY upon the termination of the lease, provided LEASEHOLDER has fully and faithfully performed all such terms and conditions. If LEASEHOLDER and UNIVERSITY enter into a new lease, this deposit shall be carried forward as the deposit for the new lease.
RENT

6. LEASEHOLDER agrees to pay Total Rent Due indicated on the email Lease Agreement, payable in monthly installments due by the 28th day of each month, and to comply with policies and instructions provided by UNIVERSITY Office of Business & Financial Services Accounts Receivable. LEASEHOLDER shall pay to UNIVERSITY the amount specified in the email Lease Agreement as first month’s rent for the period from the date the lease begins through the last day of the current month. All succeeding rent charges will be for periods beginning the first day of the month through the last day of the month. Checks shall be made payable to the University of Illinois. Leaseholder acknowledges that rent bills are a courtesy. By entering the Lease Agreement, leaseholder is responsible for the sums due under the Lease Agreement; regardless of whether or not they receive a reminder rent bill. It is the Leaseholder’s responsibility to notify the Family & Graduate Housing office if they have not received a rent bill within the first 60 days of occupying their apartment.

7. LEASEHOLDER agrees to keep University Student Account in good standing at all times. Acceptance of late charges (and/or any portion of an overdue payment) by UNIVERSITY shall in no event constitute a waiver of LEASEHOLDER’s default with respect to such overdue payment, nor prevent University from exercising any of the other rights and remedies granted hereunder or as permitted by applicable law. LEASEHOLDER agrees that UNIVERSITY may withhold from any sums owed LEASEHOLDER by the University or its affiliates the amount of any payment owed the UNIVERSITY under the lease which is more than thirty (30) calendar days overdue. LEASEHOLDER specifically authorizes the withholding of such amounts by UNIVERSITY.

8. LEASEHOLDER will provide accurate information regarding their academic affiliation and status with the University. It is the Leaseholder’s responsibility to notify the Family & Graduate Housing office within three (3) business days if there is a change in their affiliation status. If there is a change in Leaseholder’s University affiliation or the University determines that Leaseholder’s affiliation status and/or rental rate is inaccurate, the UNIVERSITY will adjust the rental amount to align with the proper affiliation status and notify leaseholder accordingly and LEASEHOLDER shall be responsible for the same.

9. Single LEASEHOLDERS who are Co-Tenants are jointly and severally responsible for the payment of the total monthly rent. If one of the LEASEHOLDERS vacates the apartment with an approved termination during the duration of the lease, the remaining LEASEHOLDER shall be responsible for the total monthly rent beginning the day after the billing ends for the LEASEHOLDER who has vacated. If one of the LEASEHOLDERS vacates the apartment without an approved termination during the duration of the lease, each Co-Tenant will continue to share responsibility for the total monthly rent.

GAS/ELECTRIC

10. Utilities shall be turned on prior to arrival and turned off on the scheduled vacate date by UNIVERSITY. LEASEHOLDER is responsible for and shall pay promptly all gas and electric bills for the apartment during the term of the lease. Gas is included in rental charges for Goodwin-Green apartments. UNIVERSITY shall have no obligation to pay said bills and LEASEHOLDER shall hold harmless UNIVERSITY from such obligations. LEASEHOLDER shall immediately inform Family & Graduate Housing if the first utility bill is not received within 60 days of their official lease start date. LEASEHOLDER’s student account will be billed for all utility charges if utility service is turned off by LEASEHOLDER.

DEFAULT (NO-SHOW)

11. LEASEHOLDER’S failure to occupy the apartment within ten days after the date lease begins shall be construed as default of the lease, unless arrangements for late arrival have been made. All requests for late arrival must be made in writing and submitted to the Family & Graduate Housing office prior to the start of the lease. To the extent UNIVERSITY/LEASEHOLDER agrees to delay possession, changes in the arrival date will not alter the date the lease begins or payment due dates. Leaseholder is not entitled to any credit or discount for any time the apartment is unoccupied. Upon default, UNIVERSITY reserves the right to lease the apartment to another. However, LEASEHOLDER is responsible for payment of lease for the entire period the apartment remains vacant, if affiliated with UNIVERSITY. Upon default, LEASEHOLDER shall forfeit his/her deposit.
LEASE CANCELLATION

12. a. If LEASEHOLDER decides not to attend UNIVERSITY, prior to occupying the apartment, LEASEHOLDER may cancel the lease by notifying in writing UNIVERSITY’S Family & Graduate Housing office. If such notification is received at least 30 days prior to the date lease begins, all but $50.00 of the Deposit shall be refunded. If notification is received after this date, the entire Deposit shall be forfeited.

b. If LEASEHOLDER attends UNIVERSITY during the term of the lease, LEASEHOLDER may not cancel the lease. In such case, LEASEHOLDER may terminate the lease only in accordance with Lease Termination paragraphs below (Section-15).

LEASE TERMINATION

13. UNIVERSITY may immediately terminate the lease without notice for anyone who, in the judgment of the University, represents an imminent threat to the health or safety of University students, employees or other University constituents.

14. UNIVERSITY may terminate the lease at any time prior to the lease end date by giving LEASEHOLDER thirty (30) calendar days written notice thereof in the event of either of the following situations:

a. LEASEHOLDER’S termination of employment, graduation, dismissal, or withdrawal from classes at the UNIVERSITY, or

b. LEASEHOLDER’S violation of any term or condition of the lease.

15. LEASEHOLDER shall notify UNIVERSITY prior to the lease end date if LEASEHOLDER ends their affiliation with the UNIVERSITY due to termination of employment, graduation, withdrawal or dismissal from classes, or other approved event.

a. The LEASEHOLDER will submit appropriate termination papers verifying date the affiliation will cease (Request for Early Termination of Lease and Departmental Verification form) to the Family & Graduate Housing office at least forty-five (45) calendar days prior to requested lease termination date.

b. Notwithstanding the foregoing, LEASEHOLDER may not apply for a lease termination date effective between August 1st and September 15th. All lease terms and conditions shall be in full force and in effect until the approved date of termination.

c. Any LEASEHOLDER who has not renewed their current lease for the upcoming lease year may apply for Summer Lease Termination effective between May 15th and July 30th. The LEASEHOLDER will submit appropriate termination papers (Request for Early Termination of Lease and Departmental Verification form) to the Family & Graduate Housing office at least forty-five (45) calendar days prior to requested lease termination date.

d. LEASEHOLDER will pay rent on a pro-rated basis until the end of said 45-day period unless the apartment is rented before that date. Notice by other means (e.g., phone or email) or to other UNIVERSITY offices (e.g., Academic Department or Student Accounts Receivable) does not terminate the lease.

ABANDONMENT

16. LEASEHOLDER’S property which remains in an apartment after the date of the termination or cancellation of the lease shall be deemed abandoned. UNIVERSITY is relieved of all liabilities for this abandoned property. If LEASEHOLDER abandons the apartment or is dispossessed thereof by process of law, or otherwise, title to any personal property belonging to LEASEHOLDER and left in the apartment shall be deemed to have been transferred to UNIVERSITY. UNIVERSITY shall have the right to remove and dispose of such property without liability therefore to LEASEHOLDER or to any person claiming under LEASEHOLDER, and shall have no need to account therefore. UNIVERSITY may retain belongings as its property or may dispose of belongings through sale, donation or in such other manner as the UNIVERSITY, in its sole discretion may determine. Any proceeds derived from the sale or other disposition of such property is the property of the UNIVERSITY and may be used as mitigation of damages suffered as a result of LEASEHOLDER’S breach.
17. LEASEHOLDER agrees to yield and peaceably deliver possession of the apartment to UNIVERSITY upon termination of the lease. Upon giving written notice of termination to LEASEHOLDER, UNIVERSITY shall have the right to re-enter and take possession of the apartment on the date such termination became effective without further notice of any kind and without institution of legal proceedings. Termination of the lease and re-entry of the apartment by UNIVERSITY shall in no way alter or diminish any obligation of LEASEHOLDER hereunder.

18. LEASEHOLDER’S continued occupancy of the apartment after the termination of the lease shall not be construed as a renewal of the lease, but shall be construed as a tenancy at the will of UNIVERSITY. In such an event, rental for the apartment shall be double the regular daily rent amount for the extra days occupied.

SUBLETTING

19. LEASEHOLDER shall not sublet the apartment or any part thereof. A LEASEHOLDER who sublets his/her apartment is in breach of these terms and conditions and is in violation of the Student Code and subject to disciplinary action. A sum equal to double the daily rent may be assessed as liquidated damages for the breach of contract.

CONDITIONS OF OCCUPANCY

20. a. The apartment shall be used only for residential purposes and shall be occupied only by LEASEHOLDER and LEASEHOLDER’S immediate family members (spouse, partner, children, parents, and siblings) or by Co-Tenants (CO-LEASEHOLDERS). LEASEHOLDER may not host an overnight guest for more than one (1) month during any single lease term.

b. LEASEHOLDER must occupy the apartment during the term of the lease. With the exception of Co-Tenants, no other people may inhabit an apartment when the LEASEHOLDER is not residing there.

21. Maximum apartment occupancy is specified on the lease offer. LEASEHOLDER shall provide prompt (within fifteen (15) business days of change) written notice to UNIVERSITY of any changes in family size or number of occupants. LEASEHOLDER may not host overnight guests for more than three (3) consecutive nights if they have reached their maximum apartment occupancy.

CONDITIONS OF PREMISES

22. a. UNIVERSITY shall provide LEASEHOLDER the furnishings and appliances described in UNIVERSITY’S written lease offer. Pictures/videos of University apartments found in Housing brochures or on the web site may show additional items not listed in a lease offer. It should not be assumed that the UNIVERSITY will provide any items other than those listed in the lease offer.

b. UNIVERSITY shall provide information, prior to rental, of known lead-based paint and known lead-based paint hazards in Family & Graduate Housing. Please refer to the information provided.

23. a. LEASEHOLDER shall not conduct, or allow family members or guests to conduct, any activity that interferes with the comfort, safety, health, welfare, or convenience of other residents. UNIVERSITY may remedy any such activity through contractual remedies or through the procedures set forth in UNIVERSITY’S Code of Policies and Regulations Applying to All Students.

b. LEASEHOLDER shall not use or permit the use of the apartment for illegal purposes.

c. LEASEHOLDER shall keep the apartment in neat, clean, sanitary, and orderly condition at all times. LEASEHOLDER shall not permit rubbish, garbage, excessive personal belongings, etc., to accumulate at any time; nor commit, suffer, or permit any waste in the apartment or any acts to be done in violation of any law or ordinance;

d. LEASEHOLDER shall not destroy, deface or damage any part of the apartment, common areas or community grounds. LEASEHOLDERs are responsible for any damages they, or their family members, cause to University apartments, common areas or public spaces.
(CONDITIONS OF PREMISES, continued)

e. LEASEHOLDER shall not reconstruct or modify plumbing, heating, or electrical systems. LEASEHOLDER may not tamper with or disconnect smoke or carbon-monoxide detectors.

f. LEASEHOLDER shall not make or cause any alterations to be made in the apartment. LEASEHOLDER shall not paint or install wallpaper or contact-paper in the apartment.

24. Upon termination of the lease, LEASEHOLDER shall leave the apartment in as good a condition as existed upon the commencement of the lease, reasonable wear and tear exempted. LEASEHOLDER shall pay for any damage beyond reasonable wear and tear of the apartment or any cleaning or rubbish removal from the apartment that UNIVERSITY deems necessary. The apartment will not be officially vacated until the keys are received by UNIVERSITY. UNIVERSITY shall conduct inspection of the apartment following vacating of apartment by LEASEHOLDER. LEASEHOLDER’S account with the UNIVERSITY will be charged the cost of all replacement, repair work, or cleaning considered by the UNIVERSITY to be excessive within thirty (30) days of the date that the LEASEHOLDER vacated the apartment. UNIVERSITY shall furnish to LEASEHOLDER a statement of the charges for all replacement, repair work or cleaning performed in LEASEHOLDER’S apartment within thirty (30) days of the date that the LEASEHOLDER vacated the apartment. Repaired/replaced items will remain UNIVERSITY property.

ACCESS TO APARTMENT

25. UNIVERSITY or its authorized representative shall have the right at all reasonable times to enter the apartment to ensure LEASEHOLDER’s compliance with all provisions of the lease, to conduct health and safety inspections, and to perform ordinary maintenance, including but not limited to pest treatment. UNIVERSITY shall provide LEASEHOLDER at least 24 hours notice in such situations, except when imminent danger to life, safety, health, or property is reasonably feared, for maintenance services requested by LEASEHOLDER, or for fire safety inspections.

LIABILITY

26. LEASEHOLDER shall not claim damages from UNIVERSITY for any damage resulting to the apartment or any personal property in the event the apartment or property are damaged or destroyed by fire, flood, or any other causes not under UNIVERSITY’S control.

27. UNIVERSITY shall not be liable for any injury or property damage (except injury or damage caused by the negligence of the UNIVERSITY) which is sustained by LEASEHOLDER, members of LEASEHOLDERS family, invitees, or assigns, while in the apartment. LEASEHOLDER shall indemnify and hold UNIVERSITY harmless from any and all liability for any such injury to person or property. In order for LEASEHOLDER to be protected from losses not caused by UNIVERSITY’S negligence, LEASEHOLDER is strongly encouraged to purchase renter’s insurance through a private insurance carrier licensed by the State of Illinois.

MISCELLANEOUS

28. The failure of UNIVERSITY or LEASEHOLDER to insist upon strict performance of any of the terms or conditions of the lease shall not be deemed a waiver of any right or remedy that UNIVERSITY or LEASEHOLDER may have, and shall not be deemed a waiver of the right to require strict performance of all provisions of the lease thereafter, nor a waiver of any remedy for the subsequent breach or default of any provision of the lease.

29. The Lease Agreement, these Terms and Conditions, and the provisions of the University and Housing policies, the Family & Graduate Housing LEASEHOLDER Handbook and the Code of Policies and Regulations Applying to All Students Conduct, as amended set forth all of the agreements and understandings of the parties. Any modification to these Terms and Conditions must be in writing and properly executed by both parties.

30. If any provision of the lease is held by a court of competent jurisdiction to be invalid, void, unenforceable, the remainder of the provisions hereof shall remain in full force and effect, and shall in no way be affected, impaired, or invalidated thereby.
31. LEASEHOLDER must disclose all criminal convictions (excluding traffic violations) of you or your immediate family who would reside in the apartment by including said information in the response to the lease offer. The University reserves the right not to enter into (and/or to terminate) a lease for anyone who, in the judgment of the University, represents a threat to the health or safety of University students, employees or other University constituents, or anyone who provides false information or fails to fully complete the Lease Agreement.

32. All Notices required by the LEASEHOLDER to the University shall be submitted in writing to the following location: Family & Graduate Housing Office, 1841 Orchard Place, Urbana, IL 61801 or emailed to apartments@illinois.edu. LEASEHOLDER hereby agrees that all notices due to him/her by the University may be provided either via the LEASEHOLDER’S University email account, email address provided by LEASEHOLDER, or first class mail to the residence.

**PHONE NUMBERS**

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<tr>
<td>Emergencies</td>
<td>911</td>
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<td>University Police (Non-Emergency)</td>
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<td>Orchard Downs Community Center</td>
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<td>Goodwin-Green Office</td>
<td>333-8213</td>
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<td>244-1725</td>
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<td>333-2700</td>
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<td>Frances Nelson Health Center</td>
<td>356-1558</td>
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<td>Champaign-Urbana Public Health District</td>
<td>352-7961</td>
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<td>359-4141</td>
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<td>Domestic Violence Hotline</td>
<td>384-4390</td>
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<td>University SafePlace</td>
<td>265-3667</td>
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<td>U of I Counseling Center</td>
<td>333-3704</td>
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<tr>
<td>U of I Faculty Staff Assistance</td>
<td>244-5312</td>
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<td>U of I Student Legal Services</td>
<td>333-9053</td>
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<td>Office of International Student Affairs</td>
<td>333-1303</td>
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<td>Mass Transit District (MTD)</td>
<td>384-8188</td>
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<td>Ameren/Illinois Power (IP)</td>
<td>1-800-755-5000</td>
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<td>Time and Temperature</td>
<td>351-2900</td>
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<td>Campus Parking and Transportation</td>
<td>333-3530</td>
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<td>Child Care Resource Service</td>
<td>333-3252</td>
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<td>Urbana School District</td>
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<td>Urbana Free Library</td>
<td>367-4057</td>
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<td>Champaign Public Library</td>
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</table>

**EMAIL CONTACT**

Family & Graduate Housing  apartments@illinois.edu

**UNIVERSITY HOUSING WEBSITE**

Visit us online at [www.housing.illinois.edu](http://www.housing.illinois.edu). To view information about our services for apartment residents, read your current newsletter, and check out what’s happening on the community calendar, visit your apartment home page:

- [www.housing.illinois.edu/AshtonWoods](http://www.housing.illinois.edu/AshtonWoods)
- [www.housing.illinois.edu/GoodwinGreen](http://www.housing.illinois.edu/GoodwinGreen)
- [www.housing.illinois.edu/OrchardDowns](http://www.housing.illinois.edu/OrchardDowns)
FAMILY & GRADUATE HOUSING CONTACT INFORMATION

Family & Graduate Housing
1841 Orchard Place
333-5656

Housing Facilities
Apartments Maintenance
333-2779

Computer Center
300 W. Goodwin Rm. 116
332-3344

Goodwin-Green Office
300 W. Goodwin Rm. 100
333-8213

Goodwin-Green Lounge
Lower level 300 Goodwin
244-1725

www.housing.uiuc.edu
famhous@uiuc.edu

SYMBOLS

RECYCLING

GARBAGE DUMPSTER

DIRECTIONS TO THE FAMILY & GRADUATE HOUSING OFFICE FROM 300 W. GOODWIN

By Vehicle:
1. Take Green St. east to Lincoln Ave., turn right (south) onto Lincoln Ave.
2. Travel 0.8 miles to Florida Ave., turn left (east) onto Florida Ave.
3. Travel .25 miles to S. Orchard St., turn right (south) onto S. Orchard St.
4. At the first intersection, Orchard Place, turn left to find 1841 S. Orchard Place

By MTD Bus:
1. Walk 0.11 miles west to the stop on Green St. at the intersection of Mathews
2. Take the "8 ORCHARD DOWNS" bus, exiting at the first stop

The Family & Graduate Housing Office is on the corner of S. Orchard St. and Orchard Place.
# 3-Year Calendar

## 2014

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## 2016

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FAMILY & GRADUATE HOUSING
University Housing
University of Illinois at Urbana-Champaign
1841 Orchard Place
Urbana, Illinois 61801

PHONE: 217-333-5656
FAX: 217-244-1200
EMAIL: apartments@illinois.edu
www.housing.illinois.edu

Student Affairs: We’re Everywhere You Are.