Hawkeye Drive Apartments
175 Hawkeye Drive (US Postal Service)
100 Housing Services Complex (Campus Mail)
Iowa City, IA 52242

Phone: 319-335-9199
Fax: 319-335-9126
Email: univ-aps@uiowa.edu
Website: housing.uiowa.edu

Office Hours
Monday through Friday
8:00 AM to 5:00 PM

After Hours Assistance
First call the Community Assistant at 319-325-4747
If no answer, call the West Campus 24-hour desk at 319-335-9170

<table>
<thead>
<tr>
<th>Your Address</th>
<th>Your Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>_______ Hawkeye Drive</td>
<td>319- _____ - ________</td>
</tr>
<tr>
<td>Iowa City, IA 52246</td>
<td>*Must press “9” before dialing any number outside the University</td>
</tr>
</tbody>
</table>

Important and Emergency Phone Numbers

| Emergency (fire, police, medical, sheriff, etc.) | 911 |
| University Police | 319-335-5022 |
| Crisis Line | 319-351-0140 |
| Poison Information | 800-222-1222 |
| Internet Problems | Mediacom 877-387-8087 |
| Power Outage | MidAmerican Energy 800-799-4443 |
| Cable TV Problems | Cable TV Repair 319-335-2949 |
| Telephone Problems | ITS-Voice Communications 319-335-2949 |
Welcome!
Welcome to University Housing & Dining at the University of Iowa. The University of Iowa welcomes you to your new home! It is our sincere hope that your stay in Hawkeye Drive Apartments will be pleasant and comfortable, and that you find a sense of home in your community. Living in Hawkeye Drive Apartments is a unique experience that allows the resident the opportunity to meet many people who may become lifelong friends, participate in a wide variety of educational and fun events, and learn to live and succeed in a diverse environment – all while living in a campus community.

Hawkeye Drive Apartments at the University of Iowa are more than just a place to live. In addition to safe and comfortable surroundings, the Hawkeye Drive Apartments are home to a very diverse community of residents. Each resident has different needs and ideas for what it takes to make a home, and the university is committed to providing a life in Hawkeye Drive Apartments that is satisfactory and comfortable for the entire community. Therefore, it is necessary that each resident consider the rights and privileges of other residents.

The policies and suggestions contained in the guidebook are intended to build understanding between all the people of the Hawkeye Drive Apartments community: residents, neighbors, and staff. This guidebook will also provide helpful information and answer many questions that may arise.

University Housing & Dining Vision/Mission/Core Values

Vision
Our vision is to be a housing and dining program that is a leader in campus living.

Mission
University Housing & Dining complements the academic mission of the University of Iowa by providing clean, well-maintained, secure, healthy, and affordable housing and dining options designed to meet the diverse and evolving developmental, educational, and nutritional needs of students living in a multicultural community.

Core Values
- University Housing & Dining provides dedicated customer service – a desire by all staff to make residents and guests feel welcome and demonstrate pride in working at the University of Iowa.
University Housing & Dining is a self-supporting enterprise that invests in our students and facilities while delivering quality services and maintaining competitive rates.

University Housing & Dining provides modern security features and educates residents to share responsibility for personal safety by making informed choices.

University Housing & Dining is committed to fostering the academic, social, cultural and personal growth of residents through the teaching of life skills and responsible citizenship.

**Statement of Community and Diversity**

University Housing & Dining is committed to a socially just community that encompasses diverse identities, ideas, experiences, and interests that infuse equity and inclusion.

Everyone who chooses to live in, work in, or visit our residential communities must understand that we will not tolerate any form of bigotry, harassment, intimidation, threat, or abuse, whether verbal or written, physical, or psychological, direct or implied. All civilly-expressed opinions and ideas are always welcome.

For more information on University Housing & Dining’s commitment to diversity see our statement on community at: [http://goo.gl/ACZRS5](http://goo.gl/ACZRS5)
Hawkeye Drive Apartments Staff

Community Assistants (CAs)  A community assistant (CA) is a member of the apartment community. CA’s are students who are carefully selected and trained. Their job is to promote community in Hawkeye Drive, assist tenants with any needs they may have, and ensure the best interest of our residents. CA’s are a source of information about activities, events, and policies. They also assist with conflicts, cultural understanding, mediation referral, and academic concerns. Each CA also plans activities—social as well as educational—for the residents of the apartments.

Apartments Area Coordinator  This full-time professional has significant experience in community living issues and is responsible for maintaining a safe and friendly apartment environment. The area coordinator supervises all aspects of the day-to-day operations of the buildings and the grounds surrounding them. The area coordinator manages the office, supervises the community assistants, and oversees planning for buildings and grounds.

Apartments Administrative Secretary  The administrative secretary provides administrative support for applications, apartment check-ins/-outs, maintenance requests, billing, lease renewal, lease cancellations, etc. The office is open Monday through Friday from 8:00 AM to 5:00 PM. The office is closed on Saturday, Sunday, and all university holidays. The office hours may vary during inclement winter weather. The telephone number is 319-335-9199.

Maintenance and Custodians  Our apartments, facilities, and grounds are maintained by mechanics and custodians. The maintenance staff works 8:00 AM to 4:30 PM Monday through Friday. A mechanic is always on call for maintenance emergencies at night and on the weekends. Custodians clean laundry rooms, keep hallways tidy, and clean vacant apartments. The custodians work 7:30 AM to 4:00 PM, seven days a week.
Important Hawkeye Drive Apartments Policies

- All residents are expected to be familiar with and abide by this Hawkeye Drive Apartments Guidebook and the terms and conditions of the Hawkeye Drive Apartments lease. Additionally, all residents should be aware of and abide by all university policies. Violations are handled through university disciplinary procedures of Hawkeye Drive Apartments, University Housing & Dining, and/or through the university.

- University Housing & Dining policies may be amended at any time by the authority of the senior director of the department. Amendments are effective upon approval by the Vice President for Student Life and once University Housing & Dining has made a reasonable attempt to notify residents of the change.

- Residents requested to meet with Hawkeye Drive Apartments staff members regarding a disciplinary complaint are expected to comply with the request in a timely and cooperative manner. Furthermore, residents who have been disciplined are expected to comply in a timely manner with the sanctions imposed. Non-compliant residents are subject to additional disciplinary action, including the possibility of suspension from University Housing & Dining or from university classes.

- Registered Sex Offenders according to State of Iowa law or the law of any other jurisdiction, and individuals who pose a clear and present danger to other residents are not eligible to live in University Housing & Dining facilities.

- All educational programs, activities, apartment assignments and transfers are made without regard or on the basis of a resident’s employment, educational programs, and activities on the basis of race, national origin, color, creed, religion, sex, age, disability, veteran status, sexual orientation, gender identity, or associational preference.

- All leaseholders are required to occupy and live in the apartment they have leased. The apartment may be subleased according to the lease terms and conditions. Failure to follow the sublease terms and filing appropriate paperwork in the Hawkeye Drive Apartments Office could result in the lease being terminated and/or not being renewed. If the lease is terminated due to prohibited leasing, the leaseholder will be responsible for all rent and utility charges for the remainder of the lease.

**Significant Violations Often Warranting Eviction**

- Possession/consumption of drugs or paraphernalia
- Physical or sexual assault
- Possession of firearms
- Intentionally setting a fire
- Failure to pay rent
- Failure to comply with the pet policy
- Failure to comply with the university smoking policy
Policies, Procedures, & Guidelines
(Alphabetical Order)

Air Conditioners   Hawkeye Drive Apartments does not supply air conditioners. However, you may install a window air conditioner or fan in the living room window. To do so, pick up a window board and bracket from the office if they are available. The tenant is responsible for installing the unit on the bracket and enclosing the open space around it. Precaution must be taken to prevent damage to the window frame or sills. Either 110V or 220V air conditioners may be used. A combination 110V-220V outlet is located below the living room window:

![Outlet Diagram](image)

Alcohol   State of Iowa law requires a person to be 21 years of age to consume alcohol. The consumption of alcohol is only allowed in the privacy of the resident’s apartment. Alcohol is not to be consumed outside the apartment in public areas such as laundry rooms, hallways, courtyards, or parking lots. Kegs and other large quantities of alcohol are not permitted in the apartments even when residents are over the age of 21. Leaseholders are held responsible for the activities of their guests.

Candles   See “Open Flames”, page 22

Check-In Checklist   To document the condition of the apartment, a check-in checklist is provided when the resident signs the lease; this becomes important should any questions arise about apartment condition upon check-out. Residents are expected to inspect their apartments as they move in, note any discrepancies on the checklist, and within one week, return the form to the Hawkeye Drive Apartments Office. Failure to return the checklist will result in the assumption that there were no defects or damages in the apartment. Should any defects or damages not listed on the checklist be found at check-out, the resident will be charged accordingly.

Check-Out Procedures   If the resident’s eligibility status changes (i.e. no longer a student or appointment ends), it is the resident’s responsibility to find an eligible replacement to sub-lease the apartment or notify the Hawkeye Drive Apartments Office at least 30 days prior to the intended vacate date. The leaseholder will be charged rent and utilities until the apartment is re-rented or the lease ends. Check-out inspections are required if the apartment is vacated.
Detailed check-out information will be provided when the resident completes a cancellation card at the Hawkeye Drive Apartments Office. The following "general" checklist should be followed as the resident makes preparations to vacate the apartment:

- Notify any newspaper carrier, publications you receive, and the post office of your change of address. Advise the Registrar’s Office by filling out a student address change form, available on ISIS.

- At the check-out inspection, you will be provided with a utilities disconnect form to be completed to stop services with MidAmerican Energy. The form will be sent to MidAmerican Energy when the apartment is re-rented or the lease ends. There will be a delay between the apartment cancellation date and the utilities disconnect date based on the availability of MidAmerican Energy to read the meter.

- Remove all personal possessions from inside and around the apartment, including your storage unit, before turning in your keys. Any items left will be considered abandoned and you will be charged for removal at a minimum of $40.00.

- Turn the refrigerator to the number 4 on the control knob and leave the doors closed.

- Return your keys to the Hawkeye Drive Apartments Office or to the person conducting your check-out inspection. It is your responsibility to return all keys issued to you. If you will be leaving other than during regular office hours, place your keys in the envelope provided at inspection and drop it in the after-hours drop box at the Hawkeye Drive Apartments Office. You must return your keys within 24 hours of your apartment vacate date. If all apartment and/or mailbox keys are not returned when you leave, you will be charged for a lock change. This is to protect both you and the new resident who will be living there.

- Leave your apartment clean and in good condition to minimize the charges for repairs and cleaning. The cleaning suggestions contained in this booklet should aid you in maintaining a clean apartment so it is still clean when you leave. Resident may be charged for painting if the walls are discolored from the use of candles, incense, or smoking inside the apartment.

- Return your parking permit decal(s) with your apartment and mailbox keys. The check-out process will not be considered complete until the unexpired permit decal is returned to the Hawkeye Drive Apartments Office. You will be charged for not returning any unexpired decal(s). Remove the decal carefully so that ID numbers are still intact; a tool is available at the Hawkeye Drive Apartments Office to help in this removal. You are responsible for any towing or removal fees for abandoned vehicles or if you continue to park in the Hawkeye Drive Apartments parking lots without a valid Hawkeye Drive Apartments lease.
If you fail to correctly follow the cancellation procedure, you will be charged an improper cancellation fee of $50.00. The improper cancellation fee will be charged if you fail to give a proper cancellation notice before leaving your apartment, fail to schedule a check-out inspection, or are not present during the check-out inspection. Charges for damages, missing/broken items or cleaning will be billed in addition to the improper cancellation fee.

**Children Attending Iowa City Public Schools**

It is the responsibility of the residents to notify the Hawkeye Drive Apartments Office of all children who will be attending the Iowa City Community School District.

The university pays tuition for all legally dependent children attending kindergarten through twelfth grade at any public school of the Iowa City Community School District while living in Hawkeye Drive Apartments. Residents must register their school-age children with the Hawkeye Drive Apartments Office each year. This is in addition to registering children with the school they will be attending.

Elementary aged children living in Hawkeye Drive will be registered at Norman Borlaug Elementary School. All middle school aged children will be registered at Northwest Junior High School. All high school aged children will be registered at West High School. Transportation is provided for school children to the public elementary and junior high school. Transportation is not provided to West High School as it is within walking distance. Exact transportation schedules are determined each fall. If residents choose to open-enroll their children in another school district not listed above, then they must provide their own transportation.

**Damages and Upkeep**

Residents are responsible for the cleanliness and care of their apartments for health and safety reasons. Leaseholders who refuse this responsibility could face monthly health and safety inspections for the duration of the lease. Monthly health and safety inspections may result in not being allowed to renew the lease. Each resident will be accountable for any deterioration of the apartment or its contents (beyond normal wear and tear). Charges will be assessed for damages and deterioration not accounted for on the check-in checklist. Residents are expected to clean their own facilities within their apartments. Residents will be held financially responsible for accidental damage to the apartments.

**Discrimination**

The University of Iowa brings together, in common pursuit of its educational goals, persons of many nations, races, and creeds. The university is guided by the precepts that in no aspect of its programs shall there be differences in the treatment of persons because of race, creed, religion, color,
national origin, age, sex, disability, sexual orientation, gender identity, or any other classification that deprives the person of consideration as an individual, and that equal opportunity and access to facilities shall be available to all. Among the classifications that deprive the person of consideration as an individual are those based on associational preference. These principles are expected to be observed in the internal policies and practices of the university; specifically in the admission, housing, and education of students; in policies governing programs of extracurricular life and activities; and in the employment of faculty and staff personnel. The university shall work cooperatively with the community in furthering these principles.

Complaints alleging violations of the Policy on Human Rights may be pursued in several places on campus, including the Office of Equal Opportunity and Diversity, 202 Jessup Hall, 319-335-0705 (text 319-355-0697). Copies of the Policy and of the Office of Equal Opportunity and Diversity Procedures for Discrimination Complaints are available from that office and at diversity.uiowa.edu/eod/.

**Electric Panel**  The electric panel is located near the stove. This electric panel controls the electrical circuits for the apartment. If a circuit is overloaded, the switch in the panel will be deactivated and can be identified by its being in the neutral or “off” position. To reset the breaker, push the switch to the “off” position and then push it again to the “on” position.

<table>
<thead>
<tr>
<th>RANGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>DRYER</td>
</tr>
<tr>
<td>AIR CONDITIONER OUTLET</td>
</tr>
<tr>
<td>KITCHEN OUTLET &amp; DISPOSER</td>
</tr>
<tr>
<td>LIGHTS &amp; SMOKE ALARM</td>
</tr>
<tr>
<td>OUTLETS/BEDROOM &amp; LIVING ROOM</td>
</tr>
<tr>
<td>BATH HEATER</td>
</tr>
<tr>
<td>WASHER</td>
</tr>
<tr>
<td>SPARE</td>
</tr>
</tbody>
</table>

If the switch will not stay in the “on” position, unplug all appliances on the circuit to check for overloading or a defective appliance. Call the Hawkeye Drive Apartments Office if the switch will not remain in the “on” position.

There are two wall switches next to the front door. One switch controls the kitchen light and the other controls the switched outlets in the living room.
**Electric Service**  All Hawkeye Drive Apartments residents contract for electric service through MidAmerican Energy. MidAmerican Energy will bill residents directly for their electricity usage. Any questions about service or billing should be referred to MidAmerican Energy at 888-427-5632. Register with MidAmerican Energy for electronic online billing.

If for some reason the electric services need to be disconnected (i.e. non-payment of utility bill), MidAmerican Energy will continue to provide service. However, MidAmerican Energy will transfer charges for electricity from the resident to Hawkeye Drive Apartments. Hawkeye Drive Apartments will then charge the resident for this amount on their University of Iowa bill.

Residents of Hawkeye Drive Apartments may not discontinue electric service while they have a valid lease. This is required in order to prolong the life of the equipment (i.e. refrigerator, water pipes).

**Emergency Notification System – Hawk Alert**  The Hawk Alert System is used to notify the campus community of threats to physical safety in an emergency situation (tornado, violence, hazardous material incident, etc.).

Hawk Alert allows UI administrators to send recorded or electronic emergency messages (“Hawk Alerts”) to UI students, faculty, and staff by cell phone, home phone, office phone, and e-mail (all at once), using contact information from the University’s Enterprise Directory (updated via ISIS or Employee Self Service). The entire campus community can be notified in about 15 minutes. For more information, go to: hawkalert.uiowa.edu/.

**Emergency Procedures**  In the event of a fire or medical emergency requiring an ambulance, please call 911 immediately.

For any on-campus safety issues that don’t require professional fire assistance or an ambulance, please contact the University of Iowa Police at 319-335-5022.

For after-hours general maintenance or neighbor issues, please call the Community Assistant at 319-325-4747. The Community Assistant will help you with what you need or refer you to the appropriate staff that is available at all times. If you are unable to contact the Community Assistant through the number provided, please call the 24-hour West Campus desk at 319-335-9170.

**Entry/Search Policy**  The rights of residents to be secure in their apartments against unreasonable entry, searches, and seizures are assured. Entry, search, and seizure by civil officers are governed by the civil law.
University officials may enter a resident’s apartment under the following circumstances:

- Maintenance is being performed as requested by the occupant(s) or university personnel.
- Routine inspection of apartments for safety, health, and general upkeep purposes or if maintenance is performed. Institutional-initiated inspections are generally preceded by at least 24 hours written or posted notice to resident(s).
- There is perceived imminent risk to safety, health, and/or occupant(s) or institutional property.
- There exists reasonable suspicion that a university policy is being violated.
- An alarm, stereo/music, or TV is disturbing neighbors and needs to be turned off when residents are not present.
- There is a search warrant being carried out by a member of law enforcement. These agencies include, but are not limited to, University of Iowa Police, local Police and/or County Sheriff Departments, and the Iowa Highway Patrol.
- It is a reasonable and lawful request for staff to ask residents to open doors in any situation. Failure to comply with the request is a policy violation.

Extended Absences  
Should a resident expect to be away for more than a couple of days, he or she should ask a neighbor or friend to periodically check the apartment during this absence. This is to ensure that any maintenance problems that occur may be efficiently addressed so as not to create a bigger problem by letting it sit over time. Before a resident leaves for an extended absence, it is expected that he or she will ensure that all faucets are turned off (including clothes washer faucets), the toilet is not running, electronics are all turned off, and sink stoppers are out of the sinks. He or she should also empty all trash into dumpsters, dispose of all perishable food items from the refrigerator and cupboards, and leave the refrigerator running as usual.

Fire Prevention and Protection  
Each building is equipped with a fire extinguisher mounted in the hallway that should only be accessed in the case of fire. Instructions are located on the side of the extinguisher. A photo-electronic smoke detector is installed in your apartment and located in the hall near the bathroom. The smoke vents located around the outside of the detector should be vacuumed yearly. False alarms may be caused by insects, dust, etc. If you experience problems with false fire alarms contact the Hawkeye Drive Apartments Office immediately. Do not attempt to disassemble or alter the detector yourself as this may cause it to malfunction.
Safety Tips in the Home

- Incense, candles (lit or unlit), and any open-flame items are fire hazards and are therefore prohibited. Any incense or candles found may be confiscated and destroyed. Storage of these items is prohibited.
- Don’t overload electrical outlets with adapters or extension cords.
- If small children are around the apartment, insert plastic covers into outlets that aren’t being used. These can be found at hardware stores.
- Store lighters and matches up high where children can’t reach them. Be sure to fully extinguish matches before throwing them away.
- Unplug any hair appliances when not in use (e.g. curling irons, flat irons, etc.).
- Keep cords and electrical appliances away from any water source. Do not use electrical appliances when wet or while touching any standing water.
- Keep flammable objects away from open heat sources, including household heaters.
- Do not use portable space heaters with open heating elements.
- Halogen lamps/bulbs are considered a fire hazard and therefore are prohibited in the apartments.

Safety in the Kitchen

- Always be alert and attentive when cooking.
- Wear tight sleeves when you cook. Loose fitting garments can catch fire easily.
- Do not store flammable objects (e.g. potholders, towels) on the stove or in the oven.
- Turn pot handles in so they can’t get pulled down by small children or bumped by you while cooking.
- Be careful when cooking with grease. If a grease fire starts, cover the pan with a lid to smother the flames and turn off the burner immediately. NEVER pour water on a grease fire, it will cause the burning grease to fly up and burn you or spread the fire.
- Never leave cooking unattended. Always turn off burners when done using them.
- Keep your stove and oven clean; grease and food particles can catch fire.

Fire Procedures

Fires have the ability to completely engulf an apartment in mere seconds, causing tragic loss and even death. The apartments provide numerous combustible materials for fires to feed off (e.g. paint, furniture, etc.), therefore it is important to follow the Fire Prevention and Protection guidelines listed below. You should always have a plan of evacuation for you and the people living with you in the event that a fire does occur. It is required by law that all persons exit the building during a fire alarm.
Follow these procedures in the event of a fire:

1. Evacuate the building immediately. Don’t attempt to rescue others or gather belongings. Fires can spread in seconds and even lead to deadly explosions.
2. On your way out of the building, pull the corridor fire alarm.
3. Call 911; give as much information as possible.
4. Notify your neighbors if possible.
5. Stand as far away from the building as possible. Flying debris and fumes from the fire can be very dangerous.
6. Before leaving your apartment, feel door from top to bottom. If it is hot, do not proceed; go back.
7. If door is cool, crouch down and open door slowly. If you open the door and smoke is present, close it quickly so you don’t inhale it.
8. If no smoke is present, exit through the nearest door or stairway. If smoke is present, stay low and proceed with caution—avoid inhaling smoke.
9. If you encounter heavy smoke in a stairwell, go back and try another exit.
10. If trapped in an apartment, do the following:
    a. Stuff wet towels or clothing under the door to keep smoke out.
    b. Open windows. Wave something out a window and yell for help.
    c. If possible, dial 911 and report your situation and location.
    d. Keep a soaked towel over your head.
    e. Stay low and breathe fresh air near the window.

Firearms and Explosives  Use or possession of serviceable firearms, ammunition, explosives, fireworks, or other dangerous articles within any university building is prohibited. Violations may result in eviction from Hawkeye Drive Apartments.

Floor  Floors should be washed frequently with mild soap and water, rinsed, and wiped dry. Vinyl floors should be waxed periodically. When thoroughly dry, a water-base wax should be applied. In general, self-polishing liquid waxes are satisfactory. When selecting a floor wax check the label to be certain that the product is for use on vinyl tile. Be careful when you apply wax, especially along the edges and in corners of the room where traffic does not keep it worn down. It is better to apply wax to the most-used paths as often as needed, and only occasionally in corners and along edges. Buffing the entire floor will give it an evenly shiny appearance.

Oil and grease dropped on the floor is damaging to floor tiles and should be wiped up immediately. Any water left standing on tile floors will dissolve the adhesive backing and loosen tiles. Damages to floors due to resident’s furniture and/or neglect are subject to charges for repairs.
Floor Plan  See “Floor Plan”, page 39

Garbage and Trash  Large trash dumpsters are placed in central locations near the apartments. All garbage must be placed in the dumpsters and preferably bagged. Larger items should be broken up in order to load the dumpsters as compactly as possible. Place large discarded furniture or appliances beside the dumpster. When not in use, the dumpster doors must be closed for sanitation reasons. Never leave bags of garbage in the hallways, on the walkways, or around the buildings.

For health and safety, do not dispose of sharps (medical wastes with needles, syringes, lances or other sharp-pointed ends) in the trash. Contact the Hawkeye Drive Apartments Office to obtain an appropriate sharps disposal container. Items that are considered hazardous waste, such as motor oil, car batteries, etc., may not be placed in the dumpster. Please contact the Hawkeye Drive Apartments Office about proper disposal of these items.

Recycling is available at recycling receptacles located near the dumpsters. See “Recycling”, page 25, for more information.

Garbage Disposal  Each apartment is equipped with an electric garbage disposal located under the drain of the kitchen sink. Garbage disposals are to be used for disposing of food scraps only. Most food should be disposed of in the trash, not in the disposal. To operate the disposal, follow these instructions:
1. Remove the drain closure.
2. Turn on the cold water full force.
3. Turn on the switch located below the sink.
4. Drop food waste down while the unit is operating and cold water is running. Never force large amounts of food waste into the disposal; instead, drop the food waste down the drain continuously a small amount at a time.
5. To stop the disposal, turn off the switch while the water is still running.

In order to maintain a fully functioning disposal, you must be sure to run cold water when operating and continue to run the cold water after grinding or draining the sink of dishwater until the disposal is clean. You may grind hard material such as fruit pits to create a scouring action in the disposal. It is also helpful to grind citrus and other melon rinds to create a fresh smell for the disposal. You may drain hot water into the disposal when it is not in use, but do not use hot water when grinding. Also, do not turn off the disposal or cold water until grinding is completed and only motor and water sounds are heard.
Troubleshooting Your Disposal

If the motor stops while your disposal is operating it could be because it was overloaded. First, turn off the disposal switch and the water. Look for the cause of the overload, which may be some foreign material in the disposal and may be removed with tongs. Never reach into the disposal with your hands. If your disposal should jam due to the accidental entry of foreign material, follow these instructions:

1. Turn off the disposal and shut off the cold water.
2. Insert one end of the self-service tool provided with your disposal into the center hole of the bottom of the disposal.
3. Work the tool back and forth until it moves freely for at least one complete revolution. Remove foreign objects with tongs. Remove the tool before restarting the disposal.
4. Wait three to five minutes to allow the disposal motor to cool and then push the red reset button.

The tool will free nearly every jam caused by foreign objects entering the disposal. However, rarely a piece of metal (i.e. bobby pin, thumb tack, paper clip, silverware, etc.) causes a jammed condition too tight for the tool to handle. To free this type of jam, contact the Hawkeye Drive Apartments Office.

Abnormally loud noises coming from your disposal while it is operating are usually caused by the accidental entry of foreign metal objects. To correct this problem, turn off the disposal switch and the water. After the grinding disc has stopped turning, visually investigate. Remove the object by reaching into the unit with tongs. Do not reach into the disposal with your hands.

To restart the motor, wait three to five minutes then push in on the small red reset button located on the bottom of your disposal. If the motor will not restart, check the electric panel to see if the breaker has been shut off. Follow the instructions on page 9 under Electric Panel to turn the breaker back on.

If water does not drain as readily as you think it should and food waste tends to float or take a long time to grind, do not reduce the water flow to solve this problem. It is very likely that the drain line is partially clogged. Report clogs to the office.

Garden Plots    Planting personal flower or vegetable gardens in the grounds areas of the apartments is prohibited. Garden plots are available for residents in the garden area provided by the university. These plots are rented for a
charge each spring at the Hawkeye Drive Apartments Office on a first-come, first-served basis. As the time approaches, more information will be available in *The Villager* monthly newsletter.

**Grounds Care and Upkeep**  
Hawkeye Drive Apartments residents are expected to maintain respectful use of Hawkeye Drive Apartments grounds and facilities. Carpets and/or mattresses may not be left on the grass or picnic tables or hung on the clotheslines, banisters, and fences. When using charcoal in the outdoor grills, do not leave the hot coals unattended. To be considerate of others, try to cook away from the apartment buildings so the smoke does not go in a neighbor’s window.

**Guests**  
Hawkeye Drive Apartments are operated for the benefit of residents holding a Hawkeye Drive Apartments lease. Each resident has the privilege of having guests as long as the guests do not infringe on the rights of other residents. Residents are responsible for the behavior of all their guests and will be held accountable for any violations committed by their guests. Guests who do not follow Hawkeye Drive Apartments policies or procedures may be asked to leave Hawkeye Drive Apartments property.

**Halogen Lamps**  
Halogen lamps/bulbs are considered a fire hazard and therefore are prohibited in the apartments.

**Heating**  
The radiators below each window are equipped with a manually controlled valve near the floor. Due to the age of the equipment, the control valve is always on. Do not turn the valve to adjust the heat. Do not place furniture and draperies next to or covering the radiators as this can reduce the hot air circulation and cause your apartment to be uncomfortable, especially in cold weather when maximum heating is needed. Periodically, clean the heating fins at the bottom of the radiators with a vacuum or brush to remove dirt and increase the heating efficiency. The bathroom is heated by either an electric heater on the wall across from the bathroom sink or a convector heater under the bathroom sink.

**Heavy Furnishings**  
Heavy furnishings such as water beds, freezers, or pianos are permitted in Hawkeye Drive Apartments. However, residents who wish to move such heavy items into their apartments must first get approval from the office. Any damages caused by the heavy objects will be the responsibility of the resident. Any noise problems created by a piano may require removal of the piano from the apartment – see “Noise and Disturbances”, page 22.

**Identification Stickers**  
All items outside of the individual apartments must have a current Hawkeye Drive Apartments identification sticker on them.
includes bikes, tricycles, toys, grills, lawn furniture, etc. Articles without a current ID sticker will be presumed abandoned and will be discarded. ID stickers and instructions for their use are provided by the Hawkeye Drive Apartments Office at check-in. Additional stickers are available upon request.

**Improper Cancellation** An improper cancellation fee will be charged for failure to give a proper (see lease terms & conditions) cancellation notice before leaving the apartment, failure to schedule a check-out inspection, or the leaseholder’s failure to be present during the check-out inspection.

**Insurance** The university does not assume any liability for the loss, damage, or theft of any personal property; damage or injury resulting from explosion, fire, or mechanical failure of water, steam, gas, or defective wiring; or the negligence of any other occupants of the building. Residents should carry their own personal property insurance (renter’s insurance) to cover such damages. The university cannot assume any liability for damage or injury occurring on the premises regardless of the cause.

**Internet/Computer Service** The University of Iowa has contracted with Mediacom to provide high-speed internet access to the residents of Hawkeye Drive Apartments. Each apartment is provided with a cable modem.

The internet access speed is 256Kbps upload (when sending traffic to the internet) and 5Mbps download (when receiving traffic from the internet). This service is intended only to provide access to the internet and does not include other Mediacom services like online storage or an email box. Residents should use their university email account or other non-university email accounts they might have.

The resident is responsible for his or her computer, their Ethernet adapter in the computer, and the connections inside the apartment to the cable modem. The cable modems and cords provided in the apartments are owned by the university. Residents are not allowed to remove the modems and will be charged for the replacement of any lost or damaged modems and/or cords.

If residents experience problems with their internet service they must first call Mediacom toll-free at 877-387-8087. If Mediacom determines the problem is within the user’s computer, the user will be instructed to call the ITS Help Desk 319-384-4357. If Mediacom determines the problem to be with the cable modem itself or with the cabling to the apartment, Mediacom will call ITS to report the problem. If Mediacom is not responding to your reported trouble, call ITS at 319-335-2949.
University ITS is responsible for cable modem hardware failures (not related to abuse) and for the cabling system in the apartment. If you need help with computer related problems, call the ITS Help Desk at 319-384-4357.

**Keys** For security reasons, you are advised to keep your apartment locked while you are in it or away and keep your key with you at all times when your apartment is unoccupied.

Should you misplace your apartment key or are locked out of your apartment during regular office hours; you may go to the Hawkeye Drive Apartments Office to temporarily check out another key. One form of identification such as your university identification card, driver’s license, or passport is required to check out an additional key. Keys will not be checked out to persons whose names do not appear on a lease unless they are registered as roommates of the leaseholder at the Hawkeye Drive Apartments Office or have written permission from the leaseholder. Children who are locked out must have written consent on file in the Hawkeye Drive Apartments Office from their parents or the leaseholder. A key that is issued on a temporary basis must be returned within a seven-day period during regular office hours.

If you fail to return a temporary key within seven days, an automatic charge for the spare key will be made to your university bill. The apartment key records will be changed to show the addition of another key. All keys issued will need to be returned at check-out or you will be billed for a lock change.

If you misplace your apartment key or are locked out of your apartment after office hours you may contact the Community Assistant on-call at 319-325-4747 to let you into your apartment. Spare keys are not available outside office hours. It is necessary for someone to be at the door of the apartment when someone comes to unlock it and one form of identification is required to be let into your apartment without a key. If you request a lock change after hours you will incur an additional fee for the cost of overtime labor, which will be charged to the lessee. Non-university locksmiths are not authorized to unlock doors at Hawkeye Drive Apartments. No refund will be given if the misplaced key is found after the lock change has been ordered. For your protection, each time university staff or a contractor leaves your apartment they must lock the door. Custodial or maintenance staff may NOT unlock your door for your personal convenience.

It is your responsibility to return all keys issued to you. When you vacate your apartment (transfer, cancel, or end of lease period) you have a 24-hour period in which to return all keys issued to you. You will continue to be charged rent...
for your apartment until you actually check out of your apartment and return all of the keys issued to you. You will be charged for an automatic lock change if you fail to return apartment and/or mailbox keys.

**Kitchen**  
Regular housekeeping and cleanliness are essential to extend the life of your kitchen.

*Cabinets – Interior, Exterior, and Handles*
Regularly clean cabinets with a damp cloth. A mild cleaner may be used to remove food particles and greasy residue. Do not use harsh abrasives such as scouring powder, strong soaps, or cleaning solutions. Do not let water or liquids stand in corners, in drawers, or on shelves.

*Countertops*
Clean all counter and sink tops with a damp cloth and mild soap and water. Be sure to dry thoroughly. Do not use strong soaps or detergents. Do not use abrasives such as scouring powders. Promptly wipe off fruit juices and other spilled acids and alkalis. Always use “hot pads” under hot pans. Do not use the countertop for cutting or chopping. Wipe the countertop with a bleach based liquid cleaner to restore a new-looking appearance.

*Sink*
Your kitchen sink is made of stainless steel and should be polished with a stainless steel cleaner. Do not use steel wool or brass cleaner. Bar Keeper’s Friend is an excellent product to use on stainless steel.

**Laundry**  
Your apartment has space provided for a washer and dryer. A dryer vent adaptor is available from the office. The adapter fits into the dryer vent opening and makes it easier to attach the dryer vent hose. Please contact the office to have an adapter installed. There are no hook-ups for gas dryers. Be sure to turn off the water to the washer when not in use.

Community laundry rooms are available in the 340, 430, 540, 630, and 740 basements. The machines cost fees can be paid using a university ID or laundry debit card available for purchase (cash only) in the office. Instructions on using a laundry debit card are posted in the laundry room and also available at [http://housing.uiowa.edu/current-students/residence-hall-services/laundry-and-vending](http://housing.uiowa.edu/current-students/residence-hall-services/laundry-and-vending). Finished laundry should be removed from the machines immediately. Residents have the right to remove the laundry of others after it has been sitting for an extended period of time. The laundry room doors remain locked and are accessible using an apartment key. Clotheslines are also provided outdoors for use in nice weather. If you experience a problem, need a
refund, or want to request maintenance of a machine, contact the Hawkeye Drive Apartments Office.

**Lease**  See “Lease”, page 33

**Loading and Unloading Vehicles**  Driving over the lawn to load or unload is not permitted in order to avoid damage to the grass, shrubbery and walks. All deliveries, loading, and unloading must be made from the parking lot. Residents will be charged for any damage they make to the grounds.

**Mail**  Residents are issued 2 mailbox keys during apartment check-in. Mailboxes are located along Hawkeye Drive. The mailbox number will match the apartment number. Only mail delivered by the US Postal Service will be placed in the mailboxes. Packages shipped by carriers such as UPS or FedEx are delivered to the resident’s apartment. The Hawkeye Drive Apartments Office cannot accept or sign for residents’ packages.

Do not leave junk mail or mail from previous tenants on top of the mail boxes. The mail blows away and creates a significant litter problem. Dispose of unwanted mail appropriately. If you receive mail for a previous tenant(s), simply write “RTS” (return to sender) and place the mail in the outgoing mail slot.

**Maintenance Problems**

*Routine Hours* (8:00 AM – 4:30 PM Monday through Friday)

All breakage, damage, or general repairs should be reported immediately to the office. Maintenance employees will make the necessary repairs. No charge will be made for service or repairs resulting from ordinary wear and tear, but the resident will be assessed for the cost of labor and materials involved in making repairs or replacements due to carelessness or neglect.

It is important to report maintenance issues promptly, as small problems often turn into large problems over time. The resident may be charged for any increased costs due to unreported maintenance issues. All increased utility costs associated with unreported equipment failure are the responsibility of the resident.

Due to the unpredictable workload, it is not possible for the office to make appointments for mechanics to be in your apartment at specified times. Once the issue is reported, we will complete all work as soon as possible.
After Hours
If you encounter a maintenance issue that requires immediate assistance after regular office hours, contact the Community Assistant on call at 319-325-4747 (i.e. broken locks, leaking water, clogged plumbing, etc.). If you are unable to reach anyone at this number, call the 24-hour West Campus desk at 319-335-9170. If the staff person decides the problem cannot wait until the next business day, they will call a mechanic to your apartment. If it is discovered that repairs are necessary due to carelessness and/or neglect, you will be charged for 3-hours minimum for labor and parts.

Map  See “Map”, page 40

Mold and Mildew  Excessive moisture in the air will lead to mold and mildew forming on the walls and possibly on your belongings. Moisture may collect on the exterior wall of the apartment due to the difference between temperatures inside and outside the apartment. If the moisture is not wiped dry, mold or mildew will form on these walls. You can recognize mold by the gray or black spots that develop and seem to spread. High humidity will collect on the coldest wall in your apartment during cold weather. If the moisture remains, mold will begin to grow. Typically, the following items contribute to the problem:
- Potted plants.
- A vaporizer/humidifier.
- Laundry that is hung indoors to dry.
- Using a clothes dryer without an outside vent.
- Steaming or boiling foods.
- Blocking roof vent in the bathroom and/or kitchen.
- Fish tanks without covers.

To avoid moisture, follow these steps:
- Reduce the number of indoor plants inside your apartment.
- Open a window whenever possible.
- Hang laundry outside to dry.
- Be sure your clothes dryer is vented to the outside.
- Use a dehumidifier if necessary.
- Use hoods or covers over fish tanks.
- Regularly dust and clean the roof vent cover in the bathroom and kitchen.

In addition, it is important to keep furniture at least 6 inches away from walls to allow airflow. To clean the mold and mildew, scrub the wall surface with warm, soapy water, then rinse with clean water and dry the wall with a towel. Call the office if you need to have the walls repainted. You will periodically need to
rewash the wall with soap and warm water, rinse with clean water and dry with a towel.

**Noise and Disturbances**  While the importance of activities in your home and interaction among residents is recognized, priority must be given to the pursuit of academics and the atmosphere most conducive to this. For this reason, quiet hours are established between 10:00 PM and 7:00 AM, seven days a week. In mediating noise related conflicts between residents, staff gives top priority to the activities of study and sleep.

We also ask that residents observe 24-hour courtesy hours. If at any time throughout the day a resident tells you that he or she is being disturbed by your noise, we ask that you cooperate and keep the noise level to a minimum. Stereos, radios, TVs, musical instruments and conversations must all be kept at a level that will not be disruptive to other residents. Do not use mechanical equipment, such as vacuum cleaners or washing machines, late at night or in the early morning. Furthermore, parents are responsible for ensuring that their children do not create noise that consistently disrupts other residents.

If a noise problem should occur, residents are encouraged to first discuss the problem with the person(s) involved. It is a resident’s right as well as his or her responsibility to approach noisy residents if their activity is bothering them. If the resident still has a concern about the disturbance, please contact a Community Assistant. University Apartments staff will not interfere with any legal activities in your apartment that do not disturb other residents. Residents are responsible at all times for the conduct of their guests. If necessary, residents involved in a noise dispute may be referred to a mediator.

**Open Flames**  Incense, candles (lit or unlit), and any open-flame items are fire hazards and are therefore prohibited. Any incense or candles found may be confiscated and destroyed. Storage of these items is prohibited.

**Painting**  See “Repairs and Alterations”, page 26

**Parking**  All motor vehicles with two or more wheels may be parked in the parking lots if they are currently and validly licensed, registered with the Hawkeye Drive Apartments Office, and operable. Each vehicle must have a current Hawkeye Drive Apartments parking permit decal affixed to the lower, left/driver’s-side corner of the windshield. There is a limit of two parking permit decals per apartment. The parking permit decals are not transferable from one resident to another. Vehicles without a Hawkeye Drive Apartments parking permit may be towed. All towing and storage fees will be at the owners’ expense. Temporary parking permits are available at the Hawkeye Drive
Apartments Office for a resident to use on a temporary vehicle. The temporary parking permit will have a 30-day limit. Residents may pick up a temporary parking permit at the Hawkeye Drive Apartments Office for a visitor if they have the visitor’s vehicle license number.

Parking and driving are prohibited on the lawns. Trailers must not be parked in the building parking lots. Vehicles in violation will be towed, and all towing and storage fees will be at the owner’s expense. The University of Iowa and University Housing & Dining are not responsible for damage and/or vandalism occurring to vehicles anywhere on Hawkeye Drive Apartments property.

Motorbikes, motorcycles or any devices requiring the use of combustible fuels create fire hazards and are not allowed to be ridden or stored in buildings or apartments at any time. If they are found in a building or an apartment, they will be removed and stored at the owner’s expense.

**Pest Control**

It is very difficult but not impossible to eliminate cockroaches that may inhabit your apartment. Cockroaches adapt easily and need food and water, and find them by smell. Their favorite nesting spots are in very small cracks, crevices, or any place they can sandwich themselves. Each apartment will receive a pest-control treatment twice a year. Additional pest control treatment is available free of charge on Tuesdays and Thursdays. Call the office if you would like to arrange for this service. The following guidelines will assist you in avoiding cockroaches in your apartment:

- Keep all food in air-tight containers.
- Do not keep food in cardboard boxes.
- Do not leave food on countertops, tables, floors, or dishes.
- Do not drip dry dishes.
- Have dripping faucets or leaking pipes repaired.
- Keep garbage in a covered container.
- Do not leave garbage in apartment overnight.
- Use pump dispenser for hand soap (roaches eat bar soap).
- Do not leave newspapers, magazines, or clothes piled on the floor.

In the event that cockroaches are found in the apartment, the most effective means of controlling the cockroach population occurs when adjoining apartments or entire buildings are treated at one time. Residents should contact the office to coordinate a date for treatment that is most convenient for all the neighbors. To be most effective, insecticides are applied twice, one month apart. This lapse of time allows for eggs to hatch. Professional pest control is highly recommended, as roaches can become immune to household pesticide sprays.
Another method of cockroach control is the use of boric acid preparations, such as Roach Prufe. This substance is harmful to humans if inhaled or ingested. Be sure to follow label instructions for proper use. Boric acid is deadly to the cockroach after it walks through it. The powder collects on its leg hairs, and when the roach tries to rub off the boric acid, it scratches its shell, then dehydrates, then dies. Boric acid can be spread in the area behind the stove and refrigerator, the back of the cupboards, under the sink, and down the crevice between the kitchen counter and the wall.

**Pets**
For reasons of health, hygiene, and maintenance, pets and livestock are not permitted in or on Hawkeye Drive Apartments property, with the exception of assistance animals (see “Special Accommodations”, page 28) and fish in an aquarium. This includes animals that are at Hawkeye Drive Apartments on a “visiting” or “temporary” basis. Animals found in the apartments are subject to immediate removal and transfer to the Iowa City Animal Services Licensing and Adoption Center authorities. The resident will be responsible for Animal Services’ fees as well as any custodial/maintenance fees resulting from damage by the animal(s). Animals found in the apartments are subject to eviction. To discourage animals from hanging around the apartments, please do not leave garbage or food outside on the grounds to attract them to the apartment community. Do not feed stray or wild animals.

**Playgrounds**
Playground facilities are located on either side of the road at Hawkeye Drive. Children should play on the playground equipment or grassy areas rather than in the parking lots and streets. Parents are required to monitor their children.

**Plumbing**
For the safety of your household and maintenance personnel, do not use drain cleaners in any apartment sink or bathtub. We highly recommend that you purchase your own plumbing plunger as this will almost always open a clogged drain or toilet.

Never throw sanitary pads, garbage, or any materials other than toilet paper into the toilet bowl. Never pour grease down the drains. Do not put potting soil, food, or fish aquarium rocks down the drains. You will be charged for any service that requires removal of unusual articles from the toilet, sinks, bathtubs or other drains.

The sink, tub and toilet must be cleaned regularly in order to prevent accumulation of yellow rings. Soap or nonabrasive cleaners work very well. They can be used on the ceramic wall, tub, sink, and exterior of the toilet. Toilet bowl cleaners should be used to clean the inside of the toilet bowl. The
bathroom mirror should be cleaned with a glass cleaner.

If the water in the toilet continues to run after you flush it, call the office during normal office hours for repairs.

**Range**  
See “Stove”, page 29

**Recycling**  
Recycling bins are located near the dumpsters. This is “single-stream recycling”, meaning the different items do not need to be separated. The ONLY items allowed in the bins are the ones listed below. Putting ANY other items in the bin “contaminates” the other items, resulting in the entire bin being dumped into the landfill. To have an effective recycling program, it is important to follow these guidelines:

- Rinse out all food containers.
- Do NOT place recyclables inside bags – grocery, garbage, or other plastic bags are not allowed inside these bins. Remember you do not have to separate items, so there is no need for bags.
- Do NOT place trash inside the bin – the trash dumpster is right next to it.

**Acceptable Items**

- cardboard boxes
- magazines, catalogs, phonebooks
- newspaper, office paper, school paper (includes all white, colored, and coated papers, brochures/pamphlets, correspondence papers, envelopes with or without windows or labels, folders, manuals with glued bindings, paper from legal pads, posters, receipts, scratch paper, self-adhesive notes, soft-covered and paperback books)
- paperboard and brown paper bags (includes cereal boxes, pop boxes, frozen food boxes)
- plastic containers #1-7 (plastic bottles excluding lids, plastic food containers, yogurt containers – RINSE ALL FOOD CONTAINERS)
- aluminum and steel cans, foil, and pie tins

**Items Not Allowed**

- glass, styrofoam (cups, plates, packaging peanuts/materials), plastics with food contaminates (plastic utensils, food containers, straws), wax paper containers (milk/juice cartons), bath and kitchen tissue paper, grocery sacks, plastic food baggies, plastic or foil packaging, shrink wrap, hard-covered books, belts/clothing, ceramics/clay products, construction paper, binders, electronics, batteries, light bulbs, metal varieties not listed above, sanitary items, tires/rubber hoses, wires/hangers, wood of any kind, ribbons, bows, rope
Refrigerator  When you move into your apartment the refrigerator will be turned on at a low setting. Do not turn off the refrigerator as this can cause mildew and odors to develop, especially if the refrigerator door is closed.

Occasionally the freezer will make a popping or sizzling sound. This sound is normal and caused by defrosted water dripping on the defroster heater. A red glow or reflection coming from the freezer is also normal during this cycle.

Cleaning the Inside
Each apartment is equipped with a two-door, self-defrosting refrigerator-freezer. Clean both the refrigerator and freezer sections at least once a month. It is recommended that the refrigerator be unplugged before cleaning. Use a warm water and baking soda solution—about a tablespoon of baking soda to a quart of water. Rinse thoroughly with water and wipe dry. Follow this same procedure for cleaning door gaskets, vegetable crispers, and all plastic parts. Do not use any sharp instruments, such as knives, forks, etc. when cleaning the inside of the refrigerator or freezer.

Cleaning the Outside
To clean and protect the finish use liquid polish or wax suitable for use on appliances. Never use an oily furniture polish, cleaning powders, or alkaline soaps.

Repairs and Alterations  Do not make any repairs or alterations to the apartment or to the equipment inside. Painting of the interior of the apartment is not allowed by anyone other than University Housing & Dining painters. The resident will be charged for repainting if it is required due to the resident’s repainting of the apartment. Do not install or alter any of the following:

- Additional locks or fixtures.
- Bolts or screws into the sheetrock or cement walls, doors, casings, floors, and ceilings. Cement nails are available at the Hawkeye Drive Apartments Office and may be driven into the mortar joints of the cement walls only. Please refrain from using the cement nails until you have decided on the final arrangement of your furniture. You may use “S” hooks to hang pictures from the recessed slot and they may be purchased at hardware stores.
- Cellophane tape or other adhesive materials. These articles leave a mark that cannot be washed off or covered with paint.
- Additional electrical wiring or plumbing.
- Shades, blinds, or window guards other than those provided by the university.
- Decals or transfer pictures.
- Cable or satellite TV reception. Each apartment has an outlet in the living room which connects to the cable TV system. Individual outside antennae for radios and televisions are not permitted. Do not attempt to alter the receptacle. All apartments in a building are connected to the cable TV system in a series installation and any alterations will disrupt your neighbors’ TV signals. Cable TV repair is available to Hawkeye Drive residents by contacting ITS at 319-335-2949 or email its-tns-repair@uiowa.edu.

Roommates  Roommates are allowed at the leaseholder’s discretion. Anyone living in the apartment must be registered through the office, at which point the leaseholder can authorize whether staff members can let that individual into the apartment in the case of a lost or misplaced key. A resident may sublet their apartment to their roommate if the roommate is eligible. See Sublease-page 30 for more information.

Smoking    Under the Smoke-Free Air Act, smoking is banned on the entire University of Iowa campus, which includes Hawkeye Drive. Apartments. The use of smoking products is prohibited inside the apartments, in the apartment public areas, on the grounds, bus stops, and parking lots. The public areas include hallways, stairways, lobbies, restrooms, laundry rooms, etc. People living in or visiting Hawkeye Drive may smoke on Melrose Avenue. Tenants over 18 years of age may possess and are allowed to store tobacco and legal smoking products but may not use them on the premises. If you have questions concerning the university smoking policy, please see: hr.uiowa.edu/policies/smoking.

Snow Removal  Snow shovels are available at the office to remove snow and ice from the sidewalk or around your vehicle. The shovels may be checked out during the fall/winter months and are to be returned in the spring. Residents will be charged for any shovels not returned that are checked out in their name. Snow and ice on the sidewalks leading up to the apartments, stairs, streets, and parking lots are removed by a contracted company. If you notice that snow and ice has not been taken care of in any of these spots, please contact a Community Assistant or the Hawkeye Drive Apartments Office.

Soliciting  Door-to-door soliciting is permissible at Hawkeye Drive Apartments; however, please report any soliciting problems that may occur to the office or University Police. No resident is to use his or her apartment (or permit it to be used) for any commercial business purpose. Hawkeye Drive Apartments’ computer data connections are for university-related activities only. Subscribers may not conduct a commercial business via the apartment computer data connection.
Special Accommodations Students with a variety of physical and emotional disabilities are welcome and encouraged to live in campus housing. We value the contributions all students make in our communities. Campus housing is intended for students who do not need adult supervision and can successfully live on their own. Student needs differ individually, and University Housing & Dining will make reasonable accommodations for students with disabilities.

Students and prospective students who have a disability may make a written request for a reasonable accommodation at any time during their enrollment. Students and prospective students are required to submit the Request for Reasonable Accommodation form to the Hawkeye Drive Apartments Office to document their request. To ensure the special accommodation can be met, submission of the request needs to be made as early as when the housing application is completed. More information is available at http://housing.uiowa.edu/apply-housing/special-accommodations

Stair and Hallway Obstruction The State Fire Safety Regulations Code, enacted by the State of Iowa, demands that all walkways, hallways, stairs and landings be kept clear for the purpose of providing a completely clear exit at all times. No tricycles, bikes, overshoes, baby strollers, boxes, rugs, lawn chairs, plants, charcoal lighter fluid, etc., are to be left outside any individual apartment. Hawkeye Drive Apartments staff reserves the right to remove any obstructions that creates a hazardous condition or that tend to create an unsightly appearance. Furthermore, any items labeled with Hawkeye Drive Apartments stickers will be removed if they are left in the improper area regardless of proper labeling. See “Identification Stickers”, page 16, for more information.

Storage Storage rooms with lockers are located in the basement for Hawkeye Drive residents. The storage room doors are to be closed and locked when not in use. Residents may use the locker bearing their apartment number. Lockers are free of charge, but residents must provide their own lock. To access a storage unit, residents need to check out a key in the Hawkeye Drive Apartments Office between 8:00 a.m. and 4:30 p.m. Monday through Friday. Keys to the storage room may be checked out for a brief time. At night or on weekends, access is allowed for emergencies only by calling the Community Assistant. Residents need to plan ahead if they need access to the storage lockers and this should be done during normal office hours. Hawkeye Drive Apartments is not responsible for contents of lockers.

In order to prevent water damage in the event of a mechanical equipment failure or basement leak, no item should rest directly on the floor. No empty boxes, waste paper, paint, oil, grease, lighter fluid, gasoline, gasoline engines or
other flammable items may be stored in the lockers. Hawkeye Drive Apartments staff reserves the right to remove any of these prohibited items from storage by cutting the locks. Each resident must keep his or her locker area clean and orderly. No electric outlets are provided for appliance use in these areas. Items left outside the storage areas will be discarded. Children are not allowed in this area without adult supervision—it is not a play area.

**Stove**  
Each apartment is equipped with an electric stove/range. The most common charge billed to vacating residents is for stove cleaning. Proper daily cleaning will help avoid this problem. These guidelines will assist in the care and cleaning of the stove:

- The porcelain enamel on the stove is a form of glass fused on metal. Reasonable care will keep the enamel looking new; once its luster has been dulled it cannot be restored. After use each day, wipe off the enamel with a soft cloth while the stove is still warm, but not hot. If further cleaning is necessary, wait until the stove is cool, wash with mild soap, rinse with clear water, and dry with a soft towel.

- Never use abrasive cleaners such as Ajax or Comet on any porcelain enamel surfaces.

- Frequently wipe all stove surfaces with a damp cloth; wipe oven interior after use once it has cooled down.

- Never scrape surfaces with a sharp object such as a knife or razor blade.

- All removable parts (except aluminum burners) will clean more easily if soaked in hot water and a dishwashing detergent effective on grease. To remove the stove control knobs, pull the knobs straight forward.

- Marinades, fruit juices, and other foods containing acids may cause discoloration to porcelain enamel (stove top, oven interior and door, broiler pan, etc.). Spills should be wiped up immediately with a paper towel. Clean and rinse when surface is cool.

- To clean the broiler pan, drain off fat into an acceptable container, sprinkle the hot pan with soap or synthetic detergent, cover with a wet dishcloth, and allow it to stand. After a few minutes the broiler pan should wash easily. If necessary, scour the pan and rack gently with fine steel wool or mild cleaner.

- If a boil-over occurs during baking, allow the oven to cool before cleaning. Use a commercial oven cleaner or fine steel wool and then wash with soap and water. The entire oven area should be washed frequently with soap and water. The coils should not be placed in water. Oven cleaner should not be sprayed on the coils because it will damage them.

- Drip pans under the burners can be removed when the burner is completely cooled. Pull the burner slightly up and then out. The burner will unplug from the stove. Lift out the drip pan, clean and return. Plug the burner back in position.
- Lift the stove top to clean any spills or particles that may drop below the burners. Avoid excessive use of water.

**Sublease** All leaseholders are required to occupy and live in the apartment they have leased. The apartment may be subleased according to the lease terms and conditions. Failure to follow the sublease terms and filing appropriate paperwork in the Hawkeye Drive Apartments Office could result in the lease being terminated and/or not being renewed. If the lease is terminated due to prohibited leasing, the leaseholder will be responsible for all rent and utility charges for the remainder of the lease.

In order for a sublease to take place:

- Both the leaseholder and the person subletting the apartment need to be students or staff in good standing with the university (university bill must be paid in full).
- If the leaseholder finds an eligible person to sublet the apartment, the apartment will not be inspected for missing items, cleaning, or damages. The apartment will be accepted by the person subletting the apartment in “as-is” condition. The apartment will not be cleaned, painted, or mechanically corrected by the office before the sublet. The person subletting the apartment agrees to pay for any discrepancies when he or she vacates the apartment.
- The person subletting the apartment will need to complete an apartment application at the Hawkeye Drive Apartments Office. The information on the application will be verified to confirm the person is eligible to sign a lease. An appointment will be made to complete the paperwork for the sublease. The office requires one full working day to prepare the sublease paperwork.
- Both the current and future leaseholder(s) must complete the sublease paperwork together and bring the apartment keys, mailbox keys, and parking permit decal(s) to the office at the time of the apartment sublet.
- If the leaseholder cannot find someone to sublet the apartment, the Hawkeye Drive Apartments Office will try to rent the apartment in the date order of cancellation notices completed at the office.
- If Hawkeye Drive Apartments is made responsible for finding a sublet, the apartment will be inspected prior to the leaseholder vacating the apartment. The leaseholder will be charged for any repairs beyond natural wear and tear, cleaning, or missing items. All keys and parking decals are to be returned to the office when the apartment is vacated. Rent and utilities will be charged to the leaseholder until the apartment is re-rented.
**Telephone Service**  Local and campus telephone service is provided in each apartment and the cost is included in the rent. The apartment telephone number is the officially publicized telephone number for you in the University of Iowa telephone directory. In case of an emergency, this is the number that university offices will attempt to contact. It is the resident’s responsibility to provide his or her own telephone, answering machine, and wall cords. The telephone wall jack is always activated for use. If there is any problem with the telephone service, contact ITS-Voice Communications, 319-335-2949.

To call a university number from a university phone, dial the last five digits of the number. To place local calls outside of the university, you must first dial 9. There is no charge for local calls. To call long distance or international you will need to purchase pre-paid calling cards. These can be purchased at most department stores and gas stations. Dial 9 to get off campus and follow instructions on calling card.

**Television Reception**  Cable television service is provided to all residents at no additional charge. Each apartment is connected to ITS Video Services (cable TV). This expanded cable system is operational with a “cable ready” television. Individual outside antennae for radios and televisions are not permitted.

It is important to properly attach your TV to the cable link-up jack. Request assistance from Cable Repair at 319-335-2949 if you are unsure how to do this. Do not attempt to alter the wiring or hook-up because this may create a weakened or lost signal for others in your building, resulting in a repair charge to you. Call Campus Video if there is a problem with your reception. To report a problem with your cable service, you may complete an online Campus Video Problem Report found at http://its.uiowa.edu/cabletv/support. The Campus Channel Guide is also available at the same link.

**Terms and Conditions**  See “Terms and Conditions”, page 34

**Tornado Procedures**  A tornado is a violent whirling windstorm in the form of a rapidly rotating funnel-shaped cloud. Tornadoes are capable of causing immense damage, killing and injuring people every year. Tornadoes can strike at any month but are most likely to occur from April through September. The peak tornado months in Iowa are May and June. The greatest way to avoid traumatic loss and save lives is to be prepared.

The National Weather Service will issue a *tornado watch* when tornadoes are expected in or near the Iowa City area. The tornado watch usually covers a time period of two to six hours. Keep your radio or TV set turned to a local station for information. Do not use the telephone to get information and do not call
911 unless there is an emergency requiring an immediate response. Have blankets, flashlights, and a battery-powered radio ready in case a warning develops. Keep your children indoors where you can watch them. Stay calm.

In the event that a tornado is sighted in or around the Iowa City area, the Severe Weather System whistle will sound a steady three to five minute signal indicating a tornado warning. The university will also send a verbal message through the campus warning system (Hawk Alert). If a tornado warning occurs, immediately seek shelter, preferably on a ground- or lower-level floor and away from any windows and flammable objects. Hawkeye Drive residents should seek shelter in the basement of their building. Once you have found shelter you should kneel face down and cover the back of your head with your arms; cover yourself with a blanket if one is available.

A one-minute test of all sirens is conducted at 10:00 AM on the first Wednesday of every month to make sure the sirens are in working order. This test should familiarize you with the sound that the sirens make.

**Transfers – Apartments**  Typically, transfers are not accommodated during the months of January, April, May, June, July, August, and September since these periods are reserved for assigning new residents. Transfers will be accommodated during these periods and throughout the rest the year if the waiting list for new residents is exhausted. Transfers are provided on the basis of date of receipt of request to transfer. Transfer requests that are non-specific will be honored sooner than those requests for a specific apartment. A service charge is assessed at the time of the transfer.

**The Villager Newsletter**  The Villager is the Hawkeye Drive Apartments newsletter and is distributed monthly to all residents online at housing.uiowa.edu/university-apartments/villager. The newsletter contains up-to-date information on Hawkeye Drive Apartments facilities and events. Residents may submit advertisements, news items, cultural/ethnic information, recipes, letters to the editor, or suggestions, free of charge. Contact the office for details.

**Windows, Frames, and Screens**  Windows and frames should be washed with a glass cleaner. The window screens can be cleaned using a soft cloth or brush to remove accumulated dust or dirt. The screens can be removed by moving the latches at the bottom of the screen toward the center of the window; move the screen slightly up and out of the opening.
Lease

THIS LEASE AGREEMENT, EXECUTED IN DUPLICATE, MADE AND ENTERED INTO THIS <<DATE>> BY AND BETWEEN THE UNIVERSITY OF IOWA, HEREINAFTER CALLED THE LESSOR, AND

<<NAME, UNIVERSITY ID#>>

HEREINAFTER CALLED THE LESSEE(S),

WITNESSETH THAT:

THE LESSOR HAS THIS DAY LEASED AND RENTED TO THE LESSEE AND THE LESSEE HAS LEASED AND RENTED FROM THE LESSOR, UPON THE TERMS AND CONDITIONS SET FORTH HEREIN AND ON THE SHEET ATTACHED LISTING LESSEE(S) OBLIGATIONS, WHICH OBLIGATIONS ARE INCORPORATED HEREIN.

<<APARTMENT NUMBER>> HAWKEYE DRIVE

FOR THE LEASE PERIOD BEGINNING AT <<DATE>>

ENDING AT 12:00 O’CLOCK NOON <<DATE>>

FOR A RENTAL OF <<$XXX.XX>> PER MONTH PAYABLE TO THE UNIVERSITY BILLING OFFICE OF THE UNIVERSITY OF IOWA ON OR BEFORE 12:00 NOON THE FIRST DAY OF EACH MONTH.

THE LESSOR AGREES TO PROVIDE THE FOLLOWING, WHICH ARE INCLUDED UNDER THE RENTAL TERMS OF THIS LEASE:

A) UTILITIES CONSISTING OF COLD WATER, SEWER RENTAL, CABLE TV SERVICES, INTERNET SERVICE, AND LOCAL TELEPHONE SERVICE, HEAT & HOT WATER.

B) APARTMENT EQUIPMENT CONSISTING OF ELECTRIC RANGE, REFRIGERATOR, CABLE MODEM, AND TRAVERSE RODS OR MINI BLINDS ON ALL WINDOWS.

C) SCHOOL TUITION, EXCLUSIVE OF FEES AND SPECIAL COURSE COSTS, FOR LEGALLY DEPENDENT CHILDREN OF THE LESSEE(S), WHO ATTEND ANY GRADE, KINDERGARTEN THROUGH 12TH GRADE, AT ANY SCHOOL OF THE IOWA CITY COMMUNITY SCHOOL DISTRICT.

D) OFF STREET PARKING FOR UP TO TWO VEHICLES WITH 2 OR MORE WHEELS, SUBJECT TO COMPLIANCE WITH UNIVERSITY MOTOR VEHICLE REGULATIONS.

E) STORAGE LOCKER.
Terms and Conditions

Lessee’s Responsibilities. The LESSEE shall:

A. Make no interior or exterior alterations, including painting, and/or reconstruction or modification in the plumbing, heating or electrical systems, or fire safety equipment.

B. Use the premises only as a dwelling unit and for no commercial purpose.

C. Not move any heavy equipment (such as but not necessarily restricted to piano, waterbed or pool table) into a unit without securing advance written permission from LESSOR.

D. Park only operable vehicles currently and validly licensed and registered with the Hawkeye Drive Apartments Office in Hawkeye Drive Apartments parking lots assigned for LESSEE’s use. When residency is terminated at Hawkeye Drive Apartments, any parking permit decal(s) is to be returned to the Hawkeye Drive Apartments Office and any vehicle(s) is to be removed as of the cancellation date. Any towing or removal fees, including storage fees, incurred by LESSEE are LESSEE’s responsibility.

E. Permit no waste and suffer no injury to the condition of the grounds, facilities and equipment, fixtures or LESSOR’s furnishings located therein and shall return the same in as good a condition as at the beginning of the lease, normal wear and tear exempt. If LESSEE causes damage to unit beyond the normal natural wear and tear the LESSEE is liable for and the LESSOR can collect for said damages. However, the LESSEE shall not be responsible for, and the university hereby waives all right of recovery against the LESSEE for, any damage for which the university is reimbursed under any fire and extended coverage insurance policy in effect at the time of loss.

F. Dispose from the dwelling unit all rubbish, garbage and other waste regularly in a clean and safe manner.

G. Conduct themselves in a manner that will not disturb a neighbor's peaceful enjoyment of the premises and be responsible for the behavior of family members, guests and roommates.

H. Keep all hallways, walkways and stairs clear of obstructions. LESSOR reserves the right to remove all obstructions therein and dispose of the same at its discretion and at LESSEE’s cost.

I. Allow no pets or livestock within the dwelling unit or on Hawkeye Drive Apartments property at any time with the exception of fish located within an aquarium. Pets and livestock found in Hawkeye Drive Apartments units are subject to immediate removal and transfer to Iowa City Animal Control authorities. LESSEE will be responsible for Animal Control’s fees as well as for any custodial/maintenance fees resulting from damage by the pet(s)/livestock. If the LESSEE does not comply with their lease the lease may be terminated.
and/or may not be renewed. If lease is terminated, LESSEE will be responsible for all rent charges for the remainder of the lease.

J. Assume full responsibility directly with the respective utility companies for service and individually metered charges.

K. Know and abide by the Board of Regents, State of Iowa Policies and Rules (*The University of Iowa Policies and Regulations Affecting Students*), the Hawkeye Apartments *Guidebook* (housing.uiowa.edu), and the terms and conditions of the Hawkeye Drive Apartments lease. Violations of these rules are handled through University Housing & Dining.

L. In signing the lease you have agreed to be responsible for any damages or breakage in your apartment. You also agree to maintain your apartment’s cleanliness with regard to health and safety and leave it in the same condition you received it.

M. Be a University of Iowa student or staff in good standing for the duration of the lease agreement.

N. Agree to abide by the Iowa Smoke-Free Act and Tobacco Free Campus Policy. LESSEE may have tobacco products in their possession. However, use of tobacco products is not allowed in the dwelling unit, on Hawkeye Drive Apartments premises, or any other university property.

Entry.
LESSOR shall have the right, subject to LESSEE’s consent which will not be unreasonably withheld, or upon twenty-four (24) hours advance notice to LESSEE, to enter the dwelling unit in order to inspect, make necessary or agreed repairs, alterations or improvements, supply necessary or agreed services, or allow its maintenance personnel or authorized representatives to do the same. In the event of an emergency, LESSOR may enter the dwelling without LESSEE’s consent.

Sublease.
The LESSEE shall:
Sublease only under the following conditions:
- At the agreed upon university rental rate.
- Only to persons meeting Hawkeye Drive Apartments eligibility requirements.
- Only if sublease has been completed through the Hawkeye Drive Apartments Office.
- Only one sublease per apartment is allowed.

Default.
In addition to LESSOR’s other remedies provided by law, and without prejudice thereto, if the LESSEE fails to perform the obligations of this lease, including payment of rent, the LESSOR may declare a forfeiture of the lease, serve a Notice to Quit upon LESSEE demanding possession of the premises within three (3) days of delivery of said notice and retake possession thereof or bring an action for Forcible
Entry and Detainer as allowed by law to recover possession. LESSEE will be responsible for all costs associated with eviction proceedings.

Abandoned Property.
If LESSEE fails to remove personal property from the vacated leasehold premises, the LESSOR will remove the personal property and the LESSEE will be assessed full cost to remove property (a minimum charge of $40.00). Personal property left in the leasehold premises after LESSEE has vacated the same will be retained by the LESSOR for return to the LESSEE within fourteen (14) days from the date of vacation of the leasehold premises, upon LESSEE’s request therefor and payment of the storage charges therefor. At the end of said fourteen (14) day period, LESSEE shall be deemed to have abandoned the property and the LESSOR may dispose of the same in any manner LESSOR desires.

Fire or Casualty.
LESSOR is not responsible for loss or damage caused by fire, theft or otherwise to any of the property of the LESSEE’s, or the property of any other person in the leased premises, or for injuries to the LESSEE, their family or invitees which might result from the use of leased premises. In the event the premises or a part thereof are destroyed or substantially damaged by fire or wind storm or other unavoidable accident so as to render it unfit for LESSEE’s use, the LESSOR shall not be obligated to rebuild said premises. If said premises shall remain unusable for a period in excess of thirty (30) days, LESSEE shall have the option of terminating this lease by giving written notice to the LESSOR or of reserving the right to occupy the premises when the same is rebuilt and becomes available. During the time LESSEE is unable to use said premises or any part thereof, LESSEE shall not be obligated to pay any portion of the rent, but LESSOR shall not in any event be liable to the LESSEE for loss of use of the premises.

Liability.
The university does not assume any liability for the loss, damage, or theft of any personal property; or for damage or injury resulting from explosion, fire, mechanical failure of water, steam, gas, or defective wiring; or the negligence of any other occupants of the building. LESSEE should carry their own personal property insurance to cover such damages. The university cannot assume any liability for damage or injury occurring on the premises regardless of the cause.

Rent Increase.
The Board of Regents, State of Iowa reserves the right to increase Hawkeye Drive Apartments rates upon thirty (30) days’ notice to the LESSEES. Upon receipt of said notice, LESSEE shall have the option of electing to accept the increased rate and enter into a new lease OR to terminate the present lease on the date the increase is to become effective.
Utilities.
Utilities will not be changed into LESSEE’s name until the lease is signed. There may be a delay between the date which utilities are assigned to a LESSEE upon the LESSEE’s move in and/or move out date based on the availability of the utility company to read the meter.

Extension or Renewal.
Continued occupancy by LESSEE beyond the termination of the lease shall not be a renewal of said lease. LESSEE shall pay rent at a daily rate of $100.00 per day for any period of time LESSEE occupies the leasehold premises beyond termination of the lease. LESSOR will not renew the lease under any circumstances if LESSEE’s rent is delinquent or LESSEE has otherwise failed to perform LESSEE’s obligations under this lease. This lease will not be renewed if the LESSEE’s university account is in arrears.

Occupancy Restrictions.
A. Individuals who pose a clear and present danger to other residents are not eligible to live in University Housing & Dining facilities. Registered Sex Offenders according to State of Iowa law or the law of another jurisdiction represent a clear and present danger and are not eligible to live in University Housing & Dining either as a tenant or at the invitation of LESSEE(S).
B. This lease is conditioned on the existence and continuance of the LESSEE(S) status as a student or staff member in good standing at the University of Iowa, summer session exempted. If LESSEE's status as a student or staff member ends and all LESSEES are no longer associated with the university prior to expiration of the lease, LESSOR has the right to terminate this lease immediately. However, the LESSEE(S) will continue to be responsible for the rent and utilities for the remainder of the lease.
C. In such case as the LESSEE's eligibility status changes prior to expiration of the lease, LESSEE may terminate the lease only in accordance with the Cancellation of Lease, letter B (see below).

Cancellation of Lease.
A. If LESSEE(S) vacates the apartment prior to June 1, 2016 or in the event of early termination/cancellation by the LESSEE, the LESSEE(S) remains responsible for rent and utilities until the apartment is sub-leased by the LESSEE in accordance with the Sublease requirements above or re-rented by LESSOR.
B. If LESSEE’s eligibility status changes (i.e. no longer a student or University position ends), it is the LESSEE’s responsibility to notify the LESSOR in writing of the change at least thirty (30) days prior to the date LESSEE intends to vacate the apartment. The LESSEE will be required to vacate the apartment
within thirty (30) days of notification and will be charged rent and utilities until the apartment is re-rented or the lease ends on June 1, 2017.

C. Eviction proceedings may be commenced if the LESSEE’s account remains unpaid after fifteen (15) days. LESSEE is responsible for all costs associated with eviction proceedings, including court costs. If lease is terminated, LESSEE will be responsible for all rent and utility charges for the remainder of the lease.

Joint and Several Liability.
Each LESSEE is jointly and severally liable for payment of the rent and performance of all other obligations of the LESSEE hereunder.

Notices.
Any notice for which provision is made in this rental agreement shall be made in writing and may be given by either party to the other, in addition to any other manner provided by law, in any of the following ways: by personal delivery, by service in the manner provided by law for the service of original notice, or by sending said notice by regular mail or certified or registered mail return receipt requested. Notices for the LESSOR shall be directed to the Hawkeye Drive Apartments Office, 100 Housing Service Complex, Iowa City, Iowa 52242-1000 and to LESSEE at the LESSEE’s address.

Construction.
Words and phrases herein shall be construed as in the singular or plural number, and as masculine, feminine or neuter gender, according to the context.

Entire Agreement.
This writing, including any addendum attached hereto, constitutes the entire agreement between the parties here to with respect to the subject matters hereof; and no statement, representation or promise with reference to this rental agreement shall be binding upon either of the parties unless in writing and signed by all parties hereto.
## Important Phone Numbers

### Campus Numbers

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic Advising Center</td>
<td>319-353-5700</td>
</tr>
<tr>
<td>After Office Hours Maintenance</td>
<td>319-325-4747</td>
</tr>
<tr>
<td>Athletics Ticket Office</td>
<td>319-335-9327</td>
</tr>
<tr>
<td>Book Store, Old Capital Centre</td>
<td>319-335-3179</td>
</tr>
<tr>
<td>Box Office, Hancher</td>
<td>319-335-1160</td>
</tr>
<tr>
<td>Box Office, Iowa Memorial Union</td>
<td>319-335-3041</td>
</tr>
<tr>
<td>Cambus</td>
<td>319-335-8633</td>
</tr>
<tr>
<td>Campus Information Center - Hub</td>
<td>319-335-3041</td>
</tr>
<tr>
<td>Counseling Service, University</td>
<td>319-335-7294</td>
</tr>
<tr>
<td>English as a Second Language, Linguistics Department</td>
<td>319-335-5630</td>
</tr>
<tr>
<td>Family Services</td>
<td>319-335-1371</td>
</tr>
<tr>
<td>Financial Aid, Student</td>
<td>319-335-1450</td>
</tr>
<tr>
<td>Hawkeye Tennis &amp; Recreation Complex</td>
<td>319-384-1215</td>
</tr>
<tr>
<td>Help Desk – Computer/Software/Hawk ID Questions</td>
<td>319-384-4357</td>
</tr>
<tr>
<td>ITS – Customer Information Desk (phones, cable TV &amp; internet repair)</td>
<td>319-335-2949</td>
</tr>
<tr>
<td>International Programs Administration</td>
<td>319-335-2700</td>
</tr>
<tr>
<td>Library, University</td>
<td>319-335-5299</td>
</tr>
<tr>
<td>Lost and Found (University)</td>
<td>319-384-2797</td>
</tr>
<tr>
<td>Lost Student ID – Reporting</td>
<td>319-335-2716</td>
</tr>
<tr>
<td>Mediacom – Ethernet Signal Trouble</td>
<td>877-387-8087</td>
</tr>
<tr>
<td>Off-Campus Housing Service</td>
<td>877-895-1234</td>
</tr>
<tr>
<td>Ombudsperson, Office of</td>
<td>319-335-3608</td>
</tr>
<tr>
<td>Operator</td>
<td>319-335-1475</td>
</tr>
<tr>
<td>Parking Office, IMUR</td>
<td>319-335-6000</td>
</tr>
<tr>
<td>Rape Crisis Line (24 Hour)</td>
<td>319-335-9293</td>
</tr>
<tr>
<td>Recreational Services</td>
<td>319-384-4300</td>
</tr>
<tr>
<td>Registration Information</td>
<td>319-335-3700</td>
</tr>
<tr>
<td>Residence Life Programs Office</td>
<td>319-335-6001</td>
</tr>
<tr>
<td>RVAP – Rape Victim Advocacy Program</td>
<td>319-335-1462</td>
</tr>
<tr>
<td>Student Disability Services</td>
<td>319-335-8370</td>
</tr>
<tr>
<td>Student Health</td>
<td>319-335-3276</td>
</tr>
<tr>
<td>Student Legal Services</td>
<td>319-335-9199</td>
</tr>
<tr>
<td>University Apartments Office</td>
<td>319-335-0071</td>
</tr>
<tr>
<td>University Billing Office (U-bill)</td>
<td>319-335-3000</td>
</tr>
<tr>
<td>University Housing &amp; Dining</td>
<td>319-335-5022</td>
</tr>
<tr>
<td>University Police (non-emergency)</td>
<td>319-335-1486</td>
</tr>
<tr>
<td>Women’s Resource and Action Center (WRAC)</td>
<td>319-335-1486</td>
</tr>
</tbody>
</table>
## Community Numbers

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Borlaug Elementary</td>
<td>319-688-1155</td>
</tr>
<tr>
<td>Community Coordinated Child Care (4-Cs)</td>
<td>319-338-7684</td>
</tr>
<tr>
<td>Crisis Center</td>
<td>319-351-0140</td>
</tr>
<tr>
<td>Domestic Violence Intervention Program</td>
<td>319-351-1043</td>
</tr>
<tr>
<td></td>
<td>800-373-1043</td>
</tr>
<tr>
<td>Free Medical Clinic</td>
<td>319-337-4459</td>
</tr>
<tr>
<td>Iowa City City Hall (community information)</td>
<td>319-356-5000</td>
</tr>
<tr>
<td>Iowa City Community Schools - Central Admin</td>
<td>319-688-1000</td>
</tr>
<tr>
<td>Iowa City Housing Authority</td>
<td>319-356-5400</td>
</tr>
<tr>
<td>Iowa City Police (routine)</td>
<td>319-356-5275</td>
</tr>
<tr>
<td>Johnson County Sheriff (routine)</td>
<td>319-356-6025</td>
</tr>
<tr>
<td>MidAmerican Energy – Power Outage</td>
<td>800-799-4443</td>
</tr>
<tr>
<td>MidAmerican Energy – Gas Leak</td>
<td>800-595-5325</td>
</tr>
<tr>
<td>MidAmerican Energy – Customer Service</td>
<td>888-427-5632</td>
</tr>
<tr>
<td>Northwest Junior High School</td>
<td>319-668-1060</td>
</tr>
<tr>
<td>Post Office, Iowa City</td>
<td>319-354-1560</td>
</tr>
<tr>
<td>Social Security Administration</td>
<td>866-964-2039</td>
</tr>
<tr>
<td>Veterans Affairs Medical Center</td>
<td>319-338-0581</td>
</tr>
<tr>
<td>Welfare/Human Services, Iowa Department of</td>
<td>319-356-6050</td>
</tr>
<tr>
<td>West High School</td>
<td>319-688-1050</td>
</tr>
</tbody>
</table>
Index

Absences, 11
Air Conditioners, 6
Alcohol, 6
Area Coordinator, 4
Cancellation of Lease, 37
Candles. See "Open Flames", 22
Check-In Checklist, 6
Check-Out Procedures, 6
Children, 8
Community Assistants (CAs), 4
Core Values, 2
Damages and Upkeep, 8
Discrimination, 8
Electric Panel, 9
Electric Service, 10
Emergency Notification System, 10
Emergency Procedures, 10
Entry/Search Policy, 10
Eviction, 5, 38
Facilities Staff, 4
Fire Prevention and Protection, 11
Fire Procedures, 12
Firearms and Explosives, 13
Floor, 13
Floor Plan, 39
Garbage and Trash, 14
Garbage Disposal, 14
Garden Plots, 15
Grounds Care and Upkeep, 16
Guests, 16
Halogen Lamps, 16
Hawk Alert, 10
Heating, 16
Heavy Furnishings, 16
Identification Stickers, 16
Important Phone Numbers, 41 & 42
Improper Cancellation, 17
Insurance, 17
Internet/Computer Service, 17
Iowa City Public Schools, 8
Keys, 18
Kitchen, 19
Laundry, 19
Loading and Unloading Vehicles, 20
Lease, 33
Mail, 20
Maintenance Problems, 20
Map, 40
Mission, 2
Mold and Mildew, 21
Noise and Disturbances, 22
Office Staff, 4
Open Flames, 22
Painting, 22
Parking, 22
Pest Control, 23
Pets, 24
Playgrounds, 24
Plumbing, 24
Range, see "Stove", 29
Recycling, 25
Refrigerator, 26
Repairs and Alterations, 26
Roommates, 27
Smoking, 27
Snow Removal, 27
Soliciting, 27
Special Accommodations, 28
Stair and Hallway Obstruction, 28
Statement of Community and Diversity, 3
Storage, 28
Stove, 29
Sublease, 30
Telephone Service, 31
Television Reception, 31
Terms and Conditions, 34
The Villager Newsletter, 32
Tornado Procedures, 31
Transfers
  Apartments, 32
Vision, 2
Windows, Frames, and Screens, 32