

UPDATED FEBRUARY 2020



DALLAS THEOLOGICAL SEMINARY

**SWISS TOWER**

APARTMENT HANDBOOK

# SWISS TOWER APARTMENT HANDBOOK

This handbook has been prepared to help residents become better acquainted with their home and community! It will also provide a better understanding of the facilities and services available, the policies to be observed and the courtesies that should be extended toward other residents. While we want our residents to have as much latitude as possible in conducting their personal lives, we request that residents conduct themselves with due consideration for the rights and privileges of others.

***The information in this handbook is a part of the rental contract and should be READ CAREFULLY!***

## HOUSING DEPARTMENT CONTACT INFORMATION

The Housing Department is here to serve our residents.

Should anyone need assistance or have questions, please contact a member of the Resident Apartment Staff or the Housing Office Staff.

### RESIDENT APARTMENT STAFF

**Sam Mathieu**

*Apartment Manager*

Office #:101

Phone #: 214-887-5215

Smathieu@dts.edu

**TBD**

*Assistant Manager*

Apt #:

Cell #:

@dts.edu

### HOUSING OFFICE STAFF

**Drew Williams**

*Director of Housing and Relocation Services*

**Janae Ward**

*Office Manager and Relocation Coordinator*

Phone #: 214-887-5210

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

**Colleen Hurley**

*Receptionist and Subleasing Coordinator*

Office Hours: Monday-Friday

8:00am – 4:30pm

### RESIDENT MAILING ADDRESS

Each resident is assigned a mailbox in the complex. All personal letters should be addressed as follows:

**Resident Name**

3900 Swiss Avenue

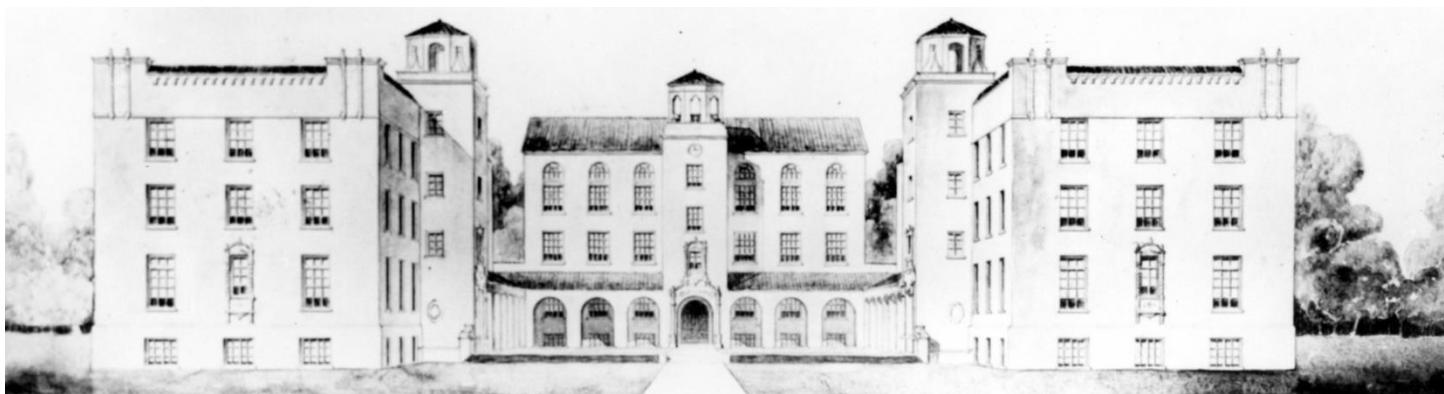
*Apartment Number*

Dallas, TX 75204

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### HELPFUL OFF-CAMPUS PHONE NUMBERS

**Time Warner Cable:** 972-742-5892

**Dallas Regional Chamber:** 214-746-6600

**National Poison Center:** 800-222-1222

**Super Shuttle** (*airport transportation*): 800-258-3826

**TX Dept. of Public Safety:** 214-651-1859

**D.A.R.T.** (*mass transit*): 214-979-1111

**Voter Registration:** 214-653-7871

**Weather:** 214-787-1111

**Dallas Morning News:** 214-745-8383

**Public Storage:** 800-688-8057

**AT&T:** 866-636-6683

**powertochoose.org** (*for electricity providers*)

**Dallas Public Library:** 214-670-1400

### HELPFUL ON-CAMPUS PHONE NUMBERS

**Housing Office:** 214-887-5210

**Library:** 214-887-5280

**Human Resources:** 214-887-5220

**Bookstore:** 214-887-5110

**Registrar:** 214-887-5350

**Campus Police:** 214-887-5590

### WHAT DTS HOUSING HAS TO OFFER:

Dallas Theological Seminary owns two apartment complexes, Washington Hall, which is available to single students and Swiss Tower, which is available to married students, with or without children, and single students with children.

Swiss Tower is located at 3900 Swiss Avenue, directly across from the Seminary. This is a gated community with electronic entry to both the building and the parking lot. This 10-story complex contains 159 unfurnished units, which are all located along interior corridors, and include refrigerators, electric stoves, dishwashers, central heat and air, built-in bookshelves and linen and coat closets. There is a community room and child's playroom located on the first floor as well as a courtyard with a porch, lawn area, gas grills, adult swimming pool and fenced wading pool. Rent includes water; residents are responsible for all other utilities.

There are 139 one-bedroom units (with study) measuring approximately 781 square feet and 20 two-bedroom units (no study) that measure approximately 942 square feet.



## THE MANAGEMENT

The management and operation of the on-campus apartments is under the supervision of the Housing Director. Each apartment complex has one full-time Apartment Manager who is directly responsible for the complex. It is the Apartment Manager whom residents will contact most often and should be the primary and initial source of assistance, when it is needed.

The Apartment Manager represents both the interests of the residents and those of the Seminary in operational as well as personal concerns. They are there to assist with all types of issues that affect residents. The Apartment Manager of Swiss Tower is assisted by one part-time Assistant Manager who may be contacted for the same services as the Apartment Manager.

## ADMINISTRATIVE POLICIES

### CONTRACT INFORMATION

**CONTRACT:** Each contract is for an annual period that ends on May 31st of each year, except for the first year, in which case the lease will begin when you move into the apartment and will end on May 31st like all other residents of the property. The ramifications of vacating the property before the end of the contract period are specified in Section 1.13 of the Swiss Tower Leasing Contract. Failing to complete the leasing contract term will be recorded in the tenant's rental history file. Residents who fail to complete the leasing contract term will not be eligible to live in campus housing at any time in the future.

**DEPOSIT:** The Security Deposit serves as a guarantee of occupancy for the contractual period, as the damage deposit, and as a guarantee that when the apartment is vacated, the following will have been done:

1. Contract period completed;
2. Submitted a 45-day written Notice of Intent to Vacate (form available in the Housing Office);
3. Final month's rental payment has been paid (the deposit may not be used as final rental payment);
4. A final inspection has been completed with an Apartment Staff Member;
5. Keys, iButtons, parking hangtags and electronic access devices have been turned in to an Apartment Staff Member;
6. Apartment has been properly cared for. Cost of repair that is beyond normal wear and tear will be charged against the security deposit;
7. Resident's forwarding address has been provided to the Housing Office before vacating the building.
  - a. International Students are encouraged to set up direct deposit with the Seminary's Accounting Office for expediting their Security Deposit Refund.

**The Security Deposit will not be returned in full unless all of the above procedures are completed and no unusual damage is found.** The Security Deposit, less any necessary charges, will be refunded by mail to the address that you specify on the Notice of Intent to Vacate form, within 45 days of the date the apartment is vacated or all charges paid.

**RENT PAYMENT:** Rent is payable in advance on the 1st day of each month and is late at 4:00 p.m. on the 5th of the month. Payment must be received in the Housing Office by 4:00pm on the 5th to avoid a late fee. After the 5th day, a \$25 late fee charge will automatically be added to the resident's rent account. On occasions when the 5th day of the month occurs during a weekend or Seminary observed holiday, rent is due by 4:00p.m. on the business day following the 5th day of the month.

**PAYMENT OPTIONS:**

1. Cash or Check can be received by the Housing Office until 4:00 pm on the 5th of the month.
2. E-Check and Credit/Debit Card payments are accepted via your Appfolio student portal. Payments must be received by the deadline or are subject to a late fee.
3. Schedule Draft Payments can be arranged via your AppFolio student portal.

If Resident's rent is paid by a third party, it remains the Resident's responsibility to ensure rent is paid in full by the deadline. Rent past due 60 days will result in termination of contract and the tenant will receive a Letter of Eviction and must vacate within ten days. After this notice is issued, no negotiations may be pursued.

**TERMS OF OCCUPANCY:** To be eligible for residency in on-campus housing, residents must be an accepted student at the Dallas DTS campus. Residents are not required to be enrolled during the Summer/Winter semesters, provided they will be enrolled for the following Fall/Spring semesters. Residents are only permitted to do independent studies, internships, and thesis completion without any other classes during their last semester, if they graduate in Spring. Residents graduating in the summer may stay until four days after their last class or final exam, whichever comes last. This applies only to summer graduates taking classes on campus and excludes online, independent study, thesis completion and internships. Residents graduating in the summer are encouraged to turn in their Notice of Intent to Vacate as soon as they know their class schedule to secure their move-out date. PhD students must be making satisfactory progress toward a degree (includes written and oral comprehensive exams, dissertation, LOA for one year to study a language). PhD students may live in campus housing during the completion of their PhD studies including Leave of Absence for language study and exam preparation. Residents must be current on all Seminary accounts and must not be on any form of probation or in any form of disciplinary process through the Dean of Student's office.

**RENEWAL OF CONTRACT:** Each contract is for an annual period that ends on May 31st excepting the first lease term that will begin on the date the resident moves into their apartment but will end on May 31st. After the expiration date, the resident may extend the lease for another year by executing a new leasing contract on or before the 1st day of April. If residents have a history of late rental payments, the

Housing Office may decline to extend the leasing contract. Residents may not renew the leasing contract if the resident has been placed on any form of probation since the execution of the current leasing contract if that or any other form of probation remains in force at the time of the lease signing. The leasing contract will become void in the event that the Resident is not removed from probation that was imposed as a result of action taken by the Registrar following the calculation of grades at the end of the spring semester or by action of the Dean of Students or the Academic Dean. In the event that the Resident is placed on probation during the period between the Lease signing in April and the last day of May, the activation of the leasing contract will be void and the Resident must vacate the property no later than June 15.

**GUESTS:** Residents may have overnight guests in their apartment; however, guests visiting longer than 10 days, housesitting arrangements, or security stays while the resident is away **MUST** be approved by the Housing Director before irreversible plans (including purchase of plane tickets) are finalized and an Apartment Staff Member must be notified as well.

**GUEST PARKING** in the apartment lot is not available for overnight guests. Any vehicle parked in the resident parking areas overnight which does not have a current DTS Campus Resident parking decal and a separate resident hangtag is subject to a parking ticket issued by the Campus Police Department. When planning to have overnight guests, please have them register their vehicle and pick up a parking permit from Campus Police. Residents may register for their guests. Residents who wish to have their guest park in the building's secured lot must move the resident hangtag to the guest's vehicle and park their own vehicle outside of the secured lot until the guests have left. Residents (or guests) may park in the Live Oak lot as well when hosting a guest. If the guest qualifies for Handicapped Parking, please see "Handicapped Parking".

**TRANSFERS:** All voluntary transfers within the building will be made with the understanding that the Resident accepts the new apartment **"as-is"** and a transfer fee of \$100.00 will be charged to their rent account. Resident's security deposit will increase or decrease to match the new living arrangement's rental rate. If a transfer is required by the Housing Office, the new apartment will go through the normal make-ready process. No transfers will be possible within the building as a result of a broken lease/ before current lease term ends



**TERMINATION OF LEASE:** If a resident is released from their lease due to termination of the lease by the Housing Office, the resident will not be eligible to reside in campus housing at any time in the future. Please refer to Section 1.13 of the Swiss Tower Leasing Contract:

“In the event that Resident: (1) fails to fulfill the terms of this lease, (2) fails to submit a completed Notice of Intent to Vacate form as required in Paragraph 13, or (3) moves out without paying rent in full for the entire lease contract.

- a. The Resident will continue to be responsible for monthly rent payments until the apartment can be re-rented.
- b. Failure to pay all rent until the lease term ends or until the apartment is re-rented will result in the forfeiture of Security Deposit.
- c. The Resident will no longer be eligible for on-campus housing in the future.
- d. In addition to the cost of breaking this lease future landlords and mortgage companies will most likely request the Resident’s rental history, including the following: 1) fulfillment of the terms of this lease contract; 2) rent paid in full for the entire lease contract; 3) rent paid on time during the lease contract; and 4) number of rent checks returned as “Insufficient Funds”.
- e. At the point that a Notice of Intent to Vacate is signed, a re-letting charge will be levied in the amount of \$450. The reletting charge is not a lease buy-out or cancellation fee.

**KEYS/ELECTRONIC ACCESS DEVICES:** Each resident will receive an iButton to their apartment, a mailbox key and an electronic access device (fob) to the building. Mailbox keys are not to be duplicated. If a mailbox key, apartment iButton, or fob is lost or broken, the Apartment Manager can have them replaced. There is a \$20 charge for each lost apartment iButton, a \$10 charge for each lost mailbox key, and a \$50 charge for each lost fob. Each fob is unique and if lost or stolen, it is imperative that it is reported to the Apartment Manager *immediately*. The Apartment Manager will disable the missing fob and issue a replacement device. If you decide to replace the device, the applicable fee will be placed on the resident’s rent account. If an apartment iButton or fob was reported lost or stolen and later recovered, ½ of the charge will be refunded to the resident if the device is in good condition. There will be no refunds for mailbox keys that were reported lost or stolen and later recovered.

To gain access to the building, simply place the fob in the proximity of the fob reader. This will deactivate the lock, releasing the door or gate. When guests come to visit, please instruct them to go to the front door.

**VACATING:** All residents must give notification of intent to vacate 45-days prior to moving out of on campus housing. A “Notice of Intent to Vacate” form, which may be obtained from the Housing Office, must be filled out and returned to the Housing Office 45 days prior to move out. The date this form is countersigned and dated in the Housing Office determines compliance with the 45-day notification requirement. Pro-rated rent will be assessed for residents moving out before the end of the month. A document detailing cleaning expectations will be given to the resident when they pick up the Notice of Intent to Vacate Form. As indicated in Section 1.11 of the Leasing Contract, if a resident is graduating in the spring but still has classes to take in the summer to complete the degree, the housing office must be notified by March 15th. This date is based on the session in which the last class is finished. The official vacating date is when all keys, iButtons, parking hangtags and electronic access devices are to be turned in and is the last day that rent will be charged (1) unless the Resident fails to return all listed items or (2) when breaking a lease. In this case, rent will be charged for the vacated apartment until the apartment is re-rented or until the end of the lease term, whichever comes first. All keys, iButtons, parking hangtags and electronic access devices must be returned on the last day of occupancy. Rent will be charged until all listed items are returned. Make-ready for a new tenant may not begin until all of these items are returned or paid for, if lost.

**MOVE-IN/MOVE-OUT PROCEDURES:** All move-ins and move-outs must be prearranged through the Housing Office. Residents are required to schedule a specific time to move in the morning or afternoon for moving. (8am-1pm; 1pm-6pm) Only two residents are able to move each day. No moves are allowed on Sundays or Seminary observed holidays. All belongings must be moved through the loading dock door.

**PROCEDURE FOR MOVING LARGE FURNITURE IN/OUT (THIS IS ANYTHING OUTSIDE OF A SCHEDULED MOVE IN/OUT):**

- The resident must coordinate with the Manager for time and date to move items (i.e. buying a new couch, bed, or table or moving an old one out of your apartment)
- All belongings must be moved through the loading dock door.

**UTILITIES:** All water for the apartments is furnished by the Seminary. Residents pay for their own electricity and must contract a provider of their choosing for this utility. If the resident has not chosen a provider upon move in, they will be billed directly from the Seminary’s energy provider. Payment, in the form of either Check or Cash, is due to the office by the due date printed on the bill. Late payments will include a \$25.00 late fee. If the resident has not contracted an outside provider within 60 days an additional service fee of \$30.00 will be posted to the bill.

**INTERNET, TV, AND PHONE SERVICES:** (Spectrum Cable) Telephone, Hi-Speed Internet & Digital TV are only available through Spectrum in Swiss Tower. To have it hooked-up you must simply call for the services wanted and contact the Apartment Manager 24 hours before your scheduled installation. The Apartment Manager will give you a key for the communications room on either the 3rd or 6th floor so that the installer may set up your services.

**Spectrum Cable Contact Number:** 972-742-5892

**NEWSPAPER:** The newspaper for Dallas is the Dallas Morning News. They will deliver daily or just on weekends. The expense for the newspaper is the responsibility of individual residents. The number to call is listed under “Helpful Off-Campus Phone Numbers”. Papers should be delivered inside the side gate

and it is the resident's responsibility to pick up the paper.

**PARKING:** One parking space per bedroom (study is not considered a bedroom) is allocated to residents in the Swiss Tower parking lot. Residents with more than one car or another type of vehicle (boat, motorcycle, etc.) should park the extra vehicle(s) on the street or the N1 Commuter Lot, located on Live Oak St., unless they have received express permission from the Housing Director to park elsewhere as discussed under "*Secondary Parking*". Each motorized vehicle must be in operational order, have a valid state inspection and current license plates. Any vehicle that does not meet these specifications can be towed at the owner's expense. Do not park in "no parking" zones or in any designated parking space; this is enforced 24 hours a day, 7 days a week. Parking spaces are not assigned; however, there are spaces that are designated for "Compact Cars Only" and all compact cars must park in these spots if there are any available to free up the larger spots for larger cars. Students who live in campus housing are required to park only in the lots that are reserved for them. Each resident is required to have a current DTS Campus Resident parking decal displayed as specified by the Campus Police. These are obtained at no cost from Campus Police and should be affixed to the window as directed by Campus Police. Residents must also display a parking permit hangtag from the rearview mirror of the vehicle parked inside the complex parking lot. Hangtags will be distributed by the Building Manager based upon the number of bedrooms per apartment unit. Residents should only use the hangtag that has been assigned to them. Vehicles that do not have both the current resident parking decal and the resident parking hangtag properly displayed as directed above will receive a ticket from Campus Police. A \$10 fee will be charged for lost resident parking hangtags – *no exceptions*.

All parking spaces are considered the property of the Housing Office. Residents may not give, rent or sell their parking space to another resident (i.e., if a resident is in a one-bedroom apartment and doesn't have a vehicle, the resident may not give their parking space to another resident). Non-residents are not allowed to park in the complex parking lot and residents may not "loan" their space to a non-resident. Be advised that using someone else's hangtag or decal, and giving away a hangtag is a violation of the leasing contract and grounds for discipline by the Housing Office and the Dean of Students. Vehicles will be checked for resident parking permits.

The complex parking lot is accessed through a limited access gate which is opened via the resident's building electronic access device (fob). Please do not use the drive gate as a pedestrian entry. Not only is this a dangerous practice but it also allows non-resident vehicles and pedestrians easy access to the property. Residents should not allow non-residents to follow their vehicle through the drive gate. If a non-resident does follow through the drive gate, residents should ask the person who they are coming to see and escort them to that resident's apartment. Residents who do not feel comfortable escorting a person who is unknown to them should contact Campus Police immediately and, if possible, keep track of the person until Campus Police arrives.

**HANDICAPPED PARKING:** If a resident has a guest coming to the building who needs to use a handicapped space and, if all "Handicapped" designated spaces are not required for residents, the resident may meet the guest at the gate and allow them into the lot, provided, of course, that the vehicle has the appropriate handicap indicator properly posted in or on the car and provided that the guest parks ONLY in one of the "Handicapped" designated spaces.

**SECONDARY PARKING (LOTTERY):** After all new residents have moved in, any available parking spaces will be assigned by lottery to residents unable to park in the parking lot. Anyone who receives a “lottery hangtag” will be notified by the Housing Office but hangtags will be reviewed on an annual basis to determine whether there is still availability; this will be completely dependent upon the number of one bedroom apartment residents that do not have vehicles and/or the number of two-bedroom apartment residents that only have one vehicle.

Any apartment receiving a “lottery hangtag” should be aware that the secondary parking space that they have been given may be recalled at any time if there is a need to return the parking space to the appropriate resident (i.e., if a resident in a one-bedroom apartment did not have a vehicle but later gets one, a re-call will become necessary).

**UNATTENDED CHILDREN:** The Seminary is very serious about parents providing proper supervision for their children. Residents are to be in the immediate proximity to children who are under the age of 13 at all times to provide care and protection and behavioral supervision. This is especially true in the parking lot. Residents wanting to leave their child in the care of another adult in a common space must speak to a specific adult and ask if they will take responsibility for the child while the resident is away from the area. It is never appropriate to leave a child alone in a public area simply because there are other adults present. Neither is it appropriate to allow children to run down the hall or in the parking lot, even if they are in sight. Being able to see a child through a glass door or through a window does not constitute being in the same immediate proximity to the child.

A related area of concern is the practice of leaving children alone in apartments. Neither DTS nor the State of Texas believes that it is acceptable for children to be left at home alone. There are so many ways for a child to become seriously injured if left at home alone that the state refers to such a practice as, “child endangerment.” If it is discovered that a resident’s child is at home alone and they are not of an age that a reasonable adult would expect them to be able to properly care for themselves or be able to respond to fire alarms or other building emergencies, action will be taken to care for them until the parents return. State law requires the Seminary file reports of uncared for children immediately with Child Protective Services.

**LIABILITY:** All apartments are secured with adequate door locks. The Seminary does not assume liability for loss, damage or theft of any personal property unless the same is due to negligence on the part of the Seminary. **Residents wishing to protect themselves against such losses should secure the appropriate insurance.**

**DRUG-FREE FACILITIES:** All campus facilities are smoke-free and alcohol-free. Possession of either of these drugs in or on the grounds of Seminary apartments is considered a violation of the lease contract as well as the Seminary code of conduct and can result in termination of the contract.

**SUBLEASING:** Residents who wish to sublease their apartments during the winter and summer sessions must do so through the Housing Office following its procedures carefully. Current Residents are able to temporarily sublet their apartment to current DTS students and/or immediate family-members of a Resident of Swiss Tower or Washington Hall.

**Summer or Winter Subletting:** Residents wishing to sublet during the Summer and Winter Session must use the Housing Office's subleasing system, which requires submission of the *Sublease Offer Form* found on [www.dts.edu/departments/campus/housing](http://www.dts.edu/departments/campus/housing). The sublease procedures will be distributed by the Housing Office near the end of each fall and spring semester. If an apartment is subleased, residents are still responsible for all rent should the subleasing guest fail to make the rent payments, even if placed in your apartment via your signed subleasing form. Subleasing may be done only under certain conditions and must be approved by the Housing Office. Forms and information for subleasing may be obtained from the Housing Office. Please also read the policy regarding "*Guests*".

- Priority for offers is given to students completing winter or summer course work.

**Fall, Spring, and Holiday Subletting:** During the Fall and Spring Sessions, including the Christmas Holiday, Residents are responsible for making their own sublease arrangements. An apartment may be subleased to close family members of another Resident or qualifying students **provided that the Apartment Manager is informed via email of the identity of the guest (s) and the dates of the sublease.**

**PETS:** Residents may have aquariums that are no larger than 10 gallons and no more than two small birds in cages. Residents shall maintain their aquariums and bird cages in a sanitary manner to assure no health or pest problems occur. Pets other than fish and birds are NOT permitted in any of the apartments. Visiting friends or relatives may NOT bring their animals to the apartments while they are visiting.

**RIGHT OF ENTRY:** Lessor or Lessor's agent, including Campus Police, may enter the building at any time they see fit. Entry into apartments will be according to the building's Leasing Contract.

**FIREARMS:** In accordance with the Texas Penal Code, the seminary prohibits the possession and/or use of firearms and other weapons on its property. This prohibition includes any devices that might reasonably be mistaken for a firearm or weapon. Under Texas state law, people who are licensed to carry a concealed firearm may keep firearms in their vehicles while parked on the campus but may not carry a firearm into any DTS building. DTS Certified police, security officers employed by DTS, and certified officers of surrounding municipalities are exempt from this stipulation. In the case where any of the aforementioned lives in on campus housing, they must promptly, upon entering the Housing facility, store their weapons in a locking gun case. Exceptions to this policy must be authorized in advance and in writing by the administration.

1. Any licensed resident who prefers not to leave their firearms in the car may check any firearms and ammunition in with the Campus Police by appointment only.
2. All firearm cleanings should be conducted off campus.
3. Exceptions to this policy must be authorized in advance and in writing by the administration.
4. Persons with an LTC, (a License to Carry a Handgun) may apply for a waiver to Campus Police. The entirety of Section 4.3 remains in force until the Housing Office receives notice from the Dean of Students that a waiver has been granted.
5. This clause is subject to change by state law.



## GENERAL POLICIES

As residents will be living in close proximity with others, certain Housing policies are necessary to protect each individual. All policies or processes are based on facility limitations and common courtesy.

### UP KEEP OF PROPERTY

Tenants will be responsible for the following:

1. Keep your apartment clean and free of dirt, garbage and trash. All garbage and trash should be disposed of at least twice a week in the trash chute. See "*Trash and Garbage Collection*" below.
2. Help keep walks, hallways, stairways and laundry areas clean and clear of dirt, clutter, boxes, furniture and shoes. The only tape that may be used on the doors or walls is **Blue Painter's tape**. **DO NOT USE ANY OTHER TYPE OF TAPE, NAILS, TACKS OR "STICKY TACK" ON THE DOOR.**
3. Keep grounds and other common areas in a clean, safe condition, free of objects and clutter.

The cooperation of each resident is needed to assure that community life is satisfactory for everyone. Habitual offenders of the "tidy house" request will be asked to vacate due to violation of Section 3.11 of the contract concerning the rights of others. A 30-day written notice will be given

**HALLWAYS:** Under no circumstance is anything to be left in the hallways or entrance ways to apartments, **This is a fire and safety hazard.** (This includes, but is not limited to, shopping carts, shoes, cleaning supplies, equipment, boxes, trash, giveaway items, etc.)

Hallways are not to be used as a place for children to play or for residents to visit for extended periods. Doing so can be very disruptive to other residents.

**GARBAGE DISPOSALS:** The following items, under no circumstances, shall be placed down the garbage disposal:

- Grease, oil, or fat
- Coffee grounds
- Animal bones
- Egg shells
- Popcorn kernels
- Oatmeal
- Nuts
- Peach or avocado pits
- Expandable foods such as rice and pasta
- Potato skins or large amounts or pieces of potatoes
- Fibrous vegetables, such as but not limited to, lettuce, asparagus, artichokes, corn cobs or corn husks, banana peels, onion skins, or celery stalks
- Plastic, glass, wood, sponges, paper, gravel, crayons, rocks, tin foil, paint, or metal
- Combustibles and non-biodegradable items
- Bleach, drain cleaner, or other cleaning chemicals

The garbage disposal shall not be used, under any circumstance, in the following manner:

- Disposing of the above listed items
- Running the disposal with hot water or disposing of waste when there is no water running
- Adding too much waste at one time

**TRASH AND GARBAGE COLLECTION:** Trash chutes are located on each floor. All items placed in trash chutes must be put in a trash bag. If an item is too big to easily fit through the door, please do not try to force it into the trash chute. Do not set anything outside of the trash chutes. Do not set anything beside or put any items in the outside dumpster container at any time. Do Not place Christmas trees in the dumpster; disposal methods will be announced. Empty, broken down boxes which have never contained food items may be placed in the second floor storage closet. This closet will be emptied by the Facilities and Plant Operations Department. If you are in need of boxes, you may take any that you find there. **DO NOT PLACE PIZZA BOXES IN THIS ROOM.** Pizza boxes should be torn into pieces and placed in a regular trash bag or taken to the first floor trash room and thrown into the compactor.

**BULK TRASH** is picked up on the first and third Tuesday of every month. Work orders for Bulk Trash pickup must be turned in to the Apartment Manager (Through your tenant portal) by the Friday prior to pick up. The Apartment Manager will provide additional information upon receipt of this work order. Attempting to drop bulk trash down the trash chute will invariably clog the chute, in which case, members of the Custodial staff may have to go up the chute in order to remove the blockage. This has happened in the past; please do not be responsible for it happening again.

**ALTERATIONS AND IMPROVEMENTS:** The Housing Staff take great care to get apartments ready for new residents. Should the resident make any alterations to the apartment, whether it's wiring or any other type of change, the resident will bear all expenses related to returning the apartment to its proper condition, immediately upon finding that any changes have been made. **The following are NOT allowed: Wallpaper, wall paint, stenciling, contact paper or borders. No track shelving or other types of shelving that attach to the walls may be used. Also, any type of adhesive material to adhere items to walls or doors is prohibited since this causes permanent damage to paint and finishes even if the product states otherwise. No holes may be made in the doors, woodwork, floors or ceilings.** Nothing may be hung from the ceiling or screwed into the floor. Small nails or hooks may be used to hang pictures and other light wall decorations. Curtains/drapes may be hung – see Apartment Manager for details. Anyone who abuses these options will incur a deduction from their deposit upon move-out or a charge to their rent account to cover the costs of repairs. The charge will be determined by the degree of alterations. If residents have any questions about the use of a decoration not mentioned, please consult the Apartment Manager or the Housing Office.

**MOUNTING TV ON APARTMENT WALLS:** It is best to secure the bracket to the metal studs inside the wall. So be sure to use screws for metal, not wood.

No holes may be made in the wall for the purpose of running the power or connection cords inside the wall. Surface conduit may not be used to hide the wire if the conduit is attached to the wall with any form of adhesive.

**SEWAGE:** Maintenance funds are available only for normal service and repairs. Residents will be charged for repairs of any sewage problems caused by improper disposal of garbage or personal items. **DO NOT**

FLUSH PERSONAL HYGIENE PRODUCTS OR LEFTOVER FOOD DOWN THE TOILETS. While some septic systems can handle leftover food, this easily clogs municipal systems.

## PUBLIC USE POLICIES

**FURNITURE AND EQUIPMENT:** Seminary-owned equipment may NOT be removed from the apartments or public areas. This includes any pool furniture, lawn furniture, grocery carts or other furnishings. Any such removal will result in charges against the security deposit.

**FIRESIDE ROOM:** The Fireside Room provides a relaxed community space available for residents throughout the day. Generally, tenants may access the Fireside Room 24 hours a day, 7 days a week. The Fireside room can be reserved for large, Swiss Tower functions and perhaps large Campus meetings. Residents may reserve a section of the room for personal events such as birthday parties, baby showers, etc.

Reservation provides a 3-hour time-slot of private use within the guidelines given. Tenants must complete a "Fireside Room Request Form," which is available from the Apartment Manager of the building. The resident must submit a request no less than one week before the event. All Notices of cancellation must be written cancellations and given to the Apartment Manager promptly. All costs for activities not sponsored by the Seminary are the responsibility of the sponsoring group or individual. The room may not be reserved for solicitation, fundraising, or selling of items or services.

**KIMBLE CONFERENCE ROOM:** The conference room, located just outside of the Fireside Room, provides a pleasant setting for study groups, Spiritual Formation groups, of which the majority of the members are Swiss Tower residents, small parties, etc. As this room is intended for group usage, we ask that it not be used as a private study room. If you are the only person using the room, other tenants are free to enter and use the room as well. The room may be reserved for one to two hour periods. The sign-up sheet for group use remains available in the conference room..

**CHILDREN'S PLAYROOM:** The children's playroom is intended for the use of Swiss Tower residents. The following rules should be observed at all times:

- Parents are responsible to maintain the room and keep the toys clean.
- All children in the playroom must be supervised by an adult and may not be left in the room unattended.
- The door to the room may not be propped open.
- All toys must be picked up after they have been used and placed in their appropriate place.
- All toys that have been mouthed by an infant or child must be properly cleaned by the supervising adult.
- Since the playroom is primarily for infants and small children ages 0 to 5, parents of older children are asked keep them from "dominating" the room.
- All toys that are being donated must be given to the Apartment Manager for inspection and age appropriateness.
- Be certain that your child is using the toys appropriate to his or her age.
- Children are welcome to the Swiss Tower Playroom if he or she is free of any symptoms related to

a contagious illness (fever, vomiting, diarrhea, etc.).

- Custodial Services will clean and sanitize twice a week but adults are still responsible for straightening up the room and sanitizing used toys.

**COURTYARD:** The courtyard may not be reserved.

**POOL:** In general, the Swiss Tower pools cannot be reserved, however those wishing to use it for volleyball games are asked to notify the building via a building-wide email at least two hours in advance.

For the enjoyment and safety of all residents, the following rules should be followed at all times:

- **Pool hours: 9:00 a.m. - 10:00 p.m.**
- No more than five guests per apartment. Guests must be accompanied by a resident at all times.
- No children are allowed in the pool area unattended. See Section 3.2 of the lease agreement.
- No glass containers or bottles are allowed in the pool area.
- Follow detailed rules posted in the pool areas.
- In keeping with the Seminary policy in regard to appearance, all swimwear should be modest. Understanding that this is a particularly sensitive area please be very careful that swimwear does not offend others.
- Pools are for apartment residents and their guests only. Small groups, youth groups, church groups or ministry groups that a resident may be a part of or lead are not permitted to use the pool or community areas.

## MAINTENANCE

All repairs, additions or changes to the electrical service and/or equipment in on-campus apartments shall be completed by the Facilities and Plant Operations Department (F.P.O.) or its designated agent. **If any resident personally makes such changes or arranges for any work to be done by any person or company, other than by Facilities and Plant Operations Department, the resident will incur the complete cost of inspection and repair of alterations, added equipment, faulty service or restoration to the original condition.**

**MAINTENANCE WORK ORDERS:** All requests for maintenance and repairs should be reported through your AppFolio portal. Telephone or verbal requests will not be accepted for non-emergency repairs. Residents are asked to assist and cooperate with the Housing Office in the care and maintenance of all the premises and should promptly report to the Apartment Manager any needed repairs or damages to furniture or equipment. The Apartment Manager may need to examine the maintenance problem personally so that his/her report to the Facilities and Plant Operations Department is accurate and efficient.

**MAINTENANCE EMERGENCY ENTRY:** This is necessary when water leaks, smoke, or electrical problems are suspected in an apartment. In such cases, the Facilities and Plant Operations Department, Housing Office, and/or its contracted agent will follow a “knock and announce” process. That is, the maintenance worker will knock on the front door loudly and will wait 20 - 30 seconds for a response. They will then knock a second time, waiting about 15 more seconds. If after the second knock there is no response, they will let themselves into the apartment. As the maintenance worker opens the front door, they will announce their presence loudly. The same procedure will be followed for a closed inside door. All closed inside rooms will be “entered” to prevent a resident from being surprised at finding a maintenance worker in the apartment. *Please remember that in an emergency the maintenance worker **may not be refused entry.***

**NON-EMERGENCY ENTRY:** The Facilities and Plant Operations Department, Housing Office, and/or contracted agent may enter an apartment in response to work orders that have been submitted by residents or to complete a work order submitted by a different resident if entry into another apartment is necessary in order to complete a neighbor’s work request.

Upon arriving at the apartment, the maintenance worker will follow the above described “knock and announce” process. Residents who are expecting a Facilities and Plant Operations Department maintenance worker to come to their apartment but have developed a contagious illness are asked to please post a note on the outside of the front door notifying the maintenance worker of their condition. This will prevent the maintenance worker from disturbing residents and will protect the maintenance worker from contracting the illness.

**ROUTINE MAINTENANCE:** Routine maintenance is any process that is needed throughout the building for the purpose of maintaining equipment, or to solve a systems problem, or to provide routine services like exterminator service. In this case, a notice will be e-mailed to all residents through the list server and a notice will be posted in the mail room at least 24 hours in advance of the work. The “knock and announce” process will be followed as described above. If a contractor is involved in the work, with the



exception of the exterminator, a Facilities and Plant Operations Department maintenance worker will supervise the entry and exit of the contractor from the apartment and will remain in the area throughout the work.

**AIR FILTERS:** Air conditioning/heater filters will be replaced every three months by the Facilities and Plant Operations Department and an outside contractor. Residents will be given prior notification of when this is to take place.

**LIGHT BULBS:** The Seminary replaces the light bulbs in each apartment before new tenants move in. After moving in, kitchen florescent lights, closet light bulbs & the bathroom fumigator light bulb will be replaced via the work order system. All other bulbs are the resident's responsibility.

**SMOKE DETECTORS:** Do not remove smoke detectors or their batteries from the smoke detectors. The Facilities and Plant Operations Department will change the batteries on schedule. If the smoke detector malfunctions (it may also be too sensitive), please contact the Apartment Manager immediately. For the protection of all residents, smoke detectors are not to be disconnected or disabled in any way unless the malfunction occurs during the night hours in which case the battery may be removed only from the malfunctioning device. A report must be made to the Apartment Manager first thing in the morning.

**SPECIAL NOTES:**

- Please do not leave money or valuables in public view in the apartment. While every effort is made to protect residents' personal belongings, the Seminary is not responsible for losses of personal property and no one wants to provide a temptation for those who may visit our homes.
- Please use the privacy latch when at home and not wishing to be disturbed.
- Note that on every occasion when maintenance or Housing must enter an apartment while the resident is out of the apartment they are REQUIRED to lock the apartment when they leave, even if they door was unlocked upon their arrival.

Maintenance workers will leave a service card indicating that they were there to complete the requested work. No routine service will be performed after 4:30 pm weekdays, on Saturday or Sunday, or on any official Seminary holiday.

**PEST CONTROL:** Each apartment receives exterminator service monthly. Residents are given notice prior to any extermination service. **If the serviceperson is refused entry at the scheduled time and subsequently asked to reschedule service or if neighbor(s) experience problems shortly after refusal of service, the charge for rescheduling the service will be \$40.** If, however, residents experience a particular problem even after the regular scheduled service, please notify the Apartment Manager who will arrange for the exterminator to re-treat at no cost. **Residents are not permitted to use their own pesticide outside their apartment or on the apartment grounds at any time.** Residents owning birds need to leave the bird in the bedroom with the door closed on exterminator day. This is for the safety of the bird.

## HOW TO PREVENT BUGS!

- Roaches love to eat grease. To reduce roach attraction, clean grease build-up on stove/oven regularly. Remove all grease spills as they occur.
- Report leaky faucets or pipes because roaches are attracted to water.
- Store foods in seamless metal, glass or plastic containers.
- Clean pots and dishes after dining.
- Regularly clean grease and food particles from walls and countertops of food preparation areas. This is especially important when using deep fryers, woks or other cooking appliances that are used with oil or fat.
- Rinse empty pop, juice bottles, cans, etc. with hot water.
- Remove garbage at least once daily, especially if it contains food (fruit and vegetable peels, scraps, etc.). Wash garbage can out or line it with a plastic garbage bag.
- When storing paper grocery bags, keep them neat and orderly, since roaches frequently nest in them. Do not store bags to the side of or near refrigerator.
- Incoming products should be inspected as soon as they are purchased to prevent bringing roaches home. Roaches often nest in the voids of corrugated boxes.
- Throw out unnecessary boxes and bags.
- Use up all of a food product before opening a new container of the same product.
- Vacuum carpets and sweep and mop floors regularly.
- *Taken from the "Spirit" Newsletter, University of Minnesota*

**MAIL SERVICE:** Each apartment has its own mailbox in the complex. All regular mail should be addressed as follows:

Resident Name  
3900 Swiss Ave.  
Apt. #  
Dallas, TX 75204

**PACKAGES NOT DELIVERED BY THE US POSTAL SERVICE** but by a Carrier Service (FedEx, UPS, Lone Star Overnight, etc.) will be received by DTS Mail Services. A representative of Mail Services will notify the resident directly for pick-up. Mail Services office hours are from 8a-4:30p. Please use the following address for package deliveries.

Resident Name  
Building  
apt #  
4023 Floyd Street  
Dallas, TX 75204

**BICYCLES/DECALS:** All bicycles are required to have a Seminary decal. These special Seminary decals can be obtained at no cost from the Apartment Manager. Bikes must be stored in apartments or locked to the outdoor bike rack with a DTS bicycle decal. Bikes without a DTS bicycle decal will be confiscated and either sold or given to charity. The Seminary does not assume liability for loss, damage or theft.

**CORRESPONDENCE FROM HOUSING:** Most of the correspondence to the apartment residents is done through Appfolio, e-mail, memos clipped to front doors or hung on the community bulletin board(s) in the mail room. Residents are asked to stay informed by regularly checking their e-mail and by informing the Apartment Manager and Housing Office if their e-mail address changes.

**LAUNDRY:** There is a laundry facility located on every floor for the use of current residents only. The laundry room hours are 8am – 10pm. Machines and space are limited so please remove clothes from the washer and dryer PROMPTLY when cycles end. These machines are activated by credit card, debit card, or prepaid - refillable cards that may be purchased at any big box store, drug stores and grocery stores. Cost per load will be:

- Washers – \$1.25
- Dryers – \$1.25 for 60 minutes.

Any problems with the operation of these machines should be reported IMMEDIATELY to the Apartment Manager.

**BATH MATS:** Residents are to avoid using any kind of bathroom or kitchen mat which has a non-slip backing as these types of mats can cause the floors to yellow. In addition, bathtub mats can leave permanent dark circles in the bathtub. Residents using bathtub mats should use white mats and remove them after each bath or shower.

## SECURITY

Dallas Theological Seminary Campus Police are available 7 days a week, 24 hours a day. If at any time a suspicious activity or vandalism is observed, call them immediately. If a crime in progress is observed, notify the Campus Police Department as well as Dallas Police (call 911). Do not ever feel foolish for calling the Campus Police Department or Dallas Police – *they are here to help*.

**The Campus Police Department provides escorts for Seminary students at any time.**

It is VERY IMPORTANT that the Campus Police Department be informed promptly of ANY incidents of vandalism, theft or suspicious persons on campus. In the event of suspicious persons, prowlers, or the discovery that something belonging to a resident or the Seminary has been stolen, please contact the Campus Police Department first and then the Apartment Manager.

**Campus Police Phone Number:**  
214-887-5590

### GENERAL PRECAUTIONS

- Report suspicious persons or activities to the Campus Police Department immediately.
- Be aware of surroundings at all times. Be alert!!
- Under no circumstances should unaccompanied non-Seminary related people be allowed into the building without approval of the Housing Staff and notification to the Campus Police Department. Unaccompanied individuals found by the Campus Police Department will be escorted out of the building.
- Keep vehicles locked at all times! Do not leave items in view or even in the vehicle which do not have to be there. This includes things such as wallets, purses, cell phones, CDs, GPS and/or GPS mount, any electronic gear, book bags, computer cases (and computers), briefcases, suitcases, shoes, etc. If a stereo is easily removable from the dash, consider taking it with you. Do not store items of value in a glove box, console or trunk. All of these places may be opened and checked during a vehicle burglary.
- Keep vehicles parked in assigned parking lots. Residents parking a secondary vehicle on the street are encouraged not to park on Floyd or St. Joseph. Remember that vehicles may be parked in the commuter lots between 7 p.m. - 7 a.m.
- Anyone who approaches a campus resident about money, help, etc. should be referred to Campus Police. They have a list of ministries and charitable organizations, some within a few blocks of DTS. Under no circumstances should a stranger be allowed to get into a vehicle. Robberies often begin with the victim driving the robber to his “car” to give it a jumpstart.
- The Landry Fitness Center is the safest place to run/jog. Jogging on streets can be dangerous, especially off-campus. It is never recommended to jog off-campus at night and residents should never walk/run/jog by themselves.

## **APARTMENT COMPLEX PRECAUTIONS**

### **DO NOT PROP OPEN THE GATES AND DOORS FOR ANY REASON.**

- Residents must keep the entrance gates and doors closed and locked at all times.
- Those residents who live on the ground floor are encouraged to close and lock their windows when they are not home.
- Residents are encouraged to notify the Campus Police Department immediately of suspicious persons in and around the building.
- Residents are not allowed to grant entry to the building to any person that is not personally known to them. If a resident chooses to grant entry to a person who is known to them but is not their guest, it is that resident's responsibility to escort the individual to his/her destination and to confirm that their host is at home. If the host is not home, it is the escorting resident's responsibility to escort the individual from the building.
- Residents should not allow non-residents to follow them through the gates or doors. If a nonresident does follow through a gate or door, residents should ask the person who they are coming to see and escort them to that resident's apartment. Residents who do not feel comfortable escorting a person who is unknown to them should contact Campus Police immediately and, if possible, keep track of the person until Campus Police arrives.

## **SAFETY**

### **FIRE PREVENTION**

To insure maximum safety for residents and their families, these fire precautions should be followed carefully:

- Grease buildup in ovens, burners or walls can cause kitchen fires. Be sure to clean stoves and vent filters to prevent grease accumulation. The Apartment Manager can give instructions on how to remove and clean the vent filter.
- For maximum safety, please keep all doors and hallways clear of clutter.
- Check electrical cords for frayed edges and do not use damaged cords. Extension cords of any type are not permitted; surge protectors may be used if plugged directly into a wall outlet.
- Halogen lamps are discouraged as they have caused many fires.
- Extreme care should be exercised when using Christmas tree lights.
- Open flames of any type are not permitted. This includes candles. If a candle is found by the Fire Marshal, a ticket will be written to the resident.

### **FIRE EXTINGUISHERS**

Fire extinguishers are located on each hallway and should be used only in case of an emergency. In case of fire, call the Dallas Fire Department at 911 then notify the Apartment Manager or the Campus Police Department.



## FIRE ALARM PROCEDURES

If you hear a fire alarm, please:

- Exit the building using the nearest stairwell. Do not, for any reason, use the elevators.
- Once outside the building, make your way to the DTS lawn on the other side of Swiss Ave.
- Gather with all the members of your floor in an orderly fashion (1st floor through 10th floor, left to right). After taking a quick inventory of those present, make a list of residents from your floor unaccounted for that might still be in the building in case someone from ST Management, Campus Police, or the Fire Department asks.
- Remain on DTS lawn until instructed by Campus Police or the Fire Department that it is safe for you to return to Swiss Tower (you must wait for their instruction even if you do not hear the alarm any more).
- During inclement weather you will be escorted to Campbell Academic Center by Campus Police.
- **Please treat every alarm seriously. Do not wait around to find out what set off the alarm. Always assume that you need to leave the building.**

### HOW FIRE ALARMS WORK IN HIGH-RISE BUILDINGS

- When the public area smoke detectors are triggered by smoke the alarm and annunciator will sound on the floor where the smoke is detected along with the floor above and below that floor.
- No other floors will go into alarm unless smoke is detected on an additional floor in which case the same process as noted above will take place.
- You are not required to evacuate if the alarms on the floor where you are do not sound.
- It is possible for all floors to go into alarm.

## WEATHER SAFETY

### TORNADOS AND OTHER SEVERE STORMS

In the event of a tornado sighting, please follow these procedures:

- Remain indoors! Do not go outside in an effort to see the tornado!
- Go to the hallway of one of the four bottom floors of Swiss Tower away from windows. Residents of these floors should also go into the hallway and be sure to close the apartment entry doors. Remember that most injuries and deaths are caused by flying debris. If the storm hits before you can get to the hallway of any floor the only alternative is to close the door of the bathroom, get into the bathtub and cover yourself(s) with a mattress or other heavy cushion.
- Stay completely away from windows
- Lay on the floor, covering head with arms and hands
- If a tornado hits, do not leave the building until word is given by the proper officials

Please take your smart phones with you to keep track of the storm so no one is tempted to stay in their apartments in an effort to keep everyone informed. Opening the apartment doors could pose a great risk of injury if windows have been blown out.

Dallas is subject to tornadoes at any time of the year, but most occur during the spring. Be aware of developing weather patterns.

If skies look threatening, tune in to radio station **KRLD 1080AM** for information. You can google the station and stream online as well.

## **IN CASE OF AN EMERGENCY**

### **Emergency Defined:**

- Any equipment failure or malfunction which may cause bodily injury, damage to property, or compromise to security
- Any failure of the A/C unit which may cause bodily injury, including aggravation of any existing medical conditions

### **Steps to Follow:**

- Step 1: Call the Apartment Manager: 214-887-5215
- Step 2 : (if you can't reach manager) Call back up number: 214-887-5170

\*If you are experiencing a failure in your apartment that is urgent but does not meet the above definition of an Emergency, please notify your Apartment Manager immediately (214-790-9577) and leave a message on his voice mail. He will get back with you as soon as he is able.

\*\*All other repair needs should be submitted as a work order through your AppFolio Portal.

## **IMPORTANT PHONE NUMBERS**

**Apartment Manager:** (214) 877-5215 Rm #101

**Campus Police:** (214) 887-5590

**Housing Office:** (214) 887-5210

**TXU Electric:** (972) 791-2888

**Poison Center:** (800) 222-1222

