TABLE OF CONTENTS

Welcome.............................................................................................................3
Important Phone Numbers..................................................................................4
General Information..........................................................................................6
Conduct and Responsibilities..............................................................................7
Facility Information...........................................................................................10
  Apartment Care................................................................................................12
  Parking................................................................................................................16
Procedures..........................................................................................................17
  Deposit/Rent/Leases...........................................................................................17
  Roommate Information.......................................................................................18
  Lease Renewal/Release/Termination.................................................................18
  Moving Out.........................................................................................................20
  Keys.....................................................................................................................21
Safety and Security..............................................................................................22
  Fire Safety...........................................................................................................24
  Severe Weather................................................................................................24
Services................................................................................................................26
  Mail....................................................................................................................26
  Cable and Internet.............................................................................................26
  Transportation..................................................................................................27
  Primary and Secondary Schools.......................................................................27

CONTACT INFORMATION

Kraettli Apartments
212 Wadsack Dr. #A
Office (405) 325-4431
Kraettli@ou.edu

Office Hours are 8 a.m. – 5 p.m. Monday - Friday
We reserve the right to close our office at any time.
WELCOME TO KRAETTLI APARTMENTS
Kraettli Apartments is a wonderful place to live! We offer a community that is all-bills-paid, has 24-hour maintenance, a unique university living opportunity, and is served by a dedicated office staff and University of Oklahoma Police Department to provide a safe and enjoyable experience for you and your family.

UNIVERSITY OF OKLAHOMA MISSION STATEMENT
The mission of the University of Oklahoma is to provide the best possible educational experience for our students through excellence in teaching, research and creative activity and service to the state and society.

OU HOUSING AND FOOD SERVICES MISSION STATEMENT
We bring life to the university experience.

CORE PURPOSE
Our purpose is to provide safe, attractive, comfortable, and affordable housing to students, faculty, staff, and their families. It is our goal to support education, encourage responsible living, provide support services to residents, create respect for cultural diversity, and encourage the development of community life to support personal and academic excellence.

This handbook is provided to help maximize your University apartment living experience. The information contained here will:

1. Enable you to become familiar with the Kraettli Apartment system (our services, programs, facilities, staff, policies, and procedures),
2. Inform you of your rights and responsibilities as a community member, and

These rules and regulations, as well as the guidelines listed in the various Codes of Responsibilities and Conduct for the Norman Campus, are included in your lease and should be read and observed. Please keep this handbook for future reference.
IMPORTANT PHONE NUMBERS

Ambulance Service-Norman EMS: 911 or 360-1232
Fire/Police (OUPD) Emergency: 325-1911
Police Non-Emergency: 325-1717
Poison Control: 271-5454

Kraettli Office: 325-4431
Maintenance: 325-4421
Bursar Office: 325-3121
Career Counseling Center: 325-1974
CART: 325-2278
Cox Cable: 600-7676
Financial Aid: 325-4521
Goddard Health Center Info: 325-4441
Disability Resource Center: 325-3852

**Housing and Food Services**: 325-2511
Huston Huffman: 325-3053
International Programs Center: 325-1396
International Student Services: 325-3337

**Maintenance (routine situation)**, please visit housing.ou.edu, click the quick links drop down box, select maintenance request, or call: 325-4421

Norman Regional Hospital: 307-1500
Number Nyne (Crisis Center): 325-6963
If closed call: 848-2273

OU IT: 325-4357
Parking & Transportation: 325-3311
Registration: 325-2891
Student Affairs: 325-3161
Tutoring Service: 325-4096

Norman Public Schools Administrative Services Center: 364-1339
Madison Elementary: 366-5910
Irving Middle School: 366-5941
Norman High: 366-5812
Norman Public Schools Bus Barn: 366-5965
GENERAL INFORMATION

The Kraettli Apartments staff is a team composed of an apartment manager, a Graduate Resident Director, and office staff. The office is located at 212-A Wadsack Dr., and it is in operation Monday through Friday, from 8:00 am to 5:00 pm, with respect to holidays. Office staff reserves the right to close the office at any time. Any time the office is closed, residents may call the office telephone number and follow the instructions provided. Residents may also leave a message as voicemail and your call will be returned as soon as possible. The emergency number for maintenance is 325-4421.

The staff is available to help guide and assist residents with any questions or problems throughout the year and communicates with residents via OU email and posting notices in bulletin boards located in all apartment breezeways and the laundry room. Please read all Kraettli Apartments communications carefully as they may pertain to you.

FACULTY-IN-RESIDENCE

The Faculty-in-Residence program invites a distinguished faculty member and his/her family to share living and working space in the University apartments and residence hall communities. This program, initiated in 1996, provides opportunities for close interaction between live-in faculty members and first-year students. The faculty member and family will live in a University apartment for the duration of the academic year. In conjunction with apartment and residence hall staff, the faculty member plans activities to promote academic success, the ambience of a living-learning community, and an enhanced residential life experience through social interaction.

ELIGIBILITY

In order to be eligible to live in Kraettli Apartments, university students, staff, and/or faculty must meet the following criteria:

- Residents are students enrolled in classes at the University of Oklahoma Norman campus or the Health Sciences Center campus who are upperclassmen (24 hours or more of college credit); or 20 years of age; or married; or have dependents.
- Audit courses, correspondence courses (Independent Study), CLEP, Advanced Standing, Intersession and courses taken at other schools that are taught on the Norman campus do not fulfill class requirements for living in Kraettli Apartments.
- Residents are full-time faculty or staff members of the University of Oklahoma.

ROOMMATE BILL OF RIGHTS AND RESPONSIBILITIES

Sharing an apartment with someone is like any other relationship. In order to be successful it requires openness, flexibility, respect and compromise. Right from the beginning, it is very important to communicate openly with your roommate. Learning to live with another person, to acknowledge and respect each other's differences, and to allow one another the space to grow is one of the most valuable parts of the campus living experience. This declaration outlines basic rights and responsibilities that will help healthy roommate relationships develop.

As a roommate, you have the following RIGHTS:
To read and study free from undue interference in one's room.
To sleep without undue disturbance from noise, roommates, guests, etc.
To expect that a roommate will respect one's personal belongings.
To a safe and clean environment in which to live.
To free access to your room and facilities without pressure from a roommate.
To personal privacy.
To host guests in accordance with the guest policy who respect the rights of your roommate and other community residents.
To be free from fear of intimidation and physical and/or emotional harm.
To expect reasonable cooperation in the use of furniture and appliances (refrigerator, microwave, stove, oven, etc.) and a commitment to honor agreed upon procedures.

As a roommate, you have the following RESPONSIBILITIES:

- To keep your door locked.
- To observe quiet hours, keep your TV, stereo and voice at a reasonable volume in the apartment community and to remind others that you expect the same of them. In support of the academic mission of the university, OU Traditions Square does have established quiet hours. More information on this policy can be found on page 27.
- To let your roommate know of your wishes and preferences for hours of sleep, study and guest visitation, and to work through any differences you may have in a peaceful manner.
- To listen to your roommate’s wishes and respond appropriately.
- To read and follow the rules and regulations established to support the educational purposes of the university (provided for you by Housing and Food Services in the Community Living Guide) and to sustain a safe and comfortable living community. You are responsible for what happens in your apartment.
- To examine your own behavior when confronted by another and work toward resolving conflicts. You also have the responsibility to interact with others in a non-aggressive and non-threatening manner.
- To notify a staff person of your problem in a timely manner and to cooperate with the staff as they work with you to resolve your problem.
- To participate in community meetings and to adhere to and enforce community policies and guidelines.
- To be a positive member and influence in your community.
- To recognize that community cannot exist if any individual is excluded. Any action, overt or covert, that discriminates on the basis of race, gender, religion, handicap, national origin, age or sexual orientation cannot be tolerated in a community based on mutual respect and cooperation.
- This university is in compliance with all applicable federal and state laws and regulations and does not discriminate on the basis of race, color, and national origin, sex, age, religion, disability, political beliefs or status as a veteran in any of its policies, practices or procedures. This includes but is not limited to admissions, employment, financial aid and educational services.
CONDUCT AND RESPONSIBILITIES

The University of Oklahoma Student Code of Responsibility and Conduct applies to all students, including those who live in the University apartments. A copy of the Student Code can be found online at studentconduct.ou.edu. Although all residents are not necessarily students, the Code of Responsibility and Conduct applies to all campus residents.

Rules set forth in the Community Living Guide should be interpreted broadly. They are not designed to define misconduct in exhaustive terms. Residents are responsible for reading the information in this publication, educating themselves on the Codes of Responsibility and Conduct, and abiding by campus behavior standards. All residents are responsible and accountable for their actions and those in their residence at all times. Disciplinary actions for violating University standards may include the issuance of a citation, appearance before a disciplinary body for determination of a stronger penalty, lease termination, or criminal prosecution.

The Buckley Amendment
The Family Educational Rights and Privacy Act of 1974 (referred to as the Buckley Amendment) grants you the right of privacy toward your records, both academic and disciplinary. With this right exists a responsibility to behave and act in a manner appropriate to community standards. Failure to act responsibly and/or accept responsibility for actions may result in administrative action.

University Perspective and In Loco Parentis
The University of Oklahoma does not replace your parents or guardian (the act of replacing a parent or guardian is referred to as in loco parentis). The university recognizes you as an adult responsible for your actions. Because the university is not a parent, students will be accountable, legally if necessary, for their actions.

Title IX
The University of Oklahoma does not discriminate in its educational or employment benefits, activities or programs on the basis of gender pursuant to Title IX of the Education Amendments of 1972. Please familiarize yourself with the University’s Sexual Misconduct, Discrimination and Harassment Policy and related procedures located online at ou.edu/ooo. Should you experience sexual assault or other sexual misconduct, discrimination or harassment, please contact the Title IX Coordinator, Bobby Mason, or the Sexual Misconduct Officer, Kathleen Smith, at (405) 325-2215, Four Partners Place, Suite 1000, Norman, OK, to learn about reporting options and available resources.

Guests
Kraettli residents are responsible for their guests and their guests’ actions. Non-residents of the Kraettli community are expected to abide by the stipulated visitation/guest policies. Guest must be accompanied by a Kraettli residents within the apartment community at all times. Kraettli staff encourages roommates to approve any overnight guests. Allowing persons not listed on the lease to reside in the unit for more than three consecutive days or more than six days out of any month constitutes a violation of the lease. Disregard of this policy or any university regulations
will result in the eviction of the guests from the premises and disciplinary action of the resident(s).

**Noise**
Your lease prohibits loud noise that impedes on other residents. If you are anticipating having guests and feel that it might be unusually loud, talk with your neighbors about your plans to prevent unwanted conflicts. Please note that, in spite of your conversations making your neighbors aware, if your neighbors complain to management, it will still be considered a complaint on your record and disciplinary action may be taken.

Conversely, realize that people make noise, even under normal circumstances. Apartment living requires this understanding. Keep in mind that if your noise bothers your neighbor, you may be in violation of the noise policy.

**Neighbor Conflicts**
Disagreements can occur when people live close together. Residents are expected to communicate with community members and try to resolve any problems that may arise. If residents involved are unable to reach a resolution, they should contact the apartment manager for assistance mediating the issue.

**Harassment**
The University of Oklahoma supports diversity and is committed to maintaining multi-cultural, multiethnic, and multiracial work and educational settings. Respecting cultural differences and promoting dignity among all members of the University community are responsibilities each of us must share. Harassment of any kind will **NOT** be tolerated and may warrant disciplinary action. For more details see the Student Code Handbook.

**Firearms and Weapons**
Firearms, explosives (including firecrackers), and other dangerous weapons are not permitted within or upon the grounds, buildings or any other facility of the University of Oklahoma. Weapons may include, but are not limited to, the following: guns (to include BB, air, and paintball guns), slingshots, brass knuckles, bowie knives, daggers, or similar knives or switchblades. Even objects resembling weapons, and their possession and/or usage could result in disciplinary action and termination of the contract agreement.

**Alcohol**
Housing and Food Services is concerned with the effects that the use and abuse of alcohol has on life in the apartment community. Public drunkenness and misconduct due to the consumption and/or possession of alcohol is prohibited. Alcohol use/abuse is not an excuse for inappropriate behavior. In the state of Oklahoma, it is unlawful for any person under 21 years of age to purchase, possess, or consume alcohol. These university rules and state/federal laws are applicable outside **and** inside of each apartment.

**Smoking/Vaping/Tobacco Use**
Smoking is not permitted anywhere on the OU campus, which includes residential communities owned by OU and the surrounding OU-owned grounds. This includes, but is not limited to, all
tobacco products and electronic/battery operated smoking/vaping devises. Disregard of this policy may result in a citation.

**Drugs**
Housing and Food Services considers the possession, use, sale, or distribution of illegal drugs detrimental to residents and to the educational process. Residents who participate in the use, sale, or distribution of illegal drugs are subject to disciplinary action. Drug paraphernalia, including bongs, clips, pipes, and other items used in preparing or consuming illegal drugs, are not permitted anywhere and may be confiscated by OUPD.

Those engaged in substance abuse are urged to visit Goddard Health Services (325-4611) or Counseling and Testing Services (325-2911) for assistance.

**Bicycles**
If you have a bicycle on campus:

- Keep a record of your bicycle’s serial number and/or a copy of its registration or sales receipt.
- Bicycles can be registered at the SafeWalk office located in Cate Main, OUPD offices, or online at [http://www.ou.edu/oupd/bikereg.htm](http://www.ou.edu/oupd/bikereg.htm)
- Lock bicycles with a key, rather than a combination lock.
- Secure the bicycle’s frame and both wheels to a bicycle rack located near our buildings. Do not secure your bicycle to a tree, signpost, stairwell or handrail. It will be removed at owner’s expense.

Bicycles that block stairways or other pedestrian or emergency access are routinely impounded, as are bicycles found unlocked or unattended. The OU Facilities Management will impound bikes. Additionally, any bikes that are abandoned over the summer will be removed by Facilities Management workers.

**Solicitors**
No solicitors are permitted within any campus community. If a solicitor comes to your door, call the Kraettli Apartment Office or OUPD at (405) 325-2864.

**Speed Limit**
For safety purposes, the speed limit throughout Kraettli Apartments is 10 miles per hour.

**Protecting Self and Property**
The university does not reimburse residents for loss of personal property. Residents are urged to purchase renter’s insurance to cover their personal property for any loss due to theft, fire, or other causes. The university does not carry insurance covering personal property and is not liable for losses, damages or injuries of any sort occurring to personally owned property, furniture or equipment caused by fire, water, smoke, wind, utility equipment malfunction or failure, or other causes. The university shall assume no responsibility for theft, destruction, or loss of money, valuables or other personal property belonging to or in the custody of the resident for any cause whatsoever, whether such loss occurs in resident’s apartment, storage area, or public areas.
Although residents may feel safe and comfortable in the Kraettli community, residents should make certain doors to apartments and vehicles are locked at all times.

**Ice and Snow**

In the event of an ice/snow storm, residents should be cognizant of where they are walking throughout the property, please help us by making the Kraettli staff aware of any rough patches so that the area can receive immediate attention and no one gets seriously injured. We do not provide shovels for the residents. In the event the university is closed, the mail service will not run. In the event that the university is closed due to inclement weather, the Kraettli office will also be closed. Please check your OU email address for important communication and the university website concerning university closings.

**Working on Your Vehicle**

Working on your vehicle is **not** permitted on the Kraettli Apartments premises. Norman has several car repair shops that can assist with car repairs and maintenance. Improper disposal of waste oil, fluids, tires and batteries harm the environment and are a violation of state law and may result in disciplinary action by Housing and Food Services and/or OUPD.

**FACILITY INFORMATION**

**Reporting Emergencies**

Emergencies should be reported immediately. If there is an emergency maintenance problem please call 325-4421. Emergency repairs include broken water line, gas odor, clogged toilet, water leaking through ceiling, no heat, or no electricity.

**Maintenance Requests**

For routine repairs to your apartment complete an online trouble maintenance request on the Housing and Food Services website at www.housing.ou.edu. Click on “Maintenance Request” on the Quick Links toolbar. If you have a maintenance emergency such as those mentioned above, please call 325-4421 immediately.

**Inventory**

When you move into the apartment, inspect it thoroughly, noting any damages on the inventory form. Return the signed form to the manager’s office within 24 hours.

You have the option of renting a furnished or unfurnished apartment. If you choose a furnished apartment, it should include the following:

**Living Room:**
- 1 sofa
- 1 armchair
- 2 end tables
- 2 lamps

**Dining Room:**
- 1 dining table
- 4 dining chairs

**Bedroom (each room):**
1 double bed or 2 twin beds
1 chest-of-drawers
1 nightstand
1 study desk
1 study chair

Laundry
Washers and dryers are not permitted inside of any apartment in Kraettli. If found, residents will be subjected to charges and disciplinary action. Washers and dryers are provided for the use of our residents only as an amenity. There are no coin-operated machines; all machines are to be operated with the provided laundry card (only one card per apartment).

In consideration of the other residents, do not leave your clothes in the machines longer than the machines are in use, and do not use all the machines at once. If your clothes are stolen, call OUPD at 325-1717. The University is not liable for damaged or stolen property. Trash containers in the laundry facility should be used only for laundry refuse. Items left in the laundry facility can be confiscated by Kraettli staff. If confiscated by staff, those items can be returned to the residents with a $65 charge.

Clotheslines
Clotheslines are provided directly behind the laundry facility. No additional clotheslines are permitted. Laundry that is hanging anywhere else will be confiscated, and those items can be returned to the resident with a $65 charge.

Bulletin Boards
The laundry room has a bulletin board for resident use. This is the only public space where residents are allowed to post notices. Notices that have been up for 30 days will be removed to avoid clutter. Bulletin boards have been placed in every downstairs breezeway near the stairs for all apartment notices. It is the responsibility of all residents to read and review all notices on these bulletin boards as this may be the only notice that residents receive about upcoming programs or maintenance related events.

Playgrounds
Parents must supervise their children and should report any broken equipment to the Kraettli manager.

Garden Plots
There are a limited amount of garden plots designated for Kraeltti residents located on Monitor St., past OUPD. They are available on a first-come, first-served basis, and there can only be one plot issued per apartment. Gardens and flower beds are not permitted outside your apartment. Likewise, outdoor flower pots are not allowed. Inquire about garden plot availability in the Kraeltli office.

Lawns
Landscaping and maintenance personnel care for lawns, but is the responsibility of residents to not litter on the grounds. Also ensure that all personal belongings are not left outside, as they may affect the condition of the grounds and be subject to confiscation and fees upon return.

**Courtes y Telephone**
A courtesy phone is located outside the Kraettli office door. This phone is provided in case you are locked out of your apartment and need to call for assistance or if you need to call OUPD in case of an emergency.

**Car Washing**
There are many commercial car washes located throughout the Norman area. Residents may not use the water from the outside faucets or hook up a hose to any faucets for any reason.

**Outdoor Grills**
All personal outdoor grills are prohibited within and surrounding the Kraettli Apartments. Violation of this policy will result in University charges and fines, as appropriate. Grills are provided for your use near the playground area and within each block of apartments. When using the provided grills, please clean the grill after use.

**APARTMENT CARE**
Some wear and tear is bound to occur in an apartment during the course of normal living; however, residents must take care of the facilities. If an apartment is found to be damaged, residents will be charged for repair, including materials and labor. The apartment should be kept clean during occupancy and left clean upon checkout. If a dirty apartment presents a pest problem, the residents will be required to assume the cost of cleaning, pest removal, and possible be required to vacate the apartment. Food cannot be left outside your apartment. Food left outside may be disposed of by management, but residents will be charged for littering whether it is disposed of by management or not.

**Housekeeping and Keeping Your Apartment Functioning Properly**
Kraettli does not provide housekeeping services to residents. For the benefit of themselves and the apartment community, residents are expected to keep apartments clean. Garbage should always be placed in the dumpster, rather than in stairways, breezeways, vestibules, patios, or storage rooms, to prevent pests and health concerns. Do not use sinks, tubs, and toilets for anything other than their intended purpose. Do not flush disposable diapers, sanitary pads or similar products, garbage or other related articles down the toilet bowl. It could result in a clogged toilet, for which you would be charged. A clogged drain, whether the resident’s fault or not, is considered an emergency and should be reported immediately by calling Work Authorization at 325-4421.

**Furniture Removal**
If you have rented a furnished apartment and want to change it to an unfurnished apartment, you will be charged a minimum of $200.00. This applies even at the end of your lease term. We DO NOT provide partially furnished apartments as an option. An apartment will be either completely unfurnished or completely furnished. If you need to exchange your bed for one of a
different size, you will be charged $100.00 for removal. All furniture requests must be submitted in writing in the Kraettli office. This charge will be added to your bursar account.

If you have rented an unfurnished apartment and want to change it to a furnished apartment, you will be charged a minimum of $200.00 for furniture installation. At the time the apartment is furnished, you must request the bed sizes you prefer. Any subsequent requests to change a bed for one of a different size will result in a charge of $100.00 if furniture is available.

**Disposal of Grease**
Grease and all other non-dissolvable liquids are **not** to be emptied down the kitchen sink, bathroom sink, toilet, or bathtub drain. Improper disposal of grease and all other non-dissolvable liquids can cause damage to the apartment’s sewage system and could result in damage charges being charged to your bursar account. Grease and all other non-dissolvable liquids should be disposed of in a secure storage container (metal is preferred) and placed in your trash container. The trash should then be placed in the dumpsters provided to you in Kraettli apartments.

**Pest Control**
Housing and Food Services offers quarterly routine pest treatment to each apartment at no cost to the resident. If your apartment has an infestation problem with insects, mice, or some other pest, contact the Kraettli office. In the case of a cockroach problem, neighboring apartments must also be treated. If we must treat for such an infestation, you will receive preparation information from the Kraettli staff. We request that you cooperate fully so that treatment can be completed in a thorough and timely manner. Prompt reporting of these issues helps to keep infestation problems at a minimum and provides for a better environment. Any resident who is scheduled for treatment and cancels or has not properly prepared their apartment for treatment may be assessed a charge and will be assigned another treatment date. Pest issues that are assessed to be caused by the resident will result in the resident being charged for necessary treatment(s). **To minimize cockroach infestation, residents should properly clean appliances and apartments, dispose of garbage promptly in the dumpsters, and store food properly.**

**WHAT YOU CAN DO TO HELP KEEP PEST PROBLEMS UNDER CONTROL:**
- 1. Call the Kraettli office if you have a problem with pests.
- 2. Take trash to the dumpster daily. Anyone leaving garbage outside their apartment will be charged for littering.
- 3. Clean dishes, stovetop, and countertop each day.
- 4. Sweep and mop the floors weekly, if not more frequently.
- 5. Do not store newspapers, paper sacks, or empty cans in or around your apartment.
- 6. Do not allow grease to build up around your stove or refrigerator.
- 7. Nothing should be placed on the sides of the stove, refrigerator, hot water tank, or the walls.
- 8. Store food products properly in your freezer or refrigerator, or sealed in your cabinets.

**Mold and Mildew**
Mold and mildew grow in areas that are dark and/or moist. These tips help prevent growth:
- 1. Keep everything clean, well lit, and dry.
2. Leave the bathroom door and shower curtain open to allow walls to dry after showering.
3. Clean shower curtains in the washer with a commercial mold and mildew remover.
4. Use cleaning products designed to prevent mold and mildew.
5. Clean the inside and outside of the vent hood after cooking.
6. Sweep the tile floors daily and mop routinely. Rinse after mopping to prevent stickiness.
7. Vacuum carpets at least weekly.
8. Clean windows regularly. Report any loose or leaking window panes to the apartment manager.
9. Keep heat at a level to prevent condensation from forming on the walls, ceilings, and windows.
10. Refrain from hanging wet items inside apartment.

If it is determined that resident has caused the mold, the resident will be responsible for cleaning. If management has to clean, you will be charged accordingly. Not following these tips may result in damage to your apartment and damage charges will apply.

Shower Curtains
Shower curtains are required in all university apartment facilities. Residents are responsible for damages resulting from improper shower curtain installation or lack of shower curtain use. Proper installation requires the shower curtain to be INSIDE the tub while showering. If not used properly there may be charges assessed at the time of check-out.

Taking Care of Your Range or Stove
1. Keep the stove free from grease buildup, which will help prevent a fire hazard. This will also help prevent roaches and keeps your stove operating well. Wipe clean every time you cook.
2. Pay particular attention to burners to prevent grease buildup.
3. Do not cover stovetop or sides with aluminum foil. This blocks vents and creates a safety hazard and pest hazard.
4. Do not pour water in or on the stove. Many stoves are electric or have an electric ignition that may short out.
5. Do not cook food items directly on the stove burners or oven racks. Place food on/in an oven-safe container and place on racks to cook.
6. Clean grease splatters and spills as they occur.

Helpful Hints on Your Refrigerator
1. To ensure proper operation, keep the refrigerator defrosted and clean. Even frost-free refrigerators must be defrosted and cleaned regularly. Prevent excessive frost in the freezer by closing the door properly, especially in hot, humid weather, and making sure that vents are not blocked.
2. Remember that an apartment-sized refrigerator/freezer holds less; too much food in the freezer is another cause of excess frost.

Hot Water Tank
Nothing should be stored in the closet with the hot water heater. Do not store anything, including newspapers, cardboard boxes, plastic or paper bags, rags, mops, or flammable products, near your water heater. It can cause a fire.

**Air/Heating Unit and Vents**
The air conditioning and heating unit should be turned on at all times. This will decrease the amount of moisture in the apartment and/or overworking of the fan coil units in the apartments. Residents are prohibited from covering any vents in the apartment at any time. Open vents allow for regular airflow through the vents and apartments. Covering vents can result in an increase of moisture in the apartment and dirt/dust buildup in the ventilation system. Covered vents will result in charges and disciplinary action.

**Contact or Shelf Paper**
Do not put contact paper on windows or other surfaces. Removal is costly, and you will be charged to return the apartment to its original state.

**Wallpaper or Wallpaper Borders**
Hanging wallpaper or border print paper is not permitted. Nothing can be painted or stuck to anything in the apartment.

**Painting**
You are not permitted to paint your apartment. Charges will be assessed if housing must paint walls to the original color.

**Pets**
Pets are permitted in apartments at the discretion of the Kraettli Apartments and Housing and Food Services Staff. If residents are found to have a pet without prior approval from Kraettli Apartments or Housing and Food Services Staff, disciplinary measures will be put into action. Information about the Kraettli Apartments pet application process and Pet Addendum is available for review in the Kraettli Office.

**Locks**
Residents are not allowed to install personal locks or chains on any apartment doors. If found, locks will be removed at the expense of the resident.

**Entranceways, Landings, and Grounds**
To make our grounds safe from fire and pest hazards, and to improve the general appearance of our grounds, **there are no items allowed in the breezeways**. You must place all bikes at one of the bike racks outside. To ensure safety, bicycles should not be chained to the stairs, poles, gas lines, or under the stairs. Apartment staff will confiscate any items mentioned above. However, you will have 15 days from the date it was taken to retrieve it. There will be a $65 charge for hauling, storage and/or disposal. All food items will be discarded immediately. Items not allowed include: bicycles of any kind, furniture, food, shoes, workout equipment, clothing, children’s toys and plants. Please note this list does not include all items and has been provided as a quick reference. Thank you for helping us to keep our community safe and clean.
Littering
Dumpsters are located throughout the complex for your convenience. Anyone who is found improperly disposing of trash will be fined.

First Offense-$15
Second Offense-$30
Third Offense-up to $45 and/or disciplinary process

Hanging Pictures and Posters
Kraettli residents may hang pictures as they desire, although they will be charged if walls are damaged. Residents may not place or display any signage/banners/flags outside any apartment or inside where they may be visible from the outside.

Appliances and Utilities
Do not install or utilize appliances which require the adaptation of existing water pipes or electrical outlets. This includes washing machines, dryers and air conditioners. Each apartment is wired for 110/120 -volt electrical service. Wiring will not be altered for any appliance requiring higher voltage. All additional appliances are prohibited. Residents will be subjected to charges and disciplinary process if in possession of additional appliance that are not approved by Kraettli Apartment and Housing and Food Services.

Halogen Lamps
Halogen lamps are strictly prohibited due to the potential fire danger.

Water Heater
If an emergency arises due to hot water leaking from the relief valve or the heater itself, the following suggestions could prevent the apartment from being flooded. Find a container to collect water leaking from the heater and immediately call Work Authorization at 5-4421.

Air Conditioning/Heating
Heating and cooling are controlled by a central plant that automatically turns on heat or air depending on the outside temperatures. The fan must be left on at all times to assist with humidity control in the apartments and ensure proper function of the fan coil unit.

Lighting
Exterior Lighting: The exterior lights are controlled by an electric eye, and will turn on and off according to the amount of light outside.

Interior Lighting: Residents are required to use compact fluorescent energy-saving light bulbs (CFLs). Replacement bulbs can be picked up from the Kraettli office during business hours at no charge. If maintenance replaces an interior light bulb that is burned out, your account will be charged $30 for light bulb replacement. Be sure that all lights are working when you move into your apartment. To replace kitchen fluorescent light bulbs or appliance bulbs, fill out an online maintenance request at housing.ou.edu, by clicking the Quick Links drop down menu and selecting Maintenance Request.

PARKING
Parking decals/permits are not issued to park in Kraettli Apartment. There is plenty of parking for everyone. Vehicles parked in areas that are not designated as parking areas will be ticketed or towed at the owner’s expense. Under no circumstances are residents permitted to drive any motor vehicle on lawns, sidewalks, walkways, or breezeways. Vehicles that are not properly tagged or are not in running condition will be towed at the owner’s expense. Residents or visitors are not permitted to use parking spaces on the west side of Asp Avenue. These spaces are reserved for Traditions Square guest parking.

**Motorcycles**
Motorcycles should be parked only in the parking lot. Parking them on the sidewalks or in the breezeway is a violation of the fire code.

**Bicycles**
If you have a bicycle on campus, including Kraettli Apartments:
1. Keep a record of your bicycle’s serial number and/or a copy of its registration or sales receipt.
2. Register your bicycle with the Department of Public Safety’s Operation ID program.
3. Lock bicycles with a key rather than a combination lock.
4. Secure the bicycle’s frame and both wheels to a bicycle rack. Do not secure your bicycle to a tree, signpost, or handrail or it can be confiscated.
5. Bicycles that block stairways or other pedestrian or emergency access are routinely confiscated by University Facilities Management or impounded for safekeeping by the Department of Public Safety, as are bicycles found unlocked or unattended.

Any bicycle operated on the University campus shall be registered with the University Department of Public Safety ("DPS" or "Campus Police") through the university and City of Norman joint bicycle registration program. This requirement applies regardless of whether the owner is a **student, faculty, or staff member**. Registration is at no cost.

We encourage you to register your bike through OUPD at 325-2864 or online at http://www.ou.edu/oupd/bikereg.htm. Registering your bike is the only way you can get it back if it is stolen or lost.

**PROCEDURES**

**DEPOSIT/RENT/LEASES**

**Deposit/Rent**
Each resident is required to pay a deposit prior to occupancy. Deposits will be returned upon moving out of the apartment if residents follow the procedures for vacating and have no outstanding debts with the university.

A deposit and first month’s rent must be paid prior to the lease being signed, and the lease must be signed before apartment keys can be issued to anyone moving in to Kraettli Apartments.
Rent is billed to the Bursar account(s) of the primary resident(s), and it is due on the first day of each month. The rent period runs from the first day of each month to the last day of each month. Rent may be paid in-person at the Bursar’s Office, online at ozone.ou.edu, or mailed to:

Office of the Bursar
1000 Asp Avenue, Room 105
Buchanan Hall
Norman, OK 73019-0430

- In the case of an apartment being occupied by two roommates, half of the rent amount will be charged to the bursar account of each roommate.
- If payment is mailed it must arrive before the 21st of the billing period.
- Rent becomes delinquent if not paid by the 21st, and residents will be assessed a $25 late charge after that date.
- If a check is returned by the bank of the resident, a $25 charge will be assessed, plus any additional late charge. Failure to pay rent can result in termination of your lease, and, when applicable, academic transcripts may be held until all accounts are paid.

Rental Rate Changes
Because Kraettli Apartments are self-supporting, periodic rate increases may be necessary. All rate changes are approved by the Board of Regents, and the rate increases are usually effective at the beginning of the academic year. Residents will be given notice of any increases at minimum of 45 days.

Apartment Move-Around Guidelines
Current residents of Kraettli Apartments may request to move to another apartment within Kraettli Apartments according to the following conditions:

- Monthly rent must be paid in full.
- If resident has a roommate and is seeking to move-around without the roommate, they must first obtain a roommate release form from the Kraettli office. This should be submitted to the Kraettli office for review.
- Residents will be charged $75.00 per move-around per resident.
- Residents will be responsible for any damage charges in the previous apartment.
- Residents will be allowed two full days to move-around. Keys must be returned within this time period to avoid additional rent and/or lock recombination charges.
- A move-around may be requested at the end of the lease by completing a move-around form; however, you must pay the $75 fee (see #4).

ROOMMATE INFORMATION
When a resident wants to add a roommate to the lease, the prospective residents must pay the application fee, deposit, and an advanced payment equal to one month’s rent before being added to the lease. Both residents must be present when adding a roommate and must commit to staying in the apartment. A resident who moves into an occupied apartment will be responsible for the condition of the apartment when he/she vacates the apartment. The new roommate assumes full responsibility for all previous occupants’ cleaning/damage charges.

Roommate Selection
You are responsible for choosing your own roommate. Housing and Food Services or the Kraettli office is not responsible for providing roommates to Kraettli residents. A Kraettli resident will be charged the entire rent amount for occupying an apartment prior to adding a roommate to the lease.

**LEASE RENEWAL/RELEASE/TERMINATION**

Each spring Housing and Food Services provides Kraettli residents the opportunity to renew their leases during the month of April. In the beginning of the spring semester, residents will be emailed a lease renewal survey asking about intentions for the following academic year. Please read this information closely and do not hesitate to contact the Kraettli office if you have questions. Completing the survey is necessary and all residents are required to sign a new lease if deciding to continuing living in Kraettli Apartments. All accounts must be current in all charges by Housing and Food Services in order to renew the lease.

**Lease Termination/Release**

Vacating instructions include, but are not limited to, the following:

- Submit a lease release request at least 30 days prior to the day you wish anticipate vacating the apartment. Lease Release Request forms must be picked up in the Kraettli office. Requests will not be accepted without proper documentation. Upon submitting the request form and proper documentation, the request will go through the process of being reviewed by a committee. Lease release committee meeting occur once per week. Residents will be notified via e-mail of their request decision.
- Clean your apartment, including your room, living/dining room, bathroom and kitchen. Proper cleaning instructions and rates are provided in the Kraettli office.
- **If you are approved**, notify Housing and Food Services and the OU Bursar's Office that you are leaving, and provide forwarding address for possible refunds (if granted).
- Make arrangements with the Kraettli office to schedule a checkout between 9-4 p.m., Monday through Friday. To receive clearance, all possessions and personal property must be out of the apartment, the apartment must be clean, and an inventory sheet completed. Keys must be returned at the time of scheduled checkout.
- Rent continues until the end of the lease for those that are not granted a release, even if check out is completed prior to the end of the lease.

**Lease Termination/Release When You Have a Roommate**

- Submit a lease release request at least 30 days prior to the day you wish anticipate vacating the apartment. Lease Release Request forms must be picked up in the Kraettli office.
- If you want to be released from your lease for any reason other than no longer being affiliated with the university, your request will not be processed without a Roommate Release form. Your roommate will need to obtain a Roommate Release form from the Kraettli office for you and your roommate to complete. The roommate must show her/his OU ID to the Kraettli office staff when submitting the roommate release form. Kraettli office staff will not accept the roommate release form from the potential remaining roommate without viewing the OU ID card at that time.
- If your roommate chooses to release you, you are not responsible for any further rental charges as of the effective date, provided that proper checkout procedures have been followed.
• The remaining roommate will have the option to remain in the apartment and pay the total amount of rent for the entire apartment or add another roommate after the vacating roommate has properly checked out of the apartment.
• The remaining roommate may request to terminate the lease, but the granting or denial shall rest within the sole discretion of the University.

Residents who leave without properly checking out will be responsible for any damage, cleaning or keying charges associated with the apartment. Charges will be placed on your OU Bursar account.

Subletting Apartments
You are not allowed to sublet any portion of your apartment, as detailed in section 7(e) of your lease and is cause for lease termination. All persons occupying the apartment must have a current Kraettli lease with the university.

Operating a Business from your Apartment
Operating a business from university-owned housing is in violation of section 7(h) of your lease and is cause for lease termination.

Forwarding Address
Be sure to leave a forwarding address with:
• OU Bursar’s Office
• Unites States Postal Service located at 200 36th Ave NW
• Cox Communications (if applicable)
• Any magazine or publication circulation departments
  It is your responsibility to inform the US Postal Service and all persons/companies that you are moving and that your address has changed.

MOVING OUT
While allowances for fair wear and tear will be made upon your moving out, you and your roommate(s) are expected to leave the apartment and all provided furniture (if any), fixtures and appliances clean and in good condition. Kraettli staff will accompany you and your roommates as you inspect your apartment upon moving out.

Prior to moving out, each resident is expected to schedule a checkout with the Kraettli office staff, where you will receive a checkout packet detailing what you need to do to prepare your apartment. It is very important that you read this information carefully as it will include cleaning instructions.

In addition to this initial walk-through, maintenance workers and housekeepers also will follow up with an inspection to ensure your room is suitable for a new resident. Costs for damage repairs and excess cleaning charges during your occupancy or upon move out will be your responsibility.

Cleaning Requirements
  Kitchen
Place newspaper on floor in front of the stove as oven cleaner can damage the floor tile. Remove burner parts, oven racks, and broiler pan and spray with the oven cleaner. Spray inside surface of oven with oven cleaner (follow instructions on the can). After cleaning, wipe all surfaces with a towel with clean water.

*Cabinets, Counter Top, Refrigerator and Sink*
Remove crumbs from inside shelves in cupboards. Wash inside and outside of cupboards with an all-purpose cleaner. Defrost refrigerator by turning temperature control inside refrigerator to the off position. When defrosted, remove shelves, vegetable and crisper bins and clean with an all-purpose cleaner. After cleaning, turn refrigerator control to ON position.

*Bathroom*
Clean sink, bathtub, walls and toilet with bathroom cleaner. Mop floor with an all-purpose cleaner. Clean all shelves with damp sponge. Mop all tile floors with an all-purpose cleaner and rinse with clean water.

*All Rooms*
Wash any marks, grease and dust off walls, windowsills, window screens, air conditioner/heater vents and heater closet with an all-purpose cleaner. Vacuum all carpets. Dispose of all garbage and unwanted items in the dumpsters outside. Any items left in an apartment by the resident will be disposed of and the resident will be charged hauling fees.

*Suggested Cleaning Supplies May Include:*
Soap-scum remover, disinfecting spray, razor scraper or putty knife, broom, dustpan, bucket or pail, mop, rubber gloves, glass cleaner, toilet-bowl cleaner, cleaning cloths and scrubbing sponge.

*Abandoned Property*
Any and all abandoned property will be packed up and stored by Housing and Food Services for at least three months. Storage fees will be charged to the student’s bursar account. If unclaimed after three months, property will become officially abandoned and property of the University of Oklahoma.

*Dust and clean all air conditioning/heating vents in every area of the apartment.*

**Charges**
The cost for excessive cleaning and damage repairs/replacements will be charged according to material cost and hourly labor rates. Repair and/or replacement may delay the return of the security deposit until final costs have been determined. Costs will be charged to individuals or split between roommates when applicable. Detailed damage and cleaning charges can be obtained in the Kraettli office.

**KEYS**
Each adult resident listed on the lease agreement has the right to issuance of one apartment key, but there will be only one mailbox key and one laundry card issued per apartment. Under certain
circumstances, an apartment key can also be issued to children 13 years old and above with a photo included in the apartment file. All keys are the property of the University of Oklahoma and may not be duplicated or shared. Carry your apartment key at all times and return it to the Kraettli manager’s office when you vacate the apartment. Under no circumstances should a resident give their key to anyone else, including family members, friends or roommates.

**Missing or Stolen Keys**
All keys checked out are the responsibility of the owner. Report missing apartment keys, whether lost, stolen, or replaced immediately. A temporary replacement key will be issued to you for 48 hours. If, at the end of 48 hours, you are unable to locate your key, your lock(s) will be re-keyed and the cost will be charged to your OU Bursar account. The charge to re-key locks is $91 if resident has one lock on door, and $132 if resident has two locks on door. If the mailbox key is misplaced, the resident must order a new set of mailbox keys (at the cost of the resident) directly with the US postal office at 200 36th Ave NW. Once the resident receives the new mailbox keys, one key stays with the resident and the remaining keys are to be giving to Kraettli office staff. If the laundry card is misplaced, university affiliated resident must request a new card in the Kraettli office at a $10 charge.

Report the theft of an apartment key to the University of Oklahoma Police Department at (405) 325-1717. A lost or stolen key jeopardizes your safety and security. Failure to report the loss or theft of 22 a key promptly, or the loan of your key to an individual not on the lease for your apartment, is a violation of housing regulations and may result in disciplinary action. We encourage you to talk with your roommates if you do lose or misplace your apartment key. Every resident’s safety is our primary concern at OU Traditions Square. We will work quickly to replace your entire apartment’s keys in the event one is stolen or goes missing. We appreciate any help you can be to your roommate(s) and our entire community in these matters.

**Locked Out During Office Hours**
If you get locked out of your apartment during office hours, go to the apartment office and check out a spare key. Spare keys must be returned within 48 hours. Failure to return a spare key may result in re-keying of the resident’s locks at their expense. Proof of original key must be provided when the temporary key is returned to the Kraettli office.

**After-Hours Lock Outs**
After office hours call the Kraettli office (405) 325-4431. Press 1 when the voicemail prompts begin in order to be connected to someone for assistance. If there is no answer on the first try, leave a contact number for someone to return your call. If you do not have one, please wait by the courtesy phone outside the office. After-hours lockout calls will result in a fee of $60 being charged to your OU Bursar account and, if necessary, the cost to re-key your apartment locks.

**Re-keying Locks**
Whether the apartment key was lost, stolen or not returned to the university upon moving out of the apartment, residents will be charged $91 if there is one lock on the apartment door, and $132 if there are two locks on the apartment door.

**SAFETY AND SECURITY**
In addition to becoming familiar with safety issues yourself, we strongly encourage residents to discuss safety with their children.

To help prevent theft or personal injury, keep your door and windows locked even if you are only out for a short time. For additional security, each apartment has a peephole and chain lock on the front door. If University staff must enter your apartment for any reason and finds your door unlocked, they will lock the door when leaving your apartment; therefore, carry your key with you always.

Kraettli Apartments is proud to provide a safe environment for all residents. Along with being in close physical proximity to OUPD, we have a frequent OUPD presence for the safety and security of all residents. All perceived emergencies should be reported immediately.

**Emergency Blue Telephones**
Emergency telephones, which are a direct line to OUPD, are located southeast of building 203, east of building 304, and north of building 409. These phones are identifiable by a blue light and are for emergency use only.

**Missing Persons Policy**
The purpose of this policy is to define the procedures for the University of Oklahoma’s response to reports of missing persons, as required by the Higher Education Opportunity Act of 2008. The policy applies to residents in University Housing. This includes the residence halls and university-owned apartments. For purposes of this policy, a resident may be considered a “missing person” when they are absent from the university for more than 24 hours without any known reason.

**Medical**
If you or someone else sustains a severe injury or becomes seriously ill, contact OUPD at 325-1911. OUPD officers are trained in basic life support techniques and can render first aid for minor and non-life threatening problems. An ambulance will also respond appropriately as needed.

**Child Abuse/Neglect**
Guardians of dependent children are expected to supervise their children at all times, inside and outside the apartments, and to help resolve the various conflicts that may occur when children play together in a community. A child should never be locked out of an apartment or be sent outside without adult supervision. Report persons suspected of neglecting or verbally, physically, or sexually abusing a child to the State of Oklahoma Department of Human Services Child Welfare Hotline, 1-800-522-3511, to the local office, 573-8490 or 573-8300, or to the Kraettli Apartment office. Your information will remain anonymous and confidential.

**Assault**
Assistance is available for any assault related incidences and reporting. Call the counseling center at Goddard Health Center, 325-2911 or OUPD at 325-1911.
Protecting Yourself and Your Property
The university does not reimburse residents for loss of personal property. Residents are urged to purchase renter’s insurance to cover their personal property for any loss due to theft, fire or other causes.

The university does not carry insurance covering personal property and is not liable for losses, damages or injuries of any sort occurring to personally owned property, furniture or equipment caused by fire, water, smoke, wind, utility equipment malfunction or failure, or other causes. The University shall assume no responsibility for theft, destruction, or loss of money, valuables or other personal property belonging to, or in the custody of the resident, for any cause whatsoever, whether such loss occurs in resident’s apartment, storage area, or public areas.

FIRE SAFETY

Smoke Detectors
For your safety, each apartment is equipped with multiple non-battery operated smoke alarm.

NOTE: Smoke detectors are extremely sensitive and can be activated by cooking smoke, vapors from nearby humidifiers, and shower steam escaping via an open bathroom door. In the event of such nuisance alarms, residents should attempt to silence the alarm by ventilating the apartment. Open doors and windows and fan air below the smoke alarm. If you think there is a problem with your smoke alarm, call Work Authorization at 5-4421. Never cover your smoke detectors. Tampering with or removing the smoke alarm in your apartment may be grounds for termination of the lease. If you hear an alarm sound in another apartment, call OUPD immediately at (405) 325-1717.

Fire Extinguishers
Fire extinguishers for putting out small fires have been installed in the kitchen cabinet under the sink in every apartment. You will be charged for fire extinguishers that are removed, vandalized, or improperly used. If you use a fire extinguisher, notify the Kraettli office immediately and clean up the residue.

To decrease the chance of fire:
1. Do not smoke in/around your apartment. OU is a smoke-free campus, and smoke is prohibited at Kraettli Apartments.
2. Do not let cooking grease accumulate on or around the stove.
3. Do not leave food cooking unattended.
4. Do not run extension cords under rugs or tack them to walls.
5. Do not allow trash to accumulate (i.e., newspapers, rags, etc.)
6. Do not use open flame devices such as candles, potpourri burners, etc.
7. Do not store flammable liquids such as gasoline in or around apartments.
8. Do not store items near heater closet or hot water tanks.
9. Periodically check your extinguisher to make sure it’s fully charged, and notify the Kraettli office if it is not.

Fires caused by resident or resident negligence will be charged to the resident.
SEVERE WEATHER
Since Oklahoma weather can be severe and difficult to predict, it is important you know that the University of Oklahoma is in Cleveland County so that you can appropriately interpret forecasts and warnings provided by the media and other sources.

Civil Defense and Siren Tests
The City of Norman maintains a citywide civil defense warning siren network that is used to signal imminent danger from tornadoes. It is tested every Saturday at noon on days with no chance of imminent threats of tornadoes.

Imminent Danger
A steady siren for three to five minutes means imminent danger. Be sure your family or roommates have a plan that includes every person knowing how to get to the Kraettli storm shelter as soon as possible. Once the sirens sound, it is too late to seek shelter at a remote location. Kraettli staff will be in the storm shelter to let residents inside and close the doors permanently when weather has become too dangerous in the immediate area to continue opening the shelter doors.

All Clear Signal
Sirens DO NOT sound an all-clear. This comes from the broadcast media. An all-clear signal will usually be given on the local radio stations (KGOU 106.3-FM or WWLS 640-AM). These stations may also be used for weather advisories and updates. In the event that you are in the Kraettli storm shelter, Kraettli staff will receive the all-clear signal from University Risk Management staff and let residents know when it they have been cleared to open the doors. The doors of the Kraettli storm shelter will NOT be open until the all-clear signal is received from University Risk Management.

SEVERE THUNDERSTORM: Wind gusts of 50 knots (58 mph) or greater and/or hail at least three quarters of an inch in diameter.
TORNADO: A violent local storm of short duration with very high-speed winds rotating about a vortex with a funnel extending from the base of the clouds to the ground.
FUNNEL CLOUD: A tornado-type funnel extending downward from the clouds but not touching the ground.
TORNADO OR SEVERE THUNDERSTORM WATCH: Issued by the National Weather Service (NWS) when conditions are favorable for the development of a tornado or severe thunderstorm. In the event of a TORNADO WATCH being issued in the Norman area, the Kraettli residents will have access to the Kraettli storm shelter.
TORNADO OR SEVERE THUNDERSTORM WARNING: Issued by the NWS when a tornado or severe thunderstorm has been sighted visually or detected by radar. The location, direction and speed of movement of the storm are provided. Residents of the specified area should take immediate safety precautions.
WHEN A TORNADO WARNING IS ISSUED: If a tornado warning is issued for the Norman area by the NWS, the public broadcast media (KGOU-FM 106.3 or WWLS-AM 640; or any Oklahoma City television station), or the sounding of the sirens for three to five minutes.

Shelters for Tornado and Severe Weather
In case you are ever in your apartment and cannot make it to the Kraettli storm shelter, upper-floor residents should arrange with downstairs neighbors for protection on the ground floor. Inside of your apartment, your bathroom is the safest location due to the lack of windows. Other safe locations are your room closets or interior hallways. Doors should be closed to protect against debris.

If you are out in the open, attempt to reach a protective area, such as a sturdy building with a basement. If there is not time to escape or find a suitable protective area, lie flat and face-down on low ground, protecting the back of your head and neck with your arms. Get as far away from trees and cars as you can as they could be blown onto you in the event of a tornado. Also, avoid areas subject to rapid water accumulation or flooding in heavy rains.

**Ice and Snow**
During office hours, please call the Kraettli office if you know of hazardous conditions in Kraettli Apartments. After office hours, please call work authorization at (405) 325-4421.

**Speed Limit**
For the safety of children and all Kraettli residents, the posted speed limit is 10 miles per hour in all areas. Children are the sole responsibility of their parents, and should not be allowed to play in street, parking areas or laundry rooms.

**Solicitors**
No solicitors are permitted on University apartment grounds. If a solicitor comes to your door, call OUPD at (405) 325-1717.

**SERVICES**

**MAIL**
The United States Postal Service delivers mail to Kraettli Apartments. You will receive your mailbox key from the Kraettli office after your apartment inventory form has been completed and submitted to the Kraettli office. There is only one mailbox key issued per apartment, so roommates must share the apartment key. Copies or replacement keys are obtained at the Post Office at 200 36th Ave at a fee to the resident. Residents should post their names on the inside of the mailbox. Be sure to include your apartment number after the street address. We suggest the mailbox key be kept in an area that is accessible to everyone living in the unit. Problems with your mailbox lock must be reported to the United States Postal Service at (405) 366-6149.

**CABLE AND INTERNET ACCESS**

**Cable Television**
Digital cable TV is an amenity offered by the university. If you want to order any extended cable TV services in addition to what is provided contact Cox Communications and set up an individual cable account.

Cox Communications
1421 24th Ave NW
Norman, OK 73069
(405) 701-0205
Hours: Monday through Friday: 10 a.m. - 7 p.m. and Saturday: 10 a.m. – 5 pm
Customer Service: 24-HOUR CUSTOMER SERVICE: (405) 600-7676

Antennas and Satellite Dishes
Attaching antennas to buildings, trees, utility poles, railing, etc., will eventually cause physical damage to the structure, and are therefore prohibited.

Satellite dishes are prohibited within and surrounding the apartment complex. Violation of this policy will result in the satellite dish being removed and University charges and fines will be assessed to the resident(s).

Computer Access
Residents owning a personal computer may access the University mainframe system from their apartment (OUWIFI). You may want to bring a surge protector for your computer due to possible power surges on the University campus. Residents may not bring personal wireless routers; personal wireless routers are not permitted. If detected, personal wireless routers will be disconnected and the resident(s) will be charged for the violation. Kraettli Apartments provides wireless Internet service as well as Ethernet internet connections. Cables are required for Ethernet connection, and cables are not provided. To report a problem with the provided wireless Internet service, please call OU IT at (405) 325-HELP (4357) or go to http://support.ou.edu.

Telephone Service
To request telephone service, please speak with a representative in the Housing and Food Services office, Walker Center, Rm 126.

TRANSPORTATION
There are several C.A.R.T. stops in the University Apartments. In Kraettli Apartments, the C.A.R.T. stops are on Asp Ave in front of buildings 313 and 406 northbound, and directly on the opposite side of the street southbound. Call (405) 325-CART (2278) for C.A.R.T. stop location and times. There are also C.A.R.T. schedules in the Kraettli office. Please visit CART online at http://cart.ou.edu/.

PRIMARY AND SECONDARY SCHOOLS
Children must be enrolled before they can begin school. To enroll your child, take the child’s birth certificate, immunization record and proof of residence (copy of lease) to the school. You may want to call first to find out what immunizations are necessary.

ELEMENTARY SCHOOL, Madison Elementary School, 500 E. James Dr., (405) 366-5910
MIDDLE SCHOOL, Irving Middle School, 1920 E. Alameda, (405) 366-5941
HIGH SCHOOL, Norman High School, 911 W. Main, (405) 366-5812
This University is in compliance with all applicable federal and state laws and regulations and does not discriminate on the basis of race, color, national origin, sex, age, religion, disability, political beliefs or status as a veteran in any of its policies, practices, or procedures. This includes, but is not limited to admissions, employment, financial aid, and educational services.