Kraettli Apartments
Owned & Operated by the University of Oklahoma

Community Living Guide
housing & food

Kraettli Apartments
212 Wadsack Dr. #A
Office (405) 325-4431
Fax (405) 325-7510
Office Hours are 8 a.m. – 5 p.m. Monday - Friday
We reserve the right to close our office at any time.
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WELCOME TO KRAETTLI APARTMENTS

Thank you for choosing to live at Kraettli Apartments. We think you will find your stay pleasant and rewarding as you take advantage of the opportunity to meet people from around the world.

This handbook will help you become better acquainted with the apartments and give you a better understanding of the rules, regulations, policies, and expectations of Housing and Food Services. While we want residents to have as much freedom in their personal lives as possible, we ask that you always consider the rights and privileges of your neighbors.

Please keep this handbook for easy reference. It is reviewed and revised as necessary, and the department welcomes suggestions on improving its clarity and usefulness. We’re glad you are here, and will do our best to serve you.

CORE PURPOSE

We bring life to the University experience.

Our purpose is to provide safe, attractive, comfortable and affordable housing to students, faculty and staff and maintain an atmosphere of learning. It is our goal to promote intellectual life, encourage responsible living, provide support services to residents, create respect for cultural diversity, and encourage the development of community life.

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

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

These rules and regulations, as well as the guidelines listed in the Student Code of Responsibilities and Conduct for the Norman Campus, are a part of your lease and should be read and observed. Keep this handbook for future reference.

The University of Oklahoma is an outstanding place to live. We offer all-bills-paid, 24-hour maintenance, OUPD security, and cultural diversity. We care about you and want to provide an environment that supports your education.

Living within an academic community necessitates compromise between individual and community needs. When these needs conflict, individual rights must be brought into balance with community rights.
HOUSING AND FOOD SERVICES CUSTOMER SERVICE

It is our daily privilege to provide services to students, faculty and staff. You are the lifeblood of the University of Oklahoma. You are why we are here.

Virtually everything we do revolves around residents - listening to them, giving them optimal service and going the extra mile to meet their needs and expectations. It is always the tenants’ experiences, not our own, that define whether we are successful or not.

Whether we call them students, diners, residents, customers, patrons, consumers or occupants makes no difference, as long as we don’t forget for a minute that you are the focus of everything we do, every minute of every workday.

Every employee of Housing and Food Services, regardless of title or specific job assignment, is a customer service representative. In order for H&F to achieve optimal success, every employee must strive to make each interaction with one or more of our tenants result in a successful outcome in that the tenants would say that we met their needs and expectations.

While perfection is a worthy goal, it is difficult to achieve. Mistakes happen. Taking responsibility for mistakes and correcting them is a critical part of customer service. Not acknowledging a mistake, poor service, or simply ignoring a customer is the worst form of customer service. It can alienate the tenant, which is the polar opposite of our customer service vision.

Our customer service policy can best be summarized with a sign at OU Student Affairs:

The student is the most important person on campus. Without students there would be no institution.

The student is not a cold enrollment statistic, but a flesh and blood human being with feelings and emotions like our own.

The student is not a someone to be treated so that we can do our own thing. They are our thing.

The student is not dependent on us. Rather, we are dependent on them.

The student is not an interruption of our work, but the purpose of it.

We are not doing students a favor by serving them. They are doing us a favor by giving us the opportunity to do so.
IMPORTANT PHONE NUMBERS

Ambulance Service-Norman EMS: 911 or 360-1232
Fire/POLICE (OUPD) Emergency: 325-1911, if calling from a non-OU phone or cell phone 325-1911
POLICE Non-Emergency: 325-2864
Poison Control: 271-5454

Kraettli Manager’s office: 325-4431
Bursar Office: 325-3121
Career Planning & Placement: 325-4717
Career Counseling Center: 325-2911
Cox Cable: 600-8282
Day Care: 325-0528
Financial Aid: 325-4521
Goddard Health Center Info: 325-4611
Disabled Student Services: 325-4006
Housing and Food Services: 325-2511
Huston Huffman: 325-3053
International Programs Center: 325-4611
International Student Services: 325-4006
Job Information Line: 325-4343
Maintenance (routine situation), please visit housing.ou.edu, click the quick links drop down box, select maintenance request or call: 325-4421
Minority Student Affairs Office: 325-3163
Norman Regional Hospital: 321-1700
Number Nyne (Crisis Center): 325-6963
If closed call: 848-2273
Parking & Transportation: 325-3311
Registration: 325-1083
Student Affairs: 325-3161
Telecommunications: 325-1873
Tutoring Service: 325-6873
Norman Public Schools Administrative Services Center: 364-1339
Madison Elementary: 366-5910
McKinley Elementary: 366-5914
Irving Middle School: 366-5941
Alcott Middle School: 366-5918
Norman High: 366-5812
Norman Public Schools Bus Barn: 366-5965
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.

GENERAL INFORMATION

Eligibility

To live in University-owned apartments, tenants must meet these criteria:

Tenants must be 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.

Tenants may be full-time faculty or staff members of the University of Oklahoma.

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 University housing.

Inspection and 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 will not receive your mailbox key until you submit your signed apartment inventory.

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

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

Dining Room:
1 dining table
4 dining chairs

Bedroom:
1 double bed or 2 twin beds
1 chest-of-drawers
1 nightstand
1 study desk
1 study chair
KRAETTLI STAFF

Apartment Center Coordinator
 Coordinates and supervises the on-site, live-in apartment manager and the complex they run including program development and review, tenant conflicts, and disciplinary actions.

Apartment Center Manager
 Responsible for the operation of the apartment complex and tenant needs. All of our staff, including maintenance personnel, have OU identification badges. For your safety, be sure they show their identification before entering your apartment.

Keeping You Informed
 The staff of Kraettli apartments communicates with residents through the mail, by posting notices in display boxes located throughout the community, through OU email, and via bulletin boards located in the laundry room. Please read all communications carefully as they may pertain to you.

When the Manager is Out of the Office
 The Apartment manager has voicemail for times when the office is closed or the manager is out. Please leave your name, apartment number, telephone number, and message. Someone will return your call as soon as possible. The emergency number for maintenance is 325-4421.

Voice Mail
 The manager’s office has a voicemail box. You may leave a message any time of the day or night. If a manager is out all day the phone may be forwarded to another office. If you do happen to get voicemail, simply follow the instructions given. Voicemail is checked regularly during work hours.

CONDUCT

Student Code
 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.

If Tenant is found by a university employee to be in possession of illegal substances, this lease may be terminated immediately.

Rules set forth in this apartment guide are not comprehensive; they should be interpreted broadly. As mature adults, tenants are responsible for reading the information in this publication, educating themselves on the Student Code of Responsibility and Conduct, and abiding by campus behavior standards.
All students are responsible and accountable for their actions. Disciplinary actions for violating University standards may include the issuance of a citation, appearance before a disciplinary body for determination of a stronger penalty, eviction, or criminal prosecution.

**Guests**

Kraettli management encourages roommates to talk and approve any overnight guests. Allowing persons not listed on the lease to reside in the unit for more than 3 consecutive days or more than 6 days out of any month constitutes a violation of the lease. Residents found violating this policy will be subject to eviction. Guests must be accompanied at all times.

**Noise**

Your lease prohibits loud noise. Paragraph 7K says, “Tenant will use the premises in a reasonable manner, having due regard to the rights of other tenants, especially with respect to access, cleanliness and noise.”

**Neighbor Conflicts/Harassment**

Disagreements can occur when people live close together. Residents are expected to communicate with each other when conflicts arise among themselves or their children. If the residents involved cannot reach a resolution, they should contact an apartment manager to help solve the problem. Harassment of any kind will not be tolerated and may warrant disciplinary action.

**Racial and Ethnic Harassment**

Diversity, one of the hallmarks of a great university, is also one of the greatest strengths of our society. 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. For more details see the Student Code Handbook.

**If You Are Having Problems with One of Your Neighbors:**

Communicate with your neighbor and try to resolve the issue. If you are unable to resolve the problem, a complaint form is available in the manager’s office to submit a written complaint. The apartment manager will help mediate the issue.

**To Help Prevent Problems with Your Neighbors:**

If you are anticipating having guests and feel that it might be unusually loud (e.g. a Super Bowl Party), talk with your neighbors and leave them your number. Tell them to call if the noise bothers them. Please note that if, in spite of your conversations, your neighbors complain to management, it will still be considered a complaint on your record and disciplinary action may be taken.

Conversely, try to realize that people make noise, even under normal circumstances. Apartment living requires that you be tolerant of other people’s lifestyles and routines. Keep in mind that if your noise bothers your neighbor, you may be in violation of the noise policy.
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 or disciplinary process

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. 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 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.

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 and may be confiscated by Department of Public Safety officials.
Those with substance abuse problems are urged to visit Goddard Health Center (5-4611) or Counseling and Testing Services (5-2911) for assistance.

EMERGENCIES

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.

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

If you or someone else sustains a severe injury or becomes seriously ill, contact the OU Department of Public Safety (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.

OUPD will call an ambulance for patients who require care beyond the responding officer’s capabilities. There is a charge for services provided by an ambulance and paramedics.

Child Abuse/Neglect

Parents are expected to supervise their children at all times, inside and outside the apartments, and to help resolve the various conflicts that can occur when children play together. 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 manager’s office. Your information will remain anonymous and confidential.

Sexual Assault

If you have been sexually assaulted, assistance is available. Call the counseling center at Goddard Health Center, 325-2911 or OUPD at 325-1911.

DEPOSIT/RENT/LEASES

Deposit/Rent

DEPOSIT

Each tenant is required to pay a deposit. Deposits will be returned when tenants leave Kraettli Apartments if they follow the procedures for vacating and have no outstanding debts with the university.

DEPOSIT/RENT

A deposit and first month’s rent must be paid and a lease signed before the keys can be picked up by anyone moving into an apartment.

Rent is due on the first of each month. Rent period runs from the first day of each month to the last day of each month. It may be dropped at the Bursar Office, paid online at pay.ou.edu, or mailed to:

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

If payment is mailed it must arrive before the 15th.

Rent becomes delinquent if not paid by the 15th, and tenants will be assessed a $25 late charge after that date.

If a check is returned by your bank, a $25 charge will be assessed, plus any additional late charge. Failure to pay rent can result in termination of your lease. Transcripts are 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 September 1. Residents will be given a minimum of 45 days notice of any increase.

Apartment Move-Around Guidelines

Current residents of Kraettli Apartments may request to move to another University Apartment complex according to the following conditions:

1. Tenants will be eligible to move-around if their rent has been paid in full.
2. Move-arounds will not be allowed during the first three weeks of January, the entire month of May, or the last three weeks of August to allow for spring, summer, and fall check-ins.
3. If tenants have roommate(s), they must first obtain a roommate release. This should be submitted to the Kraettli Manager’s office for review.
4. Tenants will be charged $75.00 per move-around per tenant.
5. Tenants will be responsible for any damage charges.
6. Tenants will be allowed two full days to move-around. Keys must be returned within this time period to avoid additional charges.
7. At the end of your lease you can request a move-around by completing a move-around form; however, you must pay the $75 fee (see #4).

Adding a Roommate

When the occupants of an apartment want to add someone else to the lease, the prospective tenant must pay the application fee, deposit, and first month’s rent. All tenants on the lease must be present when adding a roommate and must commit to staying in the apartment. A tenant who moves into an occupied apartment will be responsible for the condition of the apartment when he/she vacates the apartment! You are assuming full responsibility for all previous occupants cleaning/damage charges.

Roommate Selection

You are responsible for choosing your own roommate; the office of Housing and Food Services is not responsible for providing roommates.

LEASE RENEWAL

Each spring Housing and Food Services provides Kraettli residents the opportunity to renew their leases. In March, you will receive a survey from the apartment manager asking about your intentions for the following academic year. Please read this information closely and do not hesitate to contact the apartment manager if you have questions. Completing a survey is necessary and you are also required to sign a new lease if you are continuing to live with us. To renew your lease, your account must be current.

Terminating Your Lease Early When You Have a Roommate:

1. Turn in your contract release form and your roommate release form if applicable. You must also provide written documentation of reason for your contract release.
2. Have your roommate choose to either release or not release you.
3. If your roommate chooses not to release you, your charges will continue to run until the lease ending date.

4. If your roommate chooses to release you, you are not responsible for any further charges as of the effective date provided your keys are turned in and proper checkout procedures have been followed. Your roommate must pay your portion or find another person to replace you and assume those charges. To do so, he/she must fill out a roommate release form in the apartment manager’s office. The roommate who is doing the release must show his/her student I.D. card when turning it in to the apartment manager's office.

5. You may request to terminate the lease, but the granting or denial shall rest within the sole discretion of the University.

**Lease Termination**

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

1. Turn in a contract release request at least 30 days prior to the day you wish to leave. Release forms will not be accepted without proper documentation. You must wait for approval to be granted. You will receive notification by e-mail.

2. Completing the release form does not end your lease. You must wait for the committee’s decision.

3. Charges will continue until the end of the lease if release is denied and/or you move out.

4. When you have met the end of the lease term, you do not have to get a roommate release form. However, you are responsible for telling your roommate you are leaving.

5. Fill out and turn in a change of address form available online at usps.com

6. Clean your unit, including your room, bathroom and kitchen. Proper cleaning instructions are provided in the manager’s office.

7. Notify Telecommunications that you are leaving.

8. Make arrangements with the apartment manager for a scheduled checkout time between 9-4 p.m., Monday through Friday. To receive clearance, all possessions and personal property must be out of the apartment and an inventory sheet filled out. Kraettli Apartments staff will meet you at your apartment at the time of your scheduled appointment and you will return your keys at the time of this appointment.

9. When you leave the apartment, turn in the keys at the manager’s office and complete a housing checkout slip.

10. Tenants who leave without properly checking out will be charged for any damage, unreturned keys and/or necessary cleaning.

11. Rent continues until the end of the lease for those that are not released prior, even if check out is completed prior to the end of the lease.
Forwarding Address
Be sure to leave a forwarding address with:
1. Apartment manager
2. The United States Post Office
3. Cox Cable (if applicable)
4. Bursar Office

Cleaning Requirements upon Moveout
Suggested cleaning supplies are oven cleaner, soap scum remover, all-purpose cleaner, glass cleaner, razor blade scraper or putty knife, broom, dustpan, bucket or pail, mop, rubber gloves, cleaning cloths and scrubbing sponge.

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, rinse all surfaces with water.

Cabinets, countertops, refrigerator, sink: Remove shelf paper and crumbs from inside shelves in cupboards. Wash inside and outside of cupboards with an all-purpose cleaner. Defrost refrigerator. When defrosted, remove shelves, vegetable and crisper bins and clean with an all-purpose cleaner. Turn refrigerator control button to ON position.

Bathroom: Clean sink, bathtub, shower wall and toilet with bathroom cleaner. Clean medicine cabinet with an all-purpose cleaner. Clean mirror with glass cleaner. Sweep and then mop floor with an all-purpose cleaner and rinse with clean hot water.

All rooms: Wash any marks, grease, or dust off walls, windowsills, window screens, air conditioner/heater vents, and heater closet with an all-purpose cleaner. Vacuum all carpets, remove stains and shampoo carpet. Replace all burned out light bulbs. Dispose of all garbage and unwanted items in the dumpsters outside. However, you may not dispose of large items such as appliances or furniture into or beside the dumpsters. It is your responsibility to take these items to the city dump. See the manager for details. Any items left in an apartment by the tenant will be disposed of and the tenant will be charged hauling fees.

Damage Repairs
Repair and/or replacement may delay the return of your security deposit until final damage repair costs have been determined.

Abandoned Property
Any and all abandoned property will be packed up and stored by Housing and Food Services for 90 days. If unclaimed after three months, property will become officially abandoned and considered property of the University of Oklahoma. Charges for hauling and storage will be applied to your bursar account.

Subletting Apartments
You may not sublet any portion of your apartment, or your lease will be terminated as detailed in section 7e of the lease.
Cohabitation
Allowing persons not listed on the lease to reside in the apartment for more than 3 consecutive days or more than 6 days out of any month constitutes a violation of the lease contract. Un-married members of the opposite sex are not permitted to sign a lease or live together in Kraettli Apartments. Residents found violating this policy will be subject to eviction.

Doing Business from Your Apartment
Operating a business from university-owned housing is not permitted and is cause for termination as detailed in section 7(h) of the lease.

KEYS

Duplicate Keys
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.

Missing Keys
Report missing apartment keys, whether lost, stolen, or replaced, to the apartment manager 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 will be re-keyed at a charge of $65 to your bursar’s account.

Spare Keys
Apartment managers may issue a temporary apartment key. The spare key must be returned within 48 hours.

Locked Out During Office Hours
If you get locked out of your apartment during business hours, go to the manager’s office and check out a spare key.

After Hours Lock Outs
After office hours, call Work Authorization, 5-4421, to page the manager on call. Leave a contact number for the manager to return your call. If you do not have one, please wait by the courtesy phone outside the office. You must meet the manager at the office to check out a key. A fee of $60 will be assessed on your bursar bill for this service. Charges will be assessed even if you get into the apartment before the manager arrives.

Re-keying Locks
If a key is lost, stolen, or is not returned to the University upon vacating the apartment, you will be charged $65 to re-key your lock.

Stolen Keys
Report the theft of an apartment key to the Department of Public Safety, 5-2864. A lost or stolen key jeopardizes your safety and security. Failure to report the loss or theft of a key
promptly, or the loan of your key to an individual not on the contract for your apartment, is a violation of housing regulations and may result in disciplinary action.

**MAINTENANCE/FACILITY INFORMATION**

**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 a broken water line, clogged toilet, water leaking through your ceiling, no heat, or no electricity, etc. call Work Authorization at 5-4421.

**Laundry Room**
Washers and dryers are provided for our tenant’s use only. The cost is $1.25 to wash and $1.25 for a 45-minute drying time. There are no coin-operated machines; all machines accept Sooner Sense. Prices are subject to change. You may apply funds to your Sooner Sense at one of the following locations:
1. Sooner OneCard Office (located at the Student Union)
2. Housing and Food Services Office (Walker 126)
3. Office of the Bursar (Buchanan 208)
4. Online at ou.edu/onecard
Residents can visit housing.ou.edu, click Apartments, and then select Kraettli Apartments to access the website that shows which washers and dryers are available in the Kraettli Apartment Laundry Room. This same website is where maintenance concerns for the laundry room may be filed.
In consideration of the other tenants, do not leave your clothes in the machines longer than necessary or use all the machines at once. If your clothes are stolen, call OUPD at 325-2864. The University is not liable for damaged or stolen property. Trash containers in the laundry room should be used only for laundry refuse.

**Clotheslines**
Clotheslines are provided near the laundry room. No additional clotheslines are permitted. Laundry that is hanging anywhere else will be confiscated.

**Bulletin Boards**
The laundry room has a bulletin board for tenant use. 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 tenants to read and review all notices on these bulletin boards. Do not use the walls to post notices.

**Basketball Courts**
Basketball courts are open to tenants and their guests.
Playgrounds

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

Garden Plots

Garden plots are available on a first-come, first-served basis. Call the manager with questions. Gardens and flower beds are not permitted outside your apartment. Likewise, outdoor flower pots are not allowed.

Lawns

Maintenance personnel care for lawns. To keep them attractive, tenants are asked to walk only on sidewalks and walkways. Please do not throw your cigarette butts on the ground; they will not biodegrade.

To avoid injury do not allow children to play where mowers are being operated. They may be injured. Keep toys off the grass.

Courtesy Telephone

A courtesy phone is located outside the Kraettli managers’ office door. This phone is provided in case you have been locked out of your apartment and need to call Work Authorization or OUPD for maintenance emergencies.

Car Washing

There are many commercial car washes located throughout the city. Residents may not use the water from the outside faucets or hook up a hose to any faucet to wash cars.

Outdoor Grills

All personal outdoor grills are prohibited within and surrounding the apartment complex. Violation of this policy will result in University charges and fines, as appropriate. Grills are provided for your use near the playground area. Please clean the grill when you are done cooking.

CARE OF YOUR APARTMENT

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, tenants will be charged for parts 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 asked to vacate and assume the cost of cleaning and pest removal. Food cannot be left outside your apartment. Food left outside will be disposed of by management.

To Keep the Things in Your Apartment Functioning Properly

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 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. We will need your name, ID# and apartment number. 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.

**Housekeeping**

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.

**Disposal of Grease**

Grease and all other non-dissolvable liquids are **not** to be emptied down the kitchen sink, bathroom sink 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 assessed 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 by the Kraettli apartments.

**Pest Control**

Housing and Food Services offers monthly pest treatment at no cost to the tenant. If your apartment has an infestation problem with insects, mice, or some other pest, contact the manager’s office. In the case of a cockroach problem, neighboring apartments must also be treated. A notice will be delivered to your door with instructions concerning preparation procedures. We request that you cooperate fully so that treatment can be completed in a thorough and timely manner. Prompt reporting of these problems 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. **To minimize cockroach infestation, tenants should properly clean appliances and apartments, dispose of garbage promptly in the dumpsters, and store food properly.**

**WHAT YOU CAN DO TO HELP KEEP BUG PROBLEMS UNDER CONTROL**

1. Call the manager if you have a problem with pests.
2. Take trash to dumpster daily. Anyone leaving garbage outside their apartment will be fined.
3. Clean dishes, stovetop, and countertop at the end of each day.
4. Sweep and mop the floors at least once a week.
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, the refrigerator, the hot water tank, or the walls. This is a fire hazard. You will be charged for damages.
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. Clean filters periodically.
6. Clean sinks, faucets, sprayers, handles and chrome.
7. Sweep the tile floors daily and mop routinely. Rinse after mopping to prevent stickiness, and ask the manager if you are unsure which cleaning products to use.
8. Vacuum carpets at least weekly.
9. Clean windows regularly, inside and out. Report any loose or leaking window panes to the apartment manager.
10. Keep heat at a level to prevent condensation from forming on the walls, ceilings, and windows.
11. If it is determined that tenant has caused the mold, tenant is responsible for cleaning. If management has to clean, you will be charged.

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. Tenants 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. 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 oven racks. Place food in an oven-safe container and place on racks to cook.
6. Clean grease splatters and spills as they occur.
7. 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.
8. Use Easy-Off Oven Cleaner, taking care to follow instructions on can.
   **Call the manager if you have questions.**

**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.
3. Prevent damage to the refrigerator door gasket and liner, leave at least three inches between the stove and the refrigerator.

**Hot Water Tank**
   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.

**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.

**Bathroom Door**
   If the bathroom door is accidentally locked, open it by pushing a nail or thin screwdriver through the hole in the knob while turning the knob.

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

**Pets**
   Select pets are permitted in certain apartments at the discretion of the Kraettli Apartments and Housing and Food Services Staff. If tenant is found to have a pet without prior approval from Kraettli Apartments or Housing and Food Services Staff, disciplinary measures will be put into action. The Kraettli Apartments Pet Addendum is available for
Locks
Tenants are not allowed to install personal locks or chains on any door. If found, locks will be removed at the tenants expense.

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 either in your apartment or on one of the bike racks outside. To ensure egress and proper 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. All items that are left in breezeways/landings or on the grounds will be confiscated and tenant will be charged $65 for hauling, storage and 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.

Decorations
Decoration guidelines are available in the manager’s office. The guidelines cover the following areas:
1. Prohibited Materials
2. Trees & Greens
3. Electric Lights
4. Costumes
5. Candles
For safety reasons, only materials labeled as noncombustible, flame-resistant, or flame-retardant may be used. Take care to keep all materials away from heat sources.

Hanging Pictures and Posters
Kraettli tenants may hang pictures as they desire, although they will be charged if walls are damaged. Tenant 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.

Halogen Lamps
Halogen lamps are strictly prohibited due to the potential fire danger.
Electrical Service
Each apartment is wired for 100/120-volt electrical service. The wiring will not be altered to provide service to any appliance requiring higher voltage.

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.

Pilot Lights
If your water heater, furnace, or stove pilot light extinguishes for any reason, DO NOT attempt to re-light it. Immediately call Work Authorization at 325-4421.

Air Conditioning/Heating
The 100 complex at Kraetlli consists of central heating and cooling units with individual controls in each apartment. Heating and cooling in the 200, 300 and 400 complexes are controlled by a central plant that automatically turns on heat or air when certain temperatures are reached. The fan must be left on at all times.

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: Tenants are required to use compact fluorescent energy-saving light bulbs (CFLs). Replacement bulbs can be picked up from the Manager’s office during business hours for free. If maintenance replaces an interior burned out light bulb, your account will be charged $30. Be sure that all lights are working when you move into your apartment, and call the manager if they are not. 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.

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.

Protecting Yourself and Your Property
The university does not reimburse tenants for loss of personal property. Tenants 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 Alarms
For your safety, each apartment is equipped with a non-battery operated smoke alarm. NOTE: Smoke alarms 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 alarm. 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 5-1911.

Fire Extinguishers
Fire extinguishers for putting out small fires have been installed in each apartment. You will be charged for any that are removed, vandalized, or improperly used. If you use a fire extinguisher, notify the manager’s office and clean up the residue.

To decrease the chance of fire:
1. Never smoke in bed, even when you are wide-awake.
2. Do not let greases accumulate on or around the stove.
3. Do not leave cooking food 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. Notify the manager if it is not. Fires caused by resident or residents 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 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 other Friday at noon on sunny days between March and July and once a month as the weather permits from August through February.

Imminent Danger

A steady siren for three to five minutes means imminent danger. Be sure your family or roommates have a plan in place that identifies the closest suitable shelter space. Go to that space. Once the sirens sound, it is too late to seek shelter at a remote location.

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.

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.

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:

1. Proceed immediately to your designated shelter.
2. To minimize danger from flying debris, close doors around the shelter area.
3. Remain in the shelter until the storm front clears the area or the public broadcast media provides an all-clear signal. The Department of Public Safety suggests you take a battery-operated radio or TV with you to the shelter.

Shelters for Tornado and Severe Weather

If possible, upper-floor residents should arrange with downstairs neighbors for protection on the ground floor. 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 with your arms. Get as far away from trees and car as you can; they may be blown onto you in a tornado. Avoid areas subject to rapid water accumulation or flooding in heavy rains.

Ice and Snow

During office hours, please call the Manager’s office if you know of an unsafe area. After office hours, please call work authorization (325-4421).

Speed Limit

For children’s safety, 10 miles per hour is the posted speed limit in all areas. Children are the sole responsibility of their parents, and should not be allowed to play in driveways, parking areas or laundry rooms.

Obscene Phone Calls

If you receive an obscene phone call, hang up. Do not try to find out who the caller is, even if you think it’s a joke. If the calls occur repeatedly, keep a log of when they were received, what was said, and a description of the voice (young, old, hoarse, an accent, etc.). Report obscene phone calls to OUPD at 325-2864.

Solicitors

No solicitors are permitted on University apartment grounds. If a solicitor comes to your door, call OUPD at 325-2864.

Car Repairs

Because of potential hazards and environmental consequences, major auto repairs must be performed off campus at a properly equipped facility. Please restrict your “shade tree” mechanic work to checking tires, oil, transmission or other fluid levels, or changing a flat tire or air filter. Do not leave your car unattended during these times. Improper disposal of waste oil, fluids, tires and batteries harm the environment and are a violation of state law.

PARKING

There is plenty of parking for everyone. Vehicles parked in no parking areas will be ticketed or towed at the owner’s expense. Under no circumstances are tenants permitted to drive any motor vehicle on lawns, sidewalks, walkways, patios, or porches. 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.

Parking Decals

Parking decals are issued by the Kraettli Apartments staff and decals are available in the Kraettli Apartments Office. The decals must be displayed at all times while the vehicle is parked at Kraettli. The decal must be returned to the manager’s office upon vacating of
apartment. Any decals not returned will result in a fee to be applied to the tenant’s bursar account.

**Motorcycles**

Motorcycles should be parked only in the parking lot. Parking them on the sidewalks, under the stairs, or on a porch or patio is a violation of the fire code.

**Bicycles**

If you have a bicycle on campus:
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.
5. Bicycles that block stairways or other pedestrian or emergency access are routinely impounded for safekeeping by the Department of Public Safety, as are bicycles found unlocked or unattended.

**BIKE REGISTRATION**

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. By registering your bike it is the only way you can get it back if it is stolen or lost.

**MAIL SERVICES**

The United States Postal Service delivers mail to the apartment complex. Get your key from the apartment manager’s office. Each unit is assigned a mailbox and is given one mailbox key. Copies or replacement keys are obtained at by phoning the Post Office at 321-4256 and paying a $25 fee. Residents should post their names on the inside of the mailbox, with both spouses’ names listed if they are different. 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 321-4256.
Kraettli Apartment Addresses

…100 Complex
Location: 2 free-standing mailboxes located on the odd side near apartments 113 & 137
Location: 2 free-standing mailboxes located on the even side near apartments 138 & 144
Address: Building #, West Constitution Street, Apt. # Norman, OK 73072

…200 Complex
Location: 1 free-standing mailbox is located on the NW corner by 209
Location: 1 free-standing mailbox is located on the SW corner by 206
Address: Building #, Wadsack Dr., Apt. # Norman, OK 73072

…300 Complex
Location: 1 free-standing mailbox is located East side of 302
Location: 1 free-standing mailbox is located on the West side of 312
Address: Building #, Wadsack Dr., Apt. # Norman, OK 73072

…400 Complex
Location: 1 free-standing mailbox is located on the NW corner of 406
Address: Building #, Wadsack Dr., Apt. # Norman, OK 73072

CABLE AND COMPUTER ACCESS

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

Cable Television
By the end of August 2011, cable TV will be an amenity offered by the university. Basic Cable will be provided in every apartment in the 200’s, 300’s and 400’s. If you want to order any additional services you will need to go through Cox Communications.

Computer Access
Residents owning a personal computer may access the University mainframe system from their apartment by using a modem. 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. 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 call 5-1555 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.
BUS SERVICE

There are several C.A.R.T. stops in the University Apartments. Call 325-CART (2278) for C.A.R.T. stop location and times. Please visit CART online at http://cart.ou.edu/

SCHOOL DISTRICTS

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.

Kraettli’s School District
ELEMENTARY SCHOOL, Madison School, 500 E. James Dr. (366-5910)
MIDDLE SCHOOL, Irving School, 1920 E. Alameda (366-5941)
HIGH SCHOOL, Norman High, 911 W. Main (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. 250 copies of the booklet were produced at no cost to the taxpayers of the State of Oklahoma by Housing and Food Services, August 2011.