



UNIVERSITY VILLAGE FLATS

STUDENT APARTMENTS

RESOURCES

- ▶ FRONT DESK/CONTACTS
- ▶ ID CARDS/KEYS/LOCKOUTS
- ▶ POLICIES
- ▶ BILLING & VACATE INSTRUCTIONS
- ▶ SAFETY & EMERGENCIES
- ▶ ACCOMMODATIONS & SPECIAL NEEDS

VILLAGE FLATS STAFF

- ▶ **Residence Hall Coordinator at Village Flats [RHC]** – is a full-time professional employee who also lives in the apartment complex. The RHC is an on-site resource for apartment residents. The RHC works to develop the community and is a great resource to assist with any concerns or questions you may have regarding your living arrangement. They can also help you with concerns about building maintenance, billing, and also conducts disciplinary meetings and/or makes referrals to campus resources.
 - ▶ RHC office hours vary week to week, typical business hours of 9:00 AM – 5:00 PM. Please refer to the board for times. The RHC may be reached at 308-865-4844 or via apartments@unk.edu
- ▶ **Desk Assistants** – provide information, support and services including lock-outs, package notification and pick-up, mail delivery, and various customer service needs to apartment residents.
- ▶ **Community Security Officer [CSO]** – role is to ensure safety of the Village Flats apartment complex. This UNK Police Department staff member will provide on-site security with regular rounds of the inside and outside of the building. They are also available to assist in case of an emergency or for a resident lock-out only during the school year.
 - ▶ A Community Security Officer will be on site:
Friday & Saturday, 9:30 PM to 1:30 AM.
- ▶ **Residence Life Office** – staff are available for additional support if questions on billing, building maintenance, or general service as needed. The Residence Life Office is open Monday - Friday, 8:00 AM–5:00 PM. They are located in Warner Hall, immediately south of Nester Hall, and may be reached at 308-865-8519.

IMPORTANT PHONE NUMBERS

Village Flats Front Desk	308.865.4840
Village Flats Residence Hall Coordinator Office	308.865.4844
Residence Life Office	308.865.8519
Facilities – business hours	308.865.1800
Facilities – after hours	308.627.6044
UNK Police – includes parking services	308.865.8911
Counseling Care & Emergency Crisis Care On Call	308.865.8248
Student Health	308.865.8218
Health & Wellness Center	308.865.8906
Student Accounts – Village Flats billing	308.865.8524
Information Technology Help Desk	308.865.8363
Emergency – Medical – Police	911

ID CARDS, KEYS & LOCKOUTS

ID CARD ACCESS

- ▶ UNK ID cards are required of all residents.
 - Children or spouses must complete a [Village Flats Resident UNK ID Card](#) request form online at least 1 week prior to check-in to insure a card is approved.
 - A child must be at least 11 years old to be approved for an [Village Flats Resident UNK ID Card](#).
 - Only immediate family members authorized to live with the student resident will be approved for an ID card. Please visit the front desk for this form.

KEYS

- ▶ Each contracted resident will be issued one apartment key, which also accesses their assigned mailbox. A spouse may also be issued an apartment key.
 - Additional keys for family members may be requested through the RHC for review. The family member must be an approved resident with documentation provided.
- ▶ Two-bedroom apartment residents are issued a bedroom key for each bedroom.
- ▶ University issued keys may not be duplicated.

LOCKOUTS OR LOST KEYS

- ▶ Residents are responsible for carrying their apartment key and student ID with them at all times. Family members issued an 'Village Flats Resident ID Card' must also carry their ID with them at all times.
- ▶ If a resident is locked out of their apartment or building, they first should contact the front desk for assistance at 308-865-4840. If the desk is closed and it is after hours, the weekend, or during a break period; you must contact the UNK Police at 308-865-8911.
- ▶ If you have lost your apartment key or ID card, inform the front desk immediately. The next business day, the Residence Hall Coordinator will initiate a lock change at the resident's expense. The lost ID card will be deactivated upon notification.
- ▶ If a new ID card is needed, the resident must go to the Student ID Card Office in the Nebraskan Student Union, Monday-Friday 8:00 AM–5:00 PM. There is a \$10 charge for a replacement card which must be made in the Student ID Card Office. Cash or Check is accepted for payment. Call 308-865-8154 for information.
- ▶ *Safety is our #1 priority so it is important to report lost keys or ID right away.*

RESIDENT APARTMENT EXPECTATIONS & POLICIES

Residents are responsible for keeping their apartment clean. Residents cooperation is needed in maintaining a high standard of cleanliness and keeping maintenance repairs at a minimum. Residents will need to provide the necessary cleaning supplies.

- ▶ **Trash removal** – It is the responsibility of the resident to bring their trash to the designated dumpsters (green bins) located on the north side of the building.
- ▶ **Recycling** – Receptacles (blue bins) are located on the north side of the building next to the designated trash dumpsters. We encourage residents to recycle cardboard, including pizza boxes, plastic, and paper in the blue bins.
- ▶ **University provided furniture** – within your apartment may be moved but must remain in your designated unit.
 - For families with children, a single or two twin beds will be provided upon request and the queen bed removed in the 2-bedroom unit.
 - Special care is to be taken if spills occur on the love-seat and arm chair. Please refer to the unk.edu/villageflats > **Furniture Care Guide**.
- ▶ **Nails, screws and permanent adhesive hooks** – must not be used to mount decorations of any kind.
 - Magic Mounts are recommended for hanging items on walls. 3M strips are not recommended as cause damage to the wall.
 - Mounted TV's must be on the designated wall board.
 - Charges will be applied for nails/screws in walls other than in the designated wall board.
 - Painting, redecorating, or structural changes to the apartment are not permitted.
- ▶ **Public areas** – are cleaned regularly by UNK custodian staff. Custodians are not expected to clean up personal messes or dispose of personal trash, please use courtesy.
- ▶ **Public area furniture** – is to remain in the designated room and may not be removed or used by residents in their apartments. Additional tables and chairs may be available upon request.

POLICIES

- ▶ **Tobacco Usage** – The use of all forms of tobacco products is strictly prohibited on UNK property with the exception of designated smoking areas. Residents will not smoke in their apartment or near entrances. If it is found that this policy is not followed, the student will be referred to Student Conduct.
- ▶ **Courtesy Quiet Hours** – are established to provide periods during which noise and other disturbing activities are prohibited to allow residents a peaceful time to sleep and/or study. Quiet hours are daily 11:00 PM–9:00 AM.
- ▶ **Health & Safety Inspections** – will be conducted once a semester to ensure basic cleanliness is met and policies followed. Notification of inspection will be given to residents a minimum of 24-hours in advance.
- ▶ **Storage** – of resident belongings is limited to the assigned apartment. If additional storage is needed for personal belongings, it must be secured by the resident off campus.

ANIMALS / FISH

- ▶ Only non-dangerous fish are permitted in the residence halls; all other pets are prohibited. Each room is allowed to have one aquarium no larger than 10 gallons. The cost of pest control and cleaning will be assessed to the resident if this policy is violated. Students who wish to seek an accommodation should contact Disability Services for Students.

RESIDENCY & GUEST POLICIES

- ▶ Residents are required to reside in the apartment in which they are assigned. Residents may not “trade” units with another resident.
- ▶ Residents may have guests in their apartment for no more than three consecutive nights. Additional policies are listed in the UNK Residence Life Student Rights and Responsibilities.
- ▶ The Resident may not transfer this Apartment Contract, sublease or give accommodations to long-term guests, boarders or lodgers. This Apartment Contract is non-assignable.
- ▶ Extended vacations should be reported to the RHC.
- ▶ For the full list of resident expectations and policies, please refer to the Apartment contract.

BILLING & VACATE INSTRUCTIONS

MONTHLY BILLING

- ▶ Late Payments are assessed monthly:
 - **Late fees:** residents who do not pay their rent by the 7th of each month will receive a \$20 late fee applied to the student's account.
- ▶ **Notification of removal:** If a resident fails to pay rent for two months, the resident will be required to vacate their apartment. Residents will be notified in writing to their UNK Loper email account and a letter in their mailbox with the notice.
- ▶ Your first month's rent is pro-rated for check-in based on the date you check-in to your apartment and pick up the key. The \$250 down payment is applied to the first month's rent.
- ▶ Rent is billed for the entire month. Refunds are not given for an early check-out during the month and all check-outs must occur no later than the last day of the month by 11:00 AM.

INTENT TO VACATE/ CHECK-OUT PROCEDURE

- ▶ Residents must submit their intent to vacate in writing at least 60 days in advance to apartments@unk.edu. If the vacate date is not at the end of a semester (December, May or during the summer), the academic reason for vacating must be provided in the email. If an eligible reason to vacate is not approved, the cancellation terms apply.
- ▶ Residents must vacate by the last day of the month. Any residents still residing in their apartment on the first day of the month will be charged rent for the entire month.
- ▶ UNK will not prorate your rent based on when you check out of your apartment.
- ▶ A check-out date should be confirmed no later than two weeks prior to departing. A Check-Out Envelope will be provided to residents with scheduled check-outs. The complete checklist for cleaning the apartment and removal of personal belongings must be followed.
- ▶ Failure to vacate by the agreed upon date and/or not completing the check-out checklist may result in an improper check-out fee and additional charges for cleaning and/or damages if applicable.

SAFETY, EMERGENCIES & ACCOMMODATIONS

EMERGENCY PROCEDURES

- ▶ All residents are encouraged to sign up for UNK Alert, via their MyBLUE login
- ▶ Tornado Shelter – located on the east end of the 1st floor, between the reinforced steel doors
- ▶ Building Evacuation & Fire – meet at Viero parking lot
- ▶ Shelter In Place – stay in your apartment or common area, seek a hidden spot if needed, wait for instructions from emergency personnel
- ▶ Power Outage – contact the Village Flats office at 308-865-4844, Facilities at 308-865-1800, or UNK PD at 308-865-8911

SAFETY AND SECURITY IN VILLAGE FLATS

Residents are responsible for locking their apartment when leaving their unit. Exterior doors and corridors leading to living areas are locked twenty-four hours a day and only accessible using your Student/Village Flats Resident ID Card which is coded for appropriate building access. Doors may not be propped open. A single point of entry increases residents' safety. The stairwells on the end of each wing may be used to go to different floors, but may only be used to exit the building in the event of an emergency. The exterior doors are alarmed and if used for a non-emergency, will be considered a violation of Village Flats policies.

For an immediate safety or security concern please contact **UNK POLICE AT 308.865.8911**

ACCOMMODATIONS OR SPECIAL NEEDS

UNK recognizes the importance of providing reasonable accommodations in its housing policies and practices, where necessary, for individuals with disabilities to use and enjoy campus housing. The Office of Disability Services for Students is located in the Memorial Student Affairs Building. Contact them by email at unkdso@unk.edu or by calling their office at 308-865-8214. Visit: www.unk.edu/dss for additional resources. The resident's first step is to contact DSS for a housing accommodation.



UNIVERSITY VILLAGE FLATS

STUDENT APARTMENTS

SERVICES & AMENITIES

- ▶ MAINTENANCE
- ▶ MAIL & PACKAGES
- ▶ COMMUNITY AREAS
- ▶ TECHNOLOGY & CABLE
- ▶ PARKING

MAINTENANCE NEEDS

Visit: unk.edu/housing > Maintenance Requests

CUSTODIAL & FACILITY/ROOM ISSUES

If something in your apartment is broken or in need of repair, please submit a work request online at :

- ▶ www.unk.edu/housing > Maintenance Requests
- ▶ You may also email apartments@unk.edu with any questions or concerns.
- ▶ **Appliance Guides** – [Whirlpool Appliance guides are available online](#) at unk.edu/villageflats > **Appliance Guides**
 - Glass top Stove cleaner must be used to keep the stove top glass cooking surface clean and well maintained. Do not use abrasive chemicals not intended for glass top stove use.
 - Appliance repairs should be submitted using the Facilities Work Request Form.
- ▶ **Temperature controls** – are in each unit. If you are experiencing extreme temperatures, please fill out a Work Request Form.

FURNITURE REPAIR

If the University provided bed, mattress, dressers, side tables, arm chair, loveseat, coffee table, stools, and kitchen island (2-bedroom units only) are in need of repair, submit a Furniture Repair/Replace Form: www.unk.edu/housing > **Services** > **Work Request Forms: select 'Furniture'**.

LAUNDRY

All apartment residents are provided laundry service at no additional charge. Three laundry rooms are available, one per floor, for unlimited access to multiple washing machines and dryers, *for use by residents only*. Please use 'High Efficiency' detergent in the machines, and follow the recommended amount to avoid problems of too much soap. To report an inoperable washing machine or dryer visit: unk.edu/housing > **Services** > **Work Request Forms: select 'Laundry'**.

- ▶ Residents can view what washers and dryers are open at <https://www.laundryalert.com/cgi-bin/unk6173/LMPage>

MAIL & PACKAGES

MAIL & PACKAGES

- ▶ United State Postal Service (USPS) is delivered to your mailbox daily by 4:00 PM, except Sundays and Holidays.
- ▶ Packages are delivered Monday-Friday to the front desk.
- ▶ When a package is delivered that will fit in a parcel box, a key to a numbered parcel box will be placed in the resident's assigned letter box. Size: 17"H x 12"W x 17" D
 - When the resident retrieves their package from the parcel box, the key will remain in the lock.
 - If a package or delivered item is perishable or will not fit in a parcel box, the resident will retrieve the package from the front desk during desk hours.
- ▶ One letter box assigned per contract holder (one per family unit). Size: 3"H x 12"W x 17"D
- ▶ To help the distribution of mail and packages go smoothly, please provide [your First and Last Name, VF Apt 202 \(for example\)](#), followed by the address to all businesses and for personal orders.

YOUR ADDRESS

Your First-Name and Last-Name

2201 University Drive Apt XXX (3-digit apartment #)

Kearney, NE 68845

- ▶ A drop-box for outgoing mail is available on the mailbox wall. For same day mail pick-up, we encourage residents to go to the U.S. Post Office in Memorial Student Affairs Building or at 25th Street and Avenue E.

COMMUNITY AREAS

CLUBHOUSE AND COMMUNITY ROOM RESERVATIONS & POLICIES

- ▶ **Clubhouse** – Located on the first floor and is available to residents at all times. There is also a kitchenette available for residence convenience. Residents must clean the space after each use. Failure to do so will result in fees being assessed for damages or uncleanliness.
 - ▶ **Meeting Rooms** – Located on each floor and are also available to residents at all times. 1st and 3rd floor have collaborative tables and chairs, along with a TV. 2nd floor has couches, high top tables and chairs, sink and counter space, as well as a TV.
 - All community rooms must be cleaned up by residents that used the space.
 - Please treat these areas well and with respect for your neighbors, as this is an added privilege for all residents.
 - Fees will be assessed for damages or uncleanliness
- ▶ **Deck** – on the Second Floor.
- ▶ **Vending services** – located on 2nd floor next to the laundry room. Contact the front desk if you experience problems with the vending machines.
- ▶ **Ice Machine** – located on 2nd floor next to the laundry room. Residents may bring a small bucket to fill up ice as needed. This machine is not intended to fill up large coolers for personal use.

OUTDOOR COMMUNITY AREAS

- ▶ **Bikes** – must be in the designated bike racks in the main parking lot. Bike locks are encouraged. Bikes are not permitted inside the building.
- ▶ **Grills** – are available from March 1 to November 1 and are located in the plaza area and provided for use at no additional charge as a resident privilege. The propane is activated for a 30-minute time frame. If additional grilling time is needed, restart the grill at the end of the first session. Grills must be cleaned after each use. Improper use or not following these guidelines will result in the revocation of grill use.
- ▶ **Picnic and plaza area** – seating is available on a first come, first serve basis. The patio by the RHC apartment on the northeast side is not for public use.
- ▶ **Smoking** – is only permitted outside at the designated post located on the island by the bike racks and trash receptacles. For additional smoking locations on campus, search on unk.edu > 'map of designated smoking areas'

INTERNET / WIRELESS SUPPORT

IT Service

- Visit <http://www.unk.edu/offices/its/index.php>
- Or the Technology Helpdesk at http://www.unk.edu/offices/its/help_desk/index.php
- Technology Services Helpdesk can be reached at 308-865-8363 or support@nebraska.edu
- Wireless routers are located in each apartment to provide excellent connection.
- Additionally, there is an LAN port in each bedroom, and one in the living room.

Connecting to Wireless Network

Eduroam provides users with wireless access at participating institutions including UNK through the use of their home institution credentials.

LAPTOPS / NON ANDROID TABLETS AND PHONES

- Connect to eduroam network
- When prompted enter full UNK email address and EASI password
- Laptops will be directed to download SafeConnect upon first time connecting

ANDROID / CHROMEBOOK DEVICES

- Connect to eduroam network
- When prompted enter full UNK email address and EASI password into the Identity and Password fields
- Change the Phase 2 Authentication from None to MSCHAPV2

Network Port Activation

- For wired connections, visit unk.edu/its/onlineform

Smart Tv's/Roku /Amazon / Blu-ray Players / Gaming Consoles

- While on a campus network, go to <https://its.nebraska.edu/network/iot> in your default browser and click on the link for the IoT Registration Portal.
- On the IoT Registration portal, use your Campus Identity to authenticate. Your username must include the campus domain. Example: jdoe2@nebraska.edu (@unk.edu, @unl.edu, @unomaha.edu).
- In the IoT Registration portal you will be able to add or manage existing IoT devices. Each device will receive a unique password to authenticate on the NU-IoT wireless SSID.

To see more information about creating and managing devices in the IoT Registration Portal, visit <https://its.nebraska.edu/network/iot>.

Cable TV / TV's

- Must be -QAM compatible, if they have issues, be sure to double and triple check cables and make sure they are searching / scanning for channels
- Most name newer brand TV's will be QAM compatible: LG, Samsung, Vizio, Sony, Insignia, etc
- Known brands that are not QAM compatible: Element, Emerson, TCL, Westinghouse
- If you have a non QAM compatible TV, you can purchase a digital TV tuner to convert the signal on Amazon or Google, iView 3200, and iView 3500STB II

Wepa – Your Printing Solution

- For up to date Wepa print station locations, visit wepanow.com/maps
- Wepa printers located in West Center by room 115E, Library, and Nebraskan Union
- Learn more ways to print at wepanow.com/user-guide

TECHNOLOGY & CABLE

Wireless Printers

- Wireless printers will not connect to the wireless network. Turn off the wireless functionality on the printer and plug directly into the printer via USB to print.
- Wireless printers severely interfere with the wireless network. Always unplug printers when not in use or disable wireless functionality on the printer.

CABLE TV

Apartment residents are provided over 90 cable channels including over 60 High Definition channels. If you are experiencing problems, call the Information Technology Services Helpdesk at 308-865-8363 for assistance.

- ▶ **TV Wall Mounts** may only be used on the designated wall mounting board. Charges will be assessed for additional holes in the wall made.
- ▶ **Programming Guide** – Channel 2.1 has been established as a Programming Guide Channel on the cable network. You can also go online to <http://www.zap2it.com> and enter 68849 as the zip code and select 'University of Nebraska at Kearney - Cable.'

RESIDENCE HALL CHANNEL GUIDE

2.1	DSI Guide Channel	21.1	VH1 HD	33.1	WE tv HD	45.2	TNT HD
3.1	KLNE-DT	21.2	MTV HD	33.2	Oxygen	46.1	FXX HD
3.2	KLNE-DT2	22.1	MTV2	34.1	Bravo HD	46.2	NBA TV HD
3.3	KLNE-DT3	22.2	Link TV	34.2	Cooking Channel HD	47.1	NHL Network HD
4	Analog Test Channel	23.1	CMT HD	35.1	Food Network HD	47.2	NFL Network HD
5.1	CheddarU	23.2	Laff	35.2	HGTV HD	48.1	NBC Sports Network HD
6.1	Campus Life Channel	24.1	Pursuit Channel	36.1	Syfy Channel HD	48.2	CBS Sports Network HD
11.1	KGIN-DT	24.2	ION Television (East)	36.2	Travel Channel HD	49.1	Fox Sports 1 HD
11.2	KGIN-DT2	25.1	FC HD	37.1	BBC America HD	49.2	Fox Sports 2 HD
13.1	KHGI-DT	25.2	AMC HD	37.2	TLC HD	50.1	Big Ten Network HD
13.2	KFXL-DT	26.1	ReelzChannel HD	38.1	History Channel HD	50.2	Big Ten Network
14.1	KSNB HD	26.2	Hallmark Movies & Mysteries HD	38.2	National Geographic HD	51.1	Longhorn Network
14.2	Get TV	27.1	Freeform HD	39.1	Discovery Channel HD	51.2	The SEC Network HD
15.1	CNN HD	27.2	Hallmark Channel HD	39.2	Golf Channel HD	52.1	ESPN HD
15.2	Bloomberg Television HD	28.1	Disney Channel HD	40.1	The Weather Channel HD	52.2	ESPN2 HD
16.1	MSNBC HD	28.2	Disney XD	40.2	Motor Trend Network HD	53.1	ESPNNews HD
16.2	CNBC HD	29.1	Nickelodeon HD	41.1	Paramount Network HD	53.2	ESPNU HD
17.1	Fox News Channel HD	29.2	Nickelodeon (West)	41.2	BET HD	60.1	POP TV
17.2	HITN TV	30.1	Nicktoons	42.1	A&E HD	60.2	MLB Network
18.1	OWN HD	30.2	Cartoon Network HD	42.2	FX HD	61.1	Teen Nick
18.2	Univision (East)	31.1	E! Entertainment HD	43.1	USA Network HD	61.2	NASA Channel
19.1	CGTN	31.2	Comedy Central HD	43.2	TV Land	78	Analog Test Channel
19.2	CGTN-E	32.1	Animal Planet HD	44.1	TruTV HD		
20.1	AXS TV HD	32.2	Lifetime HD	44.2	TVG		
20.2	Fuse HD			45.1	TBS HD		

PARKING

VILLAGE FLATS PARKING

- ▶ **Village Flats Residents** – The UNK Commuter parking permit designated as 'VF' for Village Flats is required for each resident parking a vehicle in the Village Flats designated parking Lot #36 and along the surrounding streets. The VF permit also allows residents to park in any commuter parking lot on main campus. Please contact the Parking Division at [308-865-8367](tel:308-865-8367) or parking@unk.edu for cost information.
- ▶ **Guest Parking** – UNK staff or students may park along the streets (angled parking, roundabout, and south parking lot) with any valid permit. There is angled parking when first entering University Village from Highway 30. The angled parking requires drivers to back into the stall instead of pulling in. Guests must obtain a guest parking tag to hang from their rear view mirror, valid for the days that it is issued. Guest Parking Permits can be issued at the Village Flats front desk or the Police & Parking Services building. We encourage residents to request Guest Parking Permits in advance.
- ▶ **Family Members** – Non student/faculty/staff that are family members approved to live with a Village Flats resident, with an additional vehicle, may purchase a Perimeter Permit to park in Lot #36. Please contact the Parking Division at [308-865-8367](tel:308-865-8367) or parking@unk.edu for cost information.
 - If the family member is also a student, a second vehicle permit is required at the Commuter permit rate.
- ▶ **Parking Tickets/Violations** – Tickets are issued for permit violations, Monday through Friday, during the hours of 7:30 AM – 5:00 PM. Other parking violations will be ticketed 24 hours a day, such as parking in a designated spot, fire lane, or handicap stall without a tag displayed.

