Welcome Home!
We are so excited to have you as a resident in one of University of California San Diego’s Housing • Dining • Hospitality communities. This handbook provides guidance for living at Coast, La Jolla del Sol (LJDS), Mesa Residential (Mesa), Mesa Nueva (MN), One Miramar Street (OMS), Nuevo West (NW) and Nuevo East (NE).

Our Graduate and Family Housing Communities are not just a place to live but also a place for your life to happen. Our goal is to foster an inclusive community and help residents find a balance between various aspects of life by creating academic, cultural, social, and recreational opportunities that enrich your life.

Principles of Community for Housing•Dining•Hospitality

“You never really understand a person until you consider things from his point of view...”
—Harper Lee, To Kill a Mockingbird

As residents of Graduate and Family Housing at UC San Diego we rely on our friends and neighbors to form a cohesive community. We support UC San Diego in all efforts to create and maintain a community climate of fairness, cooperation, and professionalism.

These principles of community are vital to the success of the University and the well-being of its residents:

• Respect all people you encounter and strive to be courteous.
• Try to see things from someone else’s point of view.
• Reach towards a common point of understanding.
• Be open and transparent in conversation; listen to understand each other’s intentions.
• Treat everyone you meet the way you wish to be treated.

This handbook contains important information about your Housing community, its services, facilities, policies, and procedures. This information is incorporated into your Rental Agreement, and we reserve the right to rescind and / or amend any rules and regulations as deemed necessary. To contact your Housing Office, simply follow the prompts after dialing 858.534.4723 (GRAD).

Housing staff can assist you with a variety of issues, including billing questions, lock outs, guest keys, parking permits, roommate issues, noise concerns, notices of intent to vacate, and any policy or procedural questions that you may have. If our offices are closed, you can call UC San Diego Police at 858.534.4357 (HELP) for assistance with lockouts.
Eligibility
To reside in our communities and maintain eligibility, you must be:

• enrolled full-time in at least twelve units each quarter
• on an approved leave of absence, or
• have an Authorization for Accommodation (AFA) from the Office of Students with Disabilities (OSD)

LJDS faculty, staff, fellows and postdoc residents must provide proof on an annual basis that they are fully employed by the University.

Residents who do not meet eligibility requirements must submit a 30-Day Notice of Intent to Vacate and vacate the apartment within 30 days from the date they no longer meet eligibility requirements.

For additional information on our policies and eligibility requirements, please see your Rental Agreement and our policy document. If you have questions, contact us at 858.534.4723 (GRAD) or via email at GradFamilyHousing@ucsd.edu.

Get Social
Find us on Facebook at UCSD Grad & Family Housing and on Instagram!

Visit our website: hdhgradfamilyhousing.ucsd.edu and view our events calendar.
Before I arrive

Rental Payments

Yours first months’ rent will need to be paid prior to or at check in. After move-in payments are due on the first day of each month at the UC San Diego Central Cashier’s Office, Mail Code 0009, 9500 Gilman Drive, La Jolla, California 92093-0009, phone number 858.534.3725. Residents can also make payments online. If for some reason you are unable to pay on-line, the community can accept a check or cashier’s check. Cash cannot be accepted at our Housing Office. Payments are always applied to the Resident’s oldest Housing charges first. Checks are to be made payable to "UC REGENTS". If a payment is received after the 5th day of the month, there will be a late charge of $20.00 assessed.

What should you bring?

What to bring depends on the community you are moving in to. Items to consider include:

- Bed frame and mattress
- Table and chairs
- Sofa
- Desk and chair
- Dresser
- Bookshelves
- Lamps
- Alarm clock/clock radio
- Under-the-bed storage bins
- Fan
- Bulletin board and pushpins
- Dry-erase wall calendar/board
- Picture hangers
- Sheets, blankets, pillows & pillowcases
- Towels
- Clothes hangers
- Cleaning supplies
- Laundry detergent
- Laundry bag/basket
- Stackable desk trays
- Laptop with portable speakers
- Surge protector
- Extension cords
- 3-2 prong adapters
- TV and DVD player
- Coffeemaker
- Microwave
- TV and DVD player
- Paper towels
- Surf board
- Trash bags
- Silverware
- Toilet paper
- Can opener
- Bookshelves

If you have a roommate or are moving into an already occupied apartment, we suggest reaching out to your new roommates to make sure that you don’t bring duplicate items that will take up unnecessary space in your apartment.

What should I leave at home?

- Candles
- BBQ grills including electric barbecues, smokers and similar products
- Halogen lamps
- Portable Air Conditioners
- Large Home Appliances
- Pets – unless preapproved
- Waterbeds
- Incense
- Tobacco, Cigarettes, Hookahs, E-Cigarettes (UC San Diego is a smoke free/tobacco free campus)
Checking In

Check-in
On the date that your Rental Agreement begins, you can move in. To begin this process, you will need to visit the Housing Office for the community you’re moving to.

Upon check in, residents must provide a picture ID and a personal check, money order, or casher’s check for the first month’s rent. You may also be asked to provide the following, if applicable:

- Pet Deposit
- Vehicle registration in resident’s name
- San Diego Gas and Electric account information
- Copy of child’s birth certificate
- Copy of marriage certificate
- Copies of committed couple documentation

If you need to make arrangements to check-in while your Housing Office are closed, please contact the team and they will assist you. The contact info for each community is at the front of this handbook.

Inspection Report
You will receive an email with a link to complete our online apartment inspection report at move-in. Please complete this inspection within two weeks of your move in date. If the inspection is not complete, we will assume the apartment is in satisfactory condition. This document will be used when you move out to ensure that you are not charged for any condition or damage that you did not cause.

Residents at LJDS will receive this inspection checklist at move-in.

Orientation
Each resident should partake in our e-orientation. This orientation provides an overview of our policies and procedures and is required to be completed prior to check-in.

Cable & Internet
Coast, Mesa, and OMS: Spectrum provides Internet and Cable services. Residents need to contact Spectrum at 800.964.2783 to establish service. The cost of basic service is included in your rent.

MN, NE & NW: Each apartment is equipped with Spectrum Wi-Fi, Spectrum cable and one working Ethernet port. The cost of service is included in your monthly rent. If you plan to use cable for television, you will need to bring a coaxial cable to connect. Visit our website for log-in instructions. If you have questions, contact Spectrum at 866.204.8493

La Jolla Del Sol: Time Warner and AT&T currently provide service. You can contact either company directly to start your service. Please note: If your appointment is before or after Housing Office hours, you will need to check-out a key to provide access to the cable room.

Guidebook
Graduate and Family Housing has a mobile guide for you to use on Guidebook! Get the guide to access the most up-to-date information about our communities, resident forms, resources, maps, and much more. Find the guide here.
Renters Insurance
You may want to consider buying renters insurance. The University and its employees and agents assume no responsibility for the loss, theft, damage or destruction of the personal property kept in your room. We strongly recommend personal property insurance. For detailed information regarding renters insurance specifically designed for UC San Diego renters, please visit https://gradguard.com/school-search.

Residents residing at LJDS are required to have Renters Insurance. You will be asked for proof of renters insurance, identifying the leased premise. This documentation is required prior to check-in and will need to be updated annually.

Amenities & Services
We offer many amenities and services that make our communities convenient to residents on the go.

Bicycles
Residents should register their bicycles online via UCSD Police.

Bicycle racks are located throughout all of our communities. A u-lock is recommended to secure your bicycle frame. A bicycle locked to a stairwell, patio handrail, building, post, tree, etc., is subject to citation. Bicycles may be stored on patios and balconies.

If you are looking for a secure location that protects your bicycle from all kinds of weather, consider renting a bike locker through HDH Triton Cash. The bike lockers are available to on-campus student residents and the cost is $20/month, charged to your Triton Cash account. Visit our Getting Around page for more info. A Bike Share program is also available on campus. Visit UCSD Transportation for more information about the program.

Bulletin Boards & Postings
Bulletin boards are available at each community and are generally located at mailboxes, fitness rooms and laundry rooms for residents to post approved notices, flyers and advertisements. The Housing Office must pre-approve all postings and the date of the initial posting must be included. All postings are limited to a two-week posting period. Please do not post on buildings, dumpsters, mailboxes, light poles or any other locations. Any non-approved postings may be removed.

Carpet Cleaning
Complimentary carpet cleaning is available to residents once every twelve months following your initial twelve-month period. Contact the Housing Office for more information.

Community Assistants
In order to facilitate community building at the graduate level, we support the work of Community Assistants (CAs). These are UC San Diego student residents who help plan events and activities to create a sense of community centered on residents’ needs and suggestions. For an accurate schedule of events, contact the Housing Office. You can find the events being planned by our CAs on our website, our Facebook page, at flyers and electronic boards around our communities or by stopping by the Housing Office.
**Garbage Disposals**
Garbage disposals are designed to handle only soft foods. Do not put fibrous materials, such as celery or other stringy vegetables, potato peelings, watermelon rinds, seeds, noodles, rice, spaghetti, grease and hard-leafed fruits or hard materials such as bones, glass, or metal objects in the garbage disposal. Always use cold water when running the disposal. Keep the water running while the disposal is on and for a short period after it has switched to the “off” position.

Disposals are equipped with a red reset button. If the disposal stops running, try to reset it by pushing the button gently. If this does not start the disposal, please contact customer service center through HDH Fix It to enter a work order: [HDH Fix It](#). Improper use of the garbage disposal may cause the sink to back up in your own or your neighbor’s apartment. The university is not responsible for any damage resulting from misuse of the garbage disposal.

**Community Gardens**
Community gardens are available to residents of Coast, MN, NE, & Mesa. Flowers, vegetables, and herbs may be grown in the designated garden areas. Contact the Housing Office for more information.

**Community Rooms**
Residents can reserve a community room online on the [Resident Resource Page](#).

**Laundry Facilities**
Community washer and dryers are located in MN, NE, NW, Coast, Mesa & OMS. You can view the status of your laundry and laundry rooms by downloading the [Speed Queen](#) app from your app store. Any problems with these machines should be reported via the app and to [HDH FixIt](#). Please note number on the machine before calling for service.

At LJDS, and Mesa Nuevo one, two and three bedroom apartment’s washers and dryers are supplied in the apartment. For Housing provided appliances, submit a work order through [HDH Fix It](#) for non-emergency requests or call the Customer Service Center at 858.534.2600 for emergencies.

**Maintenance Requests**
Need something fixed? We’re available 24 hours a day, 7 days a week. Use [HDH Fix It](#) for non-emergency requests, or call the Customer Service Center at 858.534.2600 for emergencies. Requests considered emergencies are fire alarms, smell of smoke, smell of natural gas, flooding, any leaks, malfunctioning or broken locks. A request called-in after regular business hours not considered an emergency will be responded to during regular business hours.

**Mail**
UC San Diego Mail Services delivers USPS mail to the MN & NW, NE and OMS, Housing Offices, which then is put into your assigned mailbox. Residents at MN, NW, NE & OMS will be issued a combination at move-in for your assigned mailbox.

Residents of La Jolla Del Sol, Central and South Mesa, USPS delivers mail direct to assigned mailboxes located on the side of every building or outside of community rooms. A mailbox key will be issued at move-in. There may be a fee to replace a lost mailbox key.
**Package Pick-up**
Depending on where you reside, your packages might be delivered directly to your apartment, centralized mailbox or to a centralized mail center. Please see the table below for additional information.

<table>
<thead>
<tr>
<th>Community</th>
<th>Package Pick-up Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coast</td>
<td>US Postal Service Parcel Lockers located at each building</td>
</tr>
<tr>
<td></td>
<td>Large parcel boxes located by 9393</td>
</tr>
<tr>
<td>LJDS</td>
<td>Deliveries made to each apartment</td>
</tr>
<tr>
<td>Mesa</td>
<td></td>
</tr>
<tr>
<td>Mesa Nuevo West</td>
<td>Mail Room, adjacent to the Ola Parking Garage</td>
</tr>
<tr>
<td>OMS</td>
<td>Housing Office, Building 5</td>
</tr>
<tr>
<td>Nuevo East</td>
<td>Housing Office, The Exchange Building</td>
</tr>
</tbody>
</table>
Parking
Parking is by permit only in designated areas. Transportation Services will issue a citation if your vehicle is not in working condition, not currently registered with the State of California, or parked illegally. Parking and driving on the grass/lawn or sidewalk is strictly prohibited. No car washing or vehicle maintenance of any kind is allowed.

Parking Permits
Designated motorcycle parking spaces are located within our communities. Motorcycles are required to have a permit.

<table>
<thead>
<tr>
<th>Community</th>
<th>Where do I get my decal?</th>
<th>Fee</th>
<th>Parking Enforcement</th>
<th># of Permits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coast</td>
<td>Coast/La Jolla Del Sol Housing Office</td>
<td>Included</td>
<td>Monday to Friday 9am to 6pm</td>
<td>1 per bedroom; Guest permit issued by office upon request</td>
</tr>
<tr>
<td>LDS</td>
<td>Coast/La Jolla Del Sol Housing Office</td>
<td>Included</td>
<td>Monday to Friday 9am to 6pm</td>
<td>1 per registered vehicle; Guest permit issued by office upon request</td>
</tr>
<tr>
<td>Mesa</td>
<td>Mesa/OMS Housing Office</td>
<td>Included</td>
<td>Monday to Friday 9am to 6pm</td>
<td>1 per registered vehicle; Guest permit issued by office upon request</td>
</tr>
<tr>
<td>MN NW</td>
<td>Mesa Nueva Housing Office</td>
<td>Included</td>
<td>Monday to Friday 9am to 4pm except as posted</td>
<td>1 per bedroom with registered vehicle; Guest permit issued by office upon request</td>
</tr>
<tr>
<td>Nuevo East</td>
<td>Nuevo East Housing Office</td>
<td>Included</td>
<td>Monday to Friday 9am to 4pm except as posted</td>
<td>1 per bedroom with registered vehicle; Guest permit issued by office upon request</td>
</tr>
<tr>
<td>OMS</td>
<td>Mesa/OMS Housing Office</td>
<td>Included</td>
<td>Monday to Friday 9am to 6pm except as posted</td>
<td>1 per registered vehicle; Guest permit issued by office upon request upon request</td>
</tr>
</tbody>
</table>

Pest Control
Report problems with ants, roaches, spiders, rodents, etc. 24 hours a day, 7 days a week. Use HDH Fix It for non-emergency requests, or call the Customer Service Center at 858.534.2600.

Playgrounds
Playgrounds are located near the Early Childhood Education Center, and buildings 9106, 9156, 9184 and 9250 at Mesa, and two play areas at Mesa Nueva.

Pool and Spas
There are two spas, a pool, and a splash zone at Mesa Nueva and two pools and two spas at LDS. Hours of operation and regulations are posted. These facilities are for Graduate and Family Housing Residents only.
Recreational Facilities
Fitness rooms are available at LJDS, MN (Cresta), NE (Porton), NW (Brisa) and Mesa (9156). Housing residents are welcome to use any fitness facilities in any of the communities listed in this handbook. Please contact the Housing Office for access to these areas. Residents will receive access to the fitness rooms after signing the online Fitness Waiver.

Proper workout attire is required. Follow posted safety and hours regulations in all community areas. Please keep in mind that when using outdoor fitness areas that they are located within areas near residential apartments. Please be courteous to your neighbors!

UCSD Recreation offers classes, sport facilities and personal trainers throughout campus. Check recreation.ucsd.edu for more detailed information and locations.

Recycle and Trash Disposal
The University of California system is committed to zero waste. To help reach that goal we ask that you work with us to practice responsible recycling and sustainability habits. For information on proper disposal of your waste go sustainability.ucsd.edu. Used alkaline batteries can be dropped off at the Housing Office for recycling.

Please do not leave trash outside your apartment door or on your patio/balcony—all trash and recycling should be placed in the designated dumpsters. Furniture, large objects, or Christmas trees placed next to dumpsters will not be picked up by the refuse collector. Disposal of hazardous wastes to the sewer, storm drain, ground or trash is illegal. Residents will be charged a cleaning fee for items not properly disposed of.

Relocation
Residents who wish to relocate to another Housing community, and have not resided for two years in Housing or have a month-to-month agreement, may complete an application online. Once you apply, your name will be added to the Housing waitlist.

You may complete the application at any time during the term of your Rental Agreement. If you have a current application online, that application will be used to generate your relocation offer and Rental Agreement. Single graduate and professional student applicants have the option to find their own roommate by utilizing the Roommate Portal or a roommate will be assigned to you. If you intend to choose a new roommate you will need to wait for an entire apartment to become available.

Shuttle Services
UC San Diego’s extensive transportation system is available for students, faculty, and staff. For current schedules, please visit transportation.ucsd.edu. The UCSD mobile app provides real-time updates with the bus schedule.
**Storage**
Storage of personal belongings or items in parking spaces, balconies, building stairwells, landings, hallways, etc. is prohibited. Such items will be removed by the University at the owner’s expense. You may not store any flammable items, including but not limited to, gasoline, propane, paint, paint thinner, and kerosene. Barbeques cannot be stored in storage areas. Residents at Coast and Central Mesa have storage closets available to them outside of their units. Items stored there must be removed at the end of your Rental Agreement.

**Surf Showers**
Surf showers, available to any resident, are located at Coast Apartments at buildings 9321, 9383, and at Mesa Nueva on the southeast corner of the Ola Parking Garage. Please do not rinse surfing gear, diving gear, wetsuits, etc., in the apartment shower or sink. The salt and sand will clog the drain.

**Vacuums & Cleaning Supplies**
Residents may check out a vacuum and basic cleaning supplies at any Housing Office.

**Safety & Security**
Safety is our number one priority within HDH Communities. Below are some of the resources for our communities.

**Campus Safety Escorts**
The Community Service Officer (CSO) Program offers a free campus safety escort. Escorts will go to any University property. Call 858.534.WALK (9255) to request an escort. CSOs offer an escort service from sunset through 1am every day of the year. After 1am, this service may be handled by other police department personnel.

CSOs also provide [Triton Rides](#). Triton Rides is a free, nighttime shuttle service available to UC San Diego students, staff and faculty. Triton Rides will take you from any on-campus location to another on-campus location and within a one-mile radius around campus. You can request a ride, between 8p.m. and 8 a.m. daily.

**Lock-Outs**
Locked out? Stop by the Housing Office during business hours for assistance. If you are locked out when the office is closed contact UC San Diego Police at 858.534.HELP (4357). UC San Diego Police may charge a $25 fee.

**Lost and Found**
Contact your Housing Office to inquire about items lost or found. Contact UC San Diego Police at 858.534.HELP (4357) to report lost or stolen items.

**Missing Person Notification**
Residents have the option to identify individuals to be contacted by the University in the event the student is reported missing. The confidential contact information will be accessible only to authorized campus officials, and may not be disclosed except to law enforcement personnel in furtherance of a missing person investigation. If you would like to designate a confidential contact visit the Housing Office.
**Police and Security**
The UC San Diego Police Department (UCSDPD) can be reached at 858.534.4357 (HELP). For emergencies, dial 911. UCSDPD provide a variety of bulletins, logs and report that you can review at police.ucsd.edu. If you observe people who are acting suspiciously, contact the UC San Diego Police at 858.534.4357 (HELP) and report the details. Refer to UCSD Campus Security for additional resources.

The UC San Diego Police sponsor a program of etching items of value, including bikes, with the resident’s license number to discourage theft and to make recovering stolen items easier. More information about this program may be obtained by calling the UC San Diego Police at 858.534.HELP (4357).

**Vacation Check**
Residents who plan to take an extended vacation can arrange for a vacation check to be made of their apartment. A UCPD Resident Security Officer will routinely check the apartment exterior for any signs of burglary, tampering, etc. You can arrange for a vacation check by contacting the Housing Office.

**Stoves**
Do not use foil to line burners, oven, or grill. The reflection from the foil will damage the burner element. Do not place foil or paper on the walls above the stove to catch grease, as this is a serious fire hazard.

**Toilets**
Tampons, “flushable wipes”, and sanitary napkins will clog the toilets, so please do not flush them. If you do not own a plunger, you may want to add it to your household accessories.

**Inspections**
There are occasions throughout the year when University Officials will need to enter your apartment to complete inspections. You will receive advance notice of these inspections via email and/or written notice of entry posted on your apartment door a minimum of 24 hours in advance. These inspections include annual safety inspections completed by the UC San Diego Office of Environment, Health and Safety, and inspections conducted by Housing staff, including alarm, furnace, and patio/balcony inspections.

**Ventilation**
Living near the coast lends itself to a moist climate. As such, it can be easy for mildew to build up without proper ventilation. Be sure to open your windows and allow a cross breeze whenever possible. Also, please leave fans and vents on well after cooking or bathing to assist in absorbing the additional moisture.
Emergency Planning

For information regarding any type of campus emergency visit UC San Diego’s emergency planning website. UC San Diego’s Emergency Status Phone Number 888.308.UCSD (8273). In the event of a major emergency affecting the campus, call the toll-free number above for a recorded message, or check the Emergency Status page (status.ucsd.edu) for information on campus closures, interruption of classes and work schedules, etc.

Sign up for emergency text and voice notification at Triton Alert and also view the UCSD Emergency guide.

In the event of an emergency, please assume that you will have sole responsibility for your safety and wellbeing. Be prepared to be self-sustaining for a period of 72 hours. The American Red Cross offers information and courses to help you prepare for emergencies.

Alarms and Assembly Areas: Please make note of the locations of the fire extinguishers and pull stations in your building. If the alarm goes off in your building, leave your apartment immediately and lock the door behind you. Report immediately to your assembly area. These assembly areas are listed below. Please do not return to your apartment until it is declared “safe” by the fire department or UC San Diego Police.

<table>
<thead>
<tr>
<th>Community</th>
<th>Assembly Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coast</td>
<td>9350 Redwood Drive</td>
</tr>
<tr>
<td>LJDS</td>
<td>8046 Regents Road</td>
</tr>
<tr>
<td>Mesa Nueva</td>
<td>Outside Housing Office (north side of Cala, 3869 Miramar St.)</td>
</tr>
<tr>
<td>Nuevo West</td>
<td>3739 Miramar St. (Grass Area)</td>
</tr>
<tr>
<td>Mesa</td>
<td>One Miramar Street, Building 5</td>
</tr>
<tr>
<td>OMS</td>
<td>One Miramar Street, Building 5</td>
</tr>
<tr>
<td>Nuevo East</td>
<td>Parking Lot, Exchange Building</td>
</tr>
</tbody>
</table>

Annual Fire Alarm testing is performed and to prepare our residents and as a state requirement. Residents will be made aware of this test prior to the test.

In the event of an emergency, please assume that you will have sole responsibility for your safety and wellbeing. Be prepared to be self-sustaining for a period of 72 hours. The American Red Cross offers information and courses to help you prepare for emergencies.
Moving Out
If you have a month-to-month agreement, thirty (30) days prior to moving out/vacating your apartment, submit an electronic notice of intent to vacate to the Housing Office. For fixed term Rental Agreements there is no need to submit notification of your move out date unless you plan to leave prior to your lease end date.

After this notice is received by the office you will receive an email detailing recommended move out tips and explaining the process for returning your keys. On the first business day after the resident(s) vacates the apartment, a Housing representative will inspect the apartment. You have the right to be present at the move out inspection.

Subleasing
To allow you to maintain your Housing status while you are away from UC San Diego to work, study, perform academic field research, or take an approved leave of absence, you may sublease your apartment. Subleasing is conducted through the “Sublease” section of the HDH website.
- Sublease agreements may be for a maximum of three quarters.
- The person you select to sublease your room or apartment must meet all of our Housing eligibility requirements as outlined in the eligibility requirements in this Handbook, Policy Document and our website.

Residents cannot assign or transfer their Rental Agreement or sublet the premises, or use it in any manner other than a full-time personal residence including activities such as conducting business or commercial enterprises, without prior permission from the Housing Office, including but not limited to: advertising spaces in websites such as Airbnb.com, VRBO.com, etc.

Withdrawal
Students who have withdrawn from the University, or Faculty and staff no longer employed by UC San Diego, are not eligible to live in Housing. When withdrawing, submit a thirty-day electronic notice of intent to vacate to the Housing Office. Your Rental Agreement will be terminated once the thirty-day notice period expires.

UC San Diego Student Conduct Policies and Procedures
At UC San Diego, we believe you will find living on campus is an integral part of your education. As a result of your community living experience, we hope that you will develop a concern and respect for others; make responsible choices and decisions; share your academic, social, and cultural experience with other students; and learn to live peacefully in close quarters with a diverse group of people.

It is important to realize that students living in a group environment affect each other's lives in many ways. We strongly believe that one's actions demonstrate one's commitment to respecting differences. In addition, we will not accept ignorance, humor, anger, alcohol or substance abuse as an excuse, reason, or rationale for behavior. Certain shared responsibilities such as cooperation, inclusion, and respect are integral to any successful group living situation. It also means accepting personal responsibility for how your everyday actions affect others living with you as roommates and neighbors.

Residents of Graduate and Family Housing agree to abide by all University policies, rules and regulations, including but not limited to UC San Diego Residential Life Community Standards, the UC San Diego Student Conduct Code and all applicable local, state and federal laws.
**Policy Violations**

If you are documented for a violation of one of our Policies or the UC San Diego Student Conduct Code, you will receive an emailed letter from the Office of Student Conduct (OSC) to schedule a meeting about the documentation. The OSC provides leadership for the student conduct process through its central coordinating, training, and advising role. The HDH Connect Team is responsible for Graduate and Family Housing conduct process.

**Appeals**

The Graduate and Family Housing Contract Appeals Committee is charged to provide an avenue for review of extraordinary student circumstances that have resulted in a student seeking exception to policies and procedures outlined in or related to the housing contract through the use of an online appeals process. The committee is made up of a staff chair, a basic needs representative, and 2 graduate students. All meetings are held in closed session for student privacy. Appeals for extensions will not be reviewed more than 120 days prior to your rental agreement end date.

Residents may submit an electronic request/appeal using the “Appeal Process for Residents” link on the “Current Resident Resources” tab found at hdhgradfamilyhousing.ucsd.edu. Once submitted the Housing Office will review your request. If your request is not granted by the office, it will be forwarded to the Advisory Council for review. You will receive an email from the Advisory Council notifying you of the outcome of the review. All appeal decisions are final and residents cannot re-appeal.

Appeals for faculty and staff residing at La Jolla Del Sol will be reviewed and decided upon by the Housing Liaison, General Manager and Associate Director. You will receive an email from the office notifying you of the outcome of the review.

**Items that may not be appealed:**

- Eligibility for Campus Housing
- Accommodations determined by Office of Students with Disabilities: Appeals notating mental, physical and/or medical challenges should first be referred to the Office for Students with Disabilities to review for possible housing accommodations.
- Rental Rates
- Matters determined by Grad Division, departments or programs. Ex: Student asked to leave campus by Grad Division via conduct process.
- Matters covered to federal, state, county and local laws.
- Matters not specifically pertaining to the student submission.
- Matters of waitlist application priority, expiration, or offer refusal. Ex: a) Waitlist applicant refuses two regular offers and has their application archived. b) Waitlist applicant misses 2 waitlist updates and application archived. c) Individual wants priority (on the Waitlist) but does not have established priority status.
- Resubmission of a similar appeal by the same student under the same rental agreement.
- Previous GFH residents who have fulfilled their two-year eligibility and have moved off campus.
- SHORE/Priority status cannot be given retroactively or reinstated after moving out of GFH Housing.
- Rental Agreement terms: Ex: a) Damages due to resident negligence/lack of renter's insurance would be handled by small claims court process. b) Building modifications per The Handbook. c) Moving out or submitting a Notice of Intent to Vacate with less than 30 days notice. If resident wants to pursue the monies lost for a less than 30-day notice, resident(s) may pursue small claims court to recover their funds.
- UCSD Campus issued directives, requirements and policy.
# Resources

Below are some resources that you may need while you live with us:

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>American Red Cross</td>
<td>858.309.1200, <a href="http://www.redcross.org/local/california/san-diego">www.redcross.org/local/california/san-diego</a></td>
</tr>
<tr>
<td>AT&amp;T – For Internet &amp; Cable at LJDS</td>
<td>800.288.2020</td>
</tr>
<tr>
<td>Campus Advocacy, Resources and Education (CARE/SARC) at Sexual Assault Resource Center</td>
<td>858.534.5793, Email: <a href="mailto:sarc@ucsd.edu">sarc@ucsd.edu</a></td>
</tr>
<tr>
<td>Community Service Officer Escort</td>
<td>858.534.WALK (9255)</td>
</tr>
<tr>
<td>Early Childhood Education Center</td>
<td>858.246.0900</td>
</tr>
<tr>
<td>Environment, Health &amp; Safety (EH&amp;S)</td>
<td>858.534.3660</td>
</tr>
<tr>
<td>Graduate &amp; Professional Student Association (GPSA)</td>
<td>gsa.ucsd.edu</td>
</tr>
<tr>
<td>Guide Book – Graduate &amp; Family Housing mobile app</td>
<td><a href="https://guidebook.com/g/hdhgradfamilyhousing">https://guidebook.com/g/hdhgradfamilyhousing</a></td>
</tr>
<tr>
<td>HDH Administrative Services (Billing Services)</td>
<td>858.534.4010</td>
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<tr>
<td>HDH Website</td>
<td>hdhhome.ucsd.edu</td>
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<tr>
<td>Maintenance &amp; Pest Control Requests (Customer Service Center)</td>
<td>858.534.2600, Hdhfixit.ucsd.edu</td>
</tr>
<tr>
<td>The Miramar Recycling Center</td>
<td>5165 Convoy Street, San Diego, C. 92111 858.268.8971</td>
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<tr>
<td>San Diego Gas &amp; Electric</td>
<td>800.411.7343</td>
</tr>
<tr>
<td>Student Business Services (SBS)</td>
<td>858.822.4727, Email: <a href="mailto:studentbusiness@ucsd.edu">studentbusiness@ucsd.edu</a></td>
</tr>
<tr>
<td>Student Health Services</td>
<td>858.534.3300, wellness.ucsd.edu/studenthealth</td>
</tr>
<tr>
<td>Student Parents Resource</td>
<td>Email: <a href="mailto:studentparents@ucsd.edu">studentparents@ucsd.edu</a></td>
</tr>
<tr>
<td>Spectrum (for cable &amp; Internet issues and setup)</td>
<td>866.204.8493</td>
</tr>
<tr>
<td>Time Warner Cable – For Internet &amp; Cable at LJDS</td>
<td>800.964.2783</td>
</tr>
<tr>
<td>Triton Ride</td>
<td>858.534.9255, App: TapRide, Email: <a href="mailto:ucsdsafepride@ucsd.edu">ucsdsafepride@ucsd.edu</a></td>
</tr>
<tr>
<td>Triton Ride&lt;br&gt; Ride from any on-campus location to another on-campus location and within a 1-mile radius of campus Service hours: 11:30pm – 6:00am, 7 days a week</td>
<td>858.534.9255, App: TapRide, Email: <a href="mailto:ucsdsafepride@ucsd.edu">ucsdsafepride@ucsd.edu</a></td>
</tr>
<tr>
<td>UCSD Mail Services</td>
<td>858.534.7098</td>
</tr>
<tr>
<td>UCSD Police</td>
<td>911, 858.534.HELP (4357)</td>
</tr>
<tr>
<td>UCSD Transportation</td>
<td>transportation.ucsd.edu</td>
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</tbody>
</table>
EMERGENCY EVACUATION PLAN

Emergency Exit Plan
- Review the Emergency Plan prior to an Emergency
- In case of fire use stairs for exit. Do not use elevator
- Quickly move to the outside of the building using the nearest door marked with an EXIT sign
- Be certain all persons in the area are evacuated immediately
- Help those who need special assistance—disabled, small children, etc.
- Report immediately to the designated assembly area (see map) to do a headcount
- Do not reenter the building and wait for instructions from emergency response personnel

Emergency Phone Numbers
- Fire, Police, Medical .................................................. 911
- UC San Diego Police ............................................. 858.534.4357
- Thornton Emergency Room .............................. 858.657.7600
- Poison Control Center ........................................ 800.876.4766
- UC San Diego Emergency ......................... 858.350.6273
- Status Phone No. .................................................. 858.534.3600
- EH&S Front Office .................................................. 858.534.3600

Calmly state:
- Your name
- Building and room location of emergency
- Nature of the emergency; fire, chemical spill, etc.
- Injuries?
- Hazards present which may affect responding emergency personnel
- A phone number near the scene where you can be reached

Fire Procedures Fire Alarm: Bell/Horn with flashing light
- Pull the fire alarm and call Campus Police at 858.534.4357 or 911
- Alert people in the area to evacuate
- Close door to confine the fire

In case of small fire
- IF YOU HAVE BEEN TRAINED to use a fire extinguisher, while keeping an exit behind you, position yourself within six feet of the fire
- Pull the pin located in the extinguisher's handle, aim the nozzle at the base of the fire, squeeze the handle and sweep from side to side at the base of the fire until it is out

Have persons knowledgeable about the incident and location assist emergency personnel.

Evacuation maps are included in the following housing locations:
- Eleanor Roosevelt College: Residence Halls
- One Miramar Street Apartments
- Mesa Nueva, Nuevo East, Nuevo West
- Revelle College: Argo and Blake Residence Halls and Keeling Apartments
- Rita Atkinson Apartments
- Single Graduate Apartments
- Village East and West Apartments
- Warren College: Apartments and Residence Halls

Evacuation maps may not be removed or altered. Take time to familiarize yourself with the evacuation plan for your residence. It is each resident's responsibility to evacuate to designated assembly areas when the fire alarm sounds. Failure to evacuate immediately is dangerous and a violation of the California Fire Code.

Fire alarm testing and evacuation drills are conducted annually.