

## THE CASTILIAN - Resident Handbook

Welcome to Austin, Texas and The Castilian.

We are pleased to have you as a resident and hope you enjoy living here. As a residence hall near a university campus, we understand that our residents are adults seeking academic and social growth. While we strive to help you achieve those goals here at The Castilian, we must also set forth some guidelines.

As in any community, we have basic guidelines to ensure your safety and the safety of others. This handbook will act as a reference to The Castilian's benefits, services, and rules. Please read the information thoroughly, and if you have any questions feel free to speak with us at the 11<sup>th</sup> Floor Service Desk.

Again, welcome to The Castilian. We are looking forward to a great year and are glad that you will be part of it.

### Resident Assistants

One of the first people you will meet when you move into The Castilian will be your Resident Assistant, or your "RA."

Your RA plays an important part in the development of a community on your floor. They plan events for their residents, and are available to help with any issues that may arise. It is very important to keep in mind, however, that your RA is also a student.

The RA is responsible for informing the residents of the rules and regulations of the building and for seeing that students respect them. They are also the person with whom you can share your criticisms, hopes and aspirations for life at The Castilian and in Austin. We encourage you to seek out your RA for any assistance you might require.

### Common Areas

The facilities available at The Castilian include an indoor swimming pool, recreation room, movie theater, fitness center, study lounge with an available group conference room, laundry room, computer room, vending machines, and television lounges. All facilities are for the exclusive use of The Castilian residents and their invited guests. The maintenance and care for these facilities is every resident's responsibility; therefore, **abuses may result in the facilities closing**. Please report all repairs or problems to the 11<sup>th</sup> Floor Service Desk. A common area may close occasionally during specific building repair projects.

**Swimming Pool:** The indoor swimming pool is open daily from 7:00 a.m. to 1:00 a.m. For your protection, please do not swim alone. Observe posted signs in the area. The pool is not suitable for diving. Proper swimming attire is to be worn at all times.

**Recreation Room:** The recreation room is open 24 hours. Billiards, ping-pong, and shuffleboard equipment can be checked out at the 11<sup>th</sup> Floor Service Desk by exchanging your valid ID for equipment. A valid ID is an official State ID or Passport; it must be government issued. You are responsible for the condition of the equipment while it is in your possession, and a charge will be assessed for any damage or non-returned items.

**Fitness Center:** The fitness center is open 24 hours. Please see your RA if you need assistance in the proper use of the equipment. Please follow all posted instructions.

**Computer Center:** The computer center is located on the 11<sup>th</sup> floor across from the recreation room and is open 24 hours. Please be aware that time limits may be imposed due to demand.

**Movie Theater:** The movie theater is available for RA and Special events throughout the year. Major sporting events, such as the Super Bowl and Final Four Playoffs, will be shown in the theater. If a resident would like to use the theater to watch a television show or movie with a group, they must have an RA present and at least 8 people in their group.

**Study Lounge:** The study lounge is located on the 11<sup>th</sup> floor and is open 24 hrs. Residents who cannot maintain a studious atmosphere will be asked to leave the study room.

**Laundry Facility:** This room is open 24-hours for your convenience, and is located on the 11<sup>th</sup> floor. Any difficulty with machines should be reported promptly to the 11<sup>th</sup> Floor Service Desk. We are able to refund any lost money typically within one week. Please remove your laundry from these coin-operated machines when the cycle is completed. The Castilian is not responsible for damaged or lost items.

**Television:** Resident lounges are located on each floor with color televisions and basic cable for your enjoyment. You may bring your own television if you wish; however, these are subject to noise restrictions, as are radios and stereos. Basic Cable Service is provided free to all residents of The Castilian.

**Vending Machines:** Snack and drink machines are located in the recreation room for your convenience. Machine malfunctions should be promptly reported to the 11<sup>th</sup> Floor Service Desk. The vending companies make refunds available should you lose money. Report any loss to the 11<sup>th</sup> Floor Service Desk.

### **Services**

**11<sup>th</sup> Floor Service Desk:** The 11<sup>th</sup> Floor Service Desk is staffed 24 hours a day. Personnel are available to provide you with complete service and information. Various recreation and convenience items are available here.

**Leasing Office:** The office is open 8:30 a.m. to 7:00 p.m. on weekdays, 10am to 4pm on Saturday, and 12pm to 4pm on Sunday for payment of bills, assistance with contracts and to handle any special problems.

**Resident Assistants:** A Resident Assistant (RA) lives on each floor. Your RA is employed to assist you with problems, which may arise during your stay with us. These problems can be anything from roommate conflicts, needing help finding a tutor to more serious issues such as depression. The RAs organize special events and other activities as well as serve as a campus information resource.

**Utilities:** One of the many features residents appreciate here at The Castilian is that utilities are included. We ask each student to conserve, wherever practical, by turning off lights when not in use and making sure water faucets are turned completely off, keeping exterior and stairwell doors closed, and offering suggestions for further conservation efforts.

**Housekeeping:** Bi-weekly service includes vacuuming of carpets, mopping of tile floors, cleaning of bathrooms, and emptying trash. Since housekeepers are instructed not to move your belongings, you should pick up the areas that you wish to be vacuumed. Any excess trash may be disposed of in the trash receptacle in each lobby. The housekeepers will clean your room on a set schedule. Due to time constraints, this schedule cannot be altered so please do not request that your housekeeper come back at a later time. If you have empty boxes or miscellaneous items that you wish to keep, please do not leave them out where housekeeping might mistake them for trash. The housekeeping staff is in the building Monday – Friday from 8:00 a.m. – 4:30 p.m.

**Maintenance:** All maintenance problems in your room, on your floor, or elsewhere in the building should be reported to the 11<sup>th</sup> Floor Service Desk. You will need to help the desk attendant in completing a Maintenance Request Form by detailing the maintenance issue. Please be sure to complete all of the information requested in order to enable us to more efficiently respond to your problem. Upon completion of the Maintenance Request Form, the maintenance staff will undertake corrective measures as soon as possible. The maintenance staff is in the building Monday – Friday from 7:00 a.m. – 4:00 p.m.

**Keys:** Each resident is issued a room key and a mailbox key. In the event that you are locked out of your room, please contact the 11<sup>th</sup> Floor Service Desk. Someone will accompany you to your room and open the door for you. The first use of this service is offered at no cost. Each additional use will be granted at a cost of \$25.00 per door opening before the door is unlocked. You must have an ID to have your door opened. If you lose your room key it can be replaced for a \$30.00 charge, a new lock core can be inserted for \$50.00. A new set of keys (1 room key and 1 mailbox key) will be issued to all occupants of the room for \$35.00 per occupant. Failure to turn in your key when you check out will result in replacement charges for each item. The front desk will keep track of the number of times you have requested to have your door unlocked.

Lost and Found: A lost and found is maintained at the 11<sup>th</sup> Floor Service Desk. Items found in the building should be brought to the desk, and you may check there should you lose an item. Items are only held for 30 days. The 11<sup>th</sup> Floor Service Desk will not accept items from a resident for another resident to pick up.

Mail: Each resident is assigned a mailbox prior to arrival. Mail is delivered daily, except for Sundays and holidays, by 6:00 p.m. Notification of packages and special deliveries will be placed in the mailboxes. Mail can be sorted faster if you include the correct local address: Your name, 2323 San Antonio St., box number, Austin, TX 78705-5527. Please understand that The Castilian does not determine when the mail is delivered, and for this reason, mail distribution time each day can vary. Packages may be picked up anytime. Lost mail keys include a \$5.00 charge/key for replacement.

Parking: Parking is restricted to those residents holding a current parking lease with The Castilian. Since space is limited, any unauthorized or improperly parked car will be towed. Guest parking will be allowed in the metered spaces only. All vehicles found to be parked illegally will be towed. Keep your car locked and your valuables out of sight. The Castilian is not liable for any damage or loss to your motor vehicle or its contents.

### **The Card Access System**

The pedestrian/alley gate is closed at all times. Access will only be granted to residents with bikes whose meal cards are programmed to open the bike cage.

The bicycle cage requires card access. Only persons who have registered their bicycles with The Castilian will have their cards coded for entry into the bicycle cage. Make sure the gate closes behind you when you enter and when you leave the cage. Please remember to lock your bicycle to one of the bicycle racks securely. The Castilian is not responsible for any thefts or vandalism that occurs to your vehicle.

Some tips on the system:

1. Make sure to swipe the card at a reasonable speed. Swiping too fast or too slow can cause your card to be misread and you will be denied entry.
2. If you have problems with your card, contact the front desk, you may need a new one or it may need to be recoded.
3. When entering or exiting, please contact the desk or notify our courtesy patrol service (if they are in close proximity) if you notice people hanging around an entrance, waiting for someone with a card. This is especially true of the bicycle cage.
4. Lost or stolen meal cards should be reported immediately.
5. People without proper identification will not be allowed access to the bicycle cage. Remember that if you loan out your bicycle, that person will not have access.

## **The Castilian Café**

The Castilian Dining Service enjoys the finest reputation in the University community and Austin area. You will be provided with a variety of carefully planned services. Our service staff is truly dedicated to providing you the highest quality food in a wide variety of choices with preparation that is both attractive and appetizing. We encourage you to call on our food service management team whenever you have any questions, concerns, or suggestions; you are invited to come and see us, call, or use the suggestion box at the checker stand. Your input on the semester dining survey is also much appreciated. You can also email your suggestions or comments to [info@thecastilian.com](mailto:info@thecastilian.com).

### **Meal Plans**

Most residents of The Castilian use the Unlimited Meal Plan. This plan gives the residents the flexibility to come into the dining room as many times as they need throughout the day.

Other options are 10 meals per week or no meals.

### **Meal Card System**

We use a computerized photo card system at The Castilian. The host at the front door will greet you at each meal and process your card. You are issued your meal card during the resident move-in period. Please obtain your card before opening day to avoid the rush of last minute move-ins.

**ONLY YOU MAY USE YOUR MEAL CARD. NO ONE WILL BE ADMITTED TO THE DINING ROOM WITHOUT HIS OR HER VALID CASTILIAN PHOTO ID MEAL CARD.** We do offer guest meal tickets for non-residents, which may be purchased at the checker stand inside the café.

In order to keep your costs low, we have to insist that you be the only one who uses your meal card. Therefore, if someone else is caught using your card, you will be charged \$10.

**Keep Track of Your Card:** Please report a lost or stolen card to the 11<sup>th</sup> Floor Service Desk immediately. Once reported, your card will be invalidated, preventing unauthorized use. You will need to purchase a new card for \$10. You may charge this to your account. A receipt from the leasing department must be presented to the 11<sup>th</sup> Floor Service Desk to obtain the new card.

**Always Bring Your Card with You:** Remember, you cannot eat without your card, you will be asked to pay cash for the meal – or go back to your room to get your card.

Meal Card Stops: If attempts to reach you are unsuccessful, the business office may place a temporary hold on your meal card in order to contact you. Failure to pay rent or other charges may result in a cancellation or temporary hold on your meal service.

### **Special Services**

Guest Meals: Guests are welcome to join you for dining, but will be charged a non-resident rate.

Sack lunches: We offer a sack lunch program for all residents that have class or work conflict with lunch. You must request this service in writing through the Food Service Manager. Repeated incidents of not picking up a sack lunch will result in a loss of the privilege. Sack lunches are available only for students missing a meal time. A student may not receive a sack lunch and also a meal within the cafeteria.

Sick Trays: A special menu consisting of soup, fruit juice, Jell-O, toast, and fruit is available when illness gets the best of you and you cannot make it to the dining room. Your roommate or RA may obtain your card and come to the checker stand to complete a sick tray request. The tray and dishes must be returned to the checker so that your meal card may be returned to you. There are no exceptions to the special menu.

Special Meals: To provide variety and to introduce new entrees, special meals are served throughout the year. Festive meals are held at Thanksgiving, during the holiday season, Valentine's Day, etc.

Vegetarian Entrees: In addition to a large salad bar and fresh fruit in season, vegetarian entrees are available daily at lunch and dinner. If you have any special dietary concerns, please address them with the food service director. Our chefs always welcome vegetarian recipes.

Bag Storage: The Castilian Café has a storage area for your bags. No bags may be brought past the checker stand or storage area unless it is smaller than an 8 ½ x 11 piece of paper. Purses and side bags must be of that same size or less. This is monitored for safety reasons. We advise all residents to lock their bag in their room prior to entering the cafeteria. If you wish to bring your bag to the cafeteria you will have to leave it in the storage area. The storage area is not monitored and The Castilian accepts no liability or responsibility for damage or theft to your belongings while kept in this area.

Resident Employment Opportunities: Part-time resident employment opportunities are available with the food service department. If you are interested in such an opportunity, please stop by the food service department and we will supply you with the necessary information. We will also assist you in scheduling your work hours so that they do not conflict with your class schedule.

## **Thank you for . . .**

Taking your tray to the dish-return area when you finish your meal. This allows the table to be occupied by others who wish to dine in a clean and attractive setting.

Wearing shoes and shirt in the dining room. This is not only a local Health Code requirement, but a safety requirement as well. Swimming suits and bathrobes are not proper attire either.

Not taking food or drinks from the dining room. (One piece of fruit is allowed)

Taking one and coming back for more. Please use a clean plate each time you approach the salad bar or serving line. You may come back for seconds as many times as you wish.

We hope that we have answered most of your questions about the food service program at The Castilian. If, at any time, the food service management can be of any assistance to you, please let us know. You are our valued customer. You can contact them via email at [info@thecastilian.com](mailto:info@thecastilian.com) .

## **Things That Make Life Easier**

Learning to live in a residence hall environment requires maturity, an examination of values, and assessing how one's behavior affects others. The specific rules and regulations that do exist can be found in this section and in the Rules and Regulations which are an integral part of your Lease Agreement. There are three principles, however, which we strive to instill in all residents and which are the foundation for all the rest:

1. Demonstrate care for yourself.
2. Demonstrate care for and be considerate of others.
3. Respect others' and The Castilian's property.

## **Rules and Regulations**

Take time to familiarize yourself with the rules and regulations as you and your guests are responsible for following them. **Failure to do so can result in disciplinary action.**

Noise: You have the right to expect that you will be able to study or sleep without undue disturbance from noise. Keeping the volume on your stereo at a level where it can be heard only in your room and lowering your voice when you are talking in the hallway are two things you can do to maintain a quiet environment. If we can hear your music clearly outside the door then it is probably too loud. In the event that the noise level becomes too high for you, there are several steps you can take. Explaining your reasons, (I'm trying to sleep, study, etc.) will often lead to a more positive outcome with your

roommate, suitemate and neighbors. If you do not get the desired results, please ask your RA or another employee for assistance.

**Quiet Hours:** The Castilian has a high commitment to your education. In order to provide an environment in which every resident can sleep or study when and where they want, some basic times and guidelines have been established. Quiet hours are a time that no audible noise should be heard in the hallway or lounges. The minimum standard of quiet hours has been set at:

Everyday: Midnight – 9:00 a.m.

Quiet late night studying in room and floor lounges is encouraged during these hours. In addition, a 24-hour study room is available on the 11<sup>th</sup> floor.

**Alcohol:** If you are under the age of 21, alcohol is not permitted in your room nor are you allowed to consume alcohol on the premises. If you are found to have alcohol in your room, in the hallways, or in any common area you will be asked to pour it out and to dispose of the empty alcohol containers and disciplinary action will be taken. If you are 21 or older you may have alcohol in your room, however if you have alcohol in the hallways or in any common area, such as the facilities on the 11<sup>th</sup> floor or any study/TV lounge it will be taken from you. If you are 21 years old or older and you are caught furnishing alcohol to a minor the police may be called and The Castilian will take disciplinary action against you. The possession of kegs is prohibited at any location on the premises regardless of age. Beyond these rules, the decision to drink, and how much is a personal one. Alcohol related conduct, which infringes on the rights of others to a quiet, orderly living environment is not acceptable under any circumstances.

**Drugs:** It is explicitly illegal to use or possess drugs or other controlled substances. Drugs are illegal in both public and private spaces. Residents using, possessing or selling drugs will be subject to disciplinary and/or criminal action.

**Weapons:** Possession of any weapon or ammunition is prohibited. This includes but is not limited to guns, swords, knives with a blade over five and a half inches. Possessions of facsimile weapons are also prohibited. This includes but is not limited to water pistols, pellet guns, air soft pistols and B.B. guns. Serious injury has occurred in situations where facsimile weapons have been mistaken for actual weapons.

**Roof Access:** As tempting as it may be to get onto the roof residents are **not allowed** at any time to be on any ledge, balcony, or roof. Being on the roof is very dangerous and as such The Castilian cannot allow any residents to have access to it. If a Castilian staff member finds any resident(s) on the roof the resident(s) will be subject to discipline action up to and including eviction. If you are found to have removed or destroyed your window screen you will also be charged for damages.

**Pets:** Although it may be rough to leave your pet at home, the sanitation and health risks to residents as well as the potential harm to the animal itself, make it impossible to have

pets on the premises. Fish are the only permitted pets. Any other pet may be subject to immediate removal from the building. This includes, but is not limited to snakes, dogs, cats, hamsters, birds, lobsters, frogs, turtles, mud puppies, salamanders, rabbits, spiders, rats, and crabs. Their owners and any others who knowingly permit pets in their room are subject to disciplinary action. You are allowed one 10-gallon fish tank in each room.

**Appliances:** No appliances with an exposed heating element are permitted. This includes but is not limited to hot plates, and toasters. Also appliances such as George Foreman grills (or any other grill that is similar), sandwich makers and waffle irons are not allowed. If you are found with any of these in your room disciplinary action and a fine will be administered. If you have any questions please ask your RA.

**Candles and Incense:** The possession or burning of incense, candles, sterno, kerosene, or oil lamps and the use of matches or a lighter is prohibited in the residence hall. These items can cause fires, which is a safety concern so please leave them at home. Candles are not allowed as a decorative item. If you are found to possess or burn any of these substances, disciplinary action will result.

**Damages:** You and your roommate are responsible for any damages within your room that exceed normal wear and tear. At the beginning of the year, during the move-in process, you will be given the opportunity to document any damages or maintenance items in your room. At the end of the year your RA will check your room and any damages not listed on your room condition report will be billed to you and your roommate.

**Smoking:** While smoking is a personal choice, you will note that all areas of The Castilian prohibit smoking at all times. This means no smoking in your rooms, the hallways, or any common areas. If you are found smoking within the building, disciplinary action will result. You make smoke in the parking garage and on the first floor porch; however you are not allowed to smoke right in front of the doors or elevators in the parking garage or outside of the 1<sup>st</sup> floor entryway. An ash try exists to utilize on the 10<sup>th</sup> floor of the parking garage.

**Emergency Devices:** Tampering with Safety equipment puts you and others at risk and therefore is prohibited. Emergency devices include but are not limited to smoke detectors, door closures, sprinkler heads, and fire extinguishers. **TAMPERING WITH THE SPRINKLER SYSTEM OR ALARMS WILL BE CONSIDERED A SERIOUS OFFENSE. THE STATE STATUTE PROVIDES FOR FINES UP TO \$500, ONE-YEAR IN JAIL, OR BOTH. ANY PERSON FOUND TAMPERING WITH THE EQUIPMENT WILL BE EVICTED FROM THE CASTILIAN, AND PROSECUTED TO THE FULL MEASURE THAT THE LAW ALLOWS.**

**Harassment:** Harassment involves behavior towards another person that is unwanted. This can include but is not limited to unwanted comments, unwanted touching, derogatory language being used or written on the dry erase boards, or bullying someone. Any of these behaviors can lead to disciplinary action up to and including eviction.

**Guests:** We encourage you to invite guests to The Castilian, but please bear in mind that your guests must abide by The Castilian rules and regulations. You as the host are held accountable and responsible for the conduct of your guests at all times. If you feel that your guests won't be able to control themselves properly at The Castilian, don't get yourself in trouble; just keep your guest off the premises.

**Public Furniture:** The Castilian has provided high-quality, comfortable furniture to all the floor lounges for your comfort while studying or watching T.V. The furniture is meant to stay in the lobby so that all the members of the floor can use the furniture. Please do not take the furniture into your room, as others cannot enjoy it there. There will be a \$50.00 per piece moving charge for removing furniture from the lobbies. All missing furniture is reported immediately to the authorities to assist in recovering the furniture, thus protecting your privilege of a fully furnished floor lounge.

**Solicitation:** In order to keep strangers off the floors and to protect your interests, The Castilian does not allow any solicitation to occur. If at any time you find solicitation occurring on your floor, contact your RA, the 11<sup>th</sup> Floor Service Desk, or the Resident Director immediately. We recommend that you also have pizza and other food deliveries delivered to the First Floor. Most of the delivery drivers in the area believe it is faster for them to meet you on level 1 – rather than having to take the elevator to your room. This also keeps strangers off of the residential floors.

**Posting:** All signs and posters must be pre-approved by the Resident Manager or Resident Director before they can be hung. Signs and posters can only be hung in designated areas.

**Room Changes:** If during the year you need to switch rooms or move to another floor you must contact your RA who will help you fill out the paperwork or let you know what rooms are available. However, the Resident Director or the Resident Manager must approve a room change before the resident can move to their new room. No room changes can occur the first two weeks of the semester. We reserve the right to move residents within the building at any time.

**Musical Instruments:** With such dense living conditions it is impossible to allow residents to have electrical instruments or drums on the premises. Remember, your floormates need to be able to sleep, study or relax without the excessive noise these instruments create.

**Resident Rooms:** We realize the importance of personalizing your room, but in order to comply with Austin fire codes (which are created ultimately for your protection and safety) certain policies apply toward the conditions of your rooms. All rooms are to remain as furnished – with beds on their frames and furniture on the floor. No bunk beds, lofts, waterbeds etc. are permitted unless resident has upgraded to stackable furniture. Any alterations or modifications that pose a threat to safety, health, physical room damage, comfort of others, etc. are not allowed (this includes: hooks and hanging objects

from the ceilings, tape, stickers, and decals on the walls, decorations in the hallways, anything hanging from the drapery hardware etc.). No painting is allowed in the rooms. Also you should not cover more than 25% of each wall with papers (posters, fabric, etc) because it is a fire hazard. In addition, no holes of any kind are permitted on any room or suite door. All rooms are equipped with a message board. Please use felt tip pens for your memo board messages. Residents are responsible for the condition of the memo boards and will be billed for all repair and/or replacement costs. Any and all repairs needed within resident rooms and other areas must be performed only by authorized maintenance personnel. Residents will be charged for the repair of any damage for which they or their guests are responsible.

**Skateboards:** The majority of our office and spaces are designed with plate glass walls. Unfortunately, the walls are very breakable and too often loose skateboards will break or crack the plate glass. Regrettably, no skateboarding or rollerblading will be allowed on The Castilian property for this reason and the safety of residents in the building. Any resident caught skateboarding or rollerblading on the property (including the parking lot) will be fined \$25.00 and will risk possible disciplinary action.

**Telephones and Ethernet:** Each room has been pre-wired for Apogee Telecom, Inc. basic service for telephone and Ethernet. This is a service tailored specifically to The Castilian's customer needs, and offers our residents many benefits. For information concerning phone service, you will need to contact The Castilian front desk or call 1-877-276-4339 to speak with an Apogee customer service representative. A pay phone is located on the 11<sup>th</sup> floor for your convenience. Ethernet cards and cables should be available at any computer store.

## **ACCOUNTABILITY**

The underlying assumption in The Castilian is that residents have the capacity and desire to be self-directing and responsible members of their community. Residents enter the community as young adults who are responsive to and in search of opportunities for development and learning. Your floor is yours to use but not abuse. You have the freedom to make it work for you, coupled with the responsibility to keep it working for others. We hope this Resident Handbook enables you to enjoy your community in a safe environment.

**Discipline:** There are rules and guidelines here at The Castilian that must be adhered to if you wish to live here. It's very important that you familiarize yourself with these. Since every resident will receive these rules, this is considered your "just warning." Part of the RA's and resident director's job involves making sure that the rules of the building are obeyed.

**Student Accountability:** The Castilian operates in a fun, yet adult atmosphere where most residents will never find themselves involved with a disciplinary action. The largest part of those who do require disciplinary attention will simply need a verbal warning. For those persons whose behavior is such that it requires more attention, any or all of the

following may occur: A private meeting with the Assistant Resident Director, or the Resident Director, a written warning (involving copies to file and guarantors of the lease agreement), referral to the Resident Manger or the Property Manager, restriction from areas or events, relocation within the building, contract probation, eviction or criminal and/or civil prosecution.

Guests: You are welcome to have guests visit you at The Castilian. Your guests must abide by the rules and regulations of The Castilian, just as you would. You are directly responsible for communicating these policies to your guests. You are responsible for the actions of your guests (whether you are with them or not) and will be held accountable for their actions. Guests not complying with The Castilian rules will be asked to leave. Guests cannot use your Castilian I.D. to get into the dining room, though they may purchase a meal at any time.

### **Safety and Conservation**

One of our main concerns for residents at The Castilian is to attempt to provide a safe environment. That is the reason many of our rules exist. It is important for you to realize that these rules are designed to help prevent accidents even if there is no apparent danger present at this moment.

Fireworks: Fireworks, firecrackers, and explosives are illegal in Austin and are extremely dangerous in or around high-rise buildings such as ours. They are strictly prohibited. The possession or use of such materials will result in immediate eviction and possible criminal prosecution.

Smoke Detectors: Do not tamper with the smoke detectors. Smoke detectors are installed in each resident room and in all lobby areas as required by state law. Should any smoke concentration near a detector become sufficiently dense, the detector will be activated and the alarm will sound. The alarm will continue to sound until the smoke has cleared. Tampering with smoke detectors will result in possible prosecution.

Bicycles: In following the uniform fire code, bicycles are not allowed, for any reason, or in any configuration inside the building.

Screens: Screens are to remain intact and on the windows at all times. A \$100\* charge will be imposed for any damage OR REMOVAL of screens. Any tenant throwing any object out of a window (or balcony) will be subject to a \$500 fine as well as eviction proceedings.

\*An administrative fee may be applied to any listed charge.

Do not obstruct either room vent - located next to and above the bathroom door.

Sports in any form in the hallways or floor lounges will not be permitted.

Live Holiday trees or decorations are not permitted in the student rooms.

Do not attach or hang anything from the sprinkler heads. Doing so may affect their operation or cause one of them to go off. If you have attached something and the sprinkler head is damaged or goes off and damages other property you can be held liable for these damages.

Please be careful not to overload electrical outlets.

Bicycle Parking: Bicycle parking spaces are provided on the ground level of the garage. In order for The Castilian to comply with the University form Fire Code, we require that you only park your bicycles in the areas that we have provided. Also, be sure your bike is registered on campus and ALWAYS LOCK YOUR BIKE securely. Please register your bike with the business. The Castilian is not liable for any theft or damage to your bicycle.

All residents are subject to the following policies:

1. Any bicycle parked and/or locked in any hallway, breezeway, to trees, stair railings, pool fencing, or lampposts, etc. will be removed upon sight and impounded to a storage room.
2. Any measures needed to expediently remove bicycle from said areas - such as cutting locks - will be taken, at the owner's expense, in order to maintain the standards of the uniform fire code.

For information regarding impounded bicycles, please contact the director of maintenance. Resident must present identification when claiming a bicycle. A record will be kept of all individuals whose bicycles have been illegally parked. Repeat offenders will be subject to disciplinary action.

Emergencies: If you find yourself in an emergency situation, please dial the emergency number (911) and notify a staff member.

### **Have a Safe Year**

Door Locks: The Castilian has provided keyed dead bolt locks and a keyless deadbolt on every door. What this means to you is that you must use your key to lock your door. We strongly advise you to keep your room door locked at all times, especially when you are not present in your room. Thefts are rare but a possibility you must try to minimize. For your protection, the front desk will never, under any circumstances, give a key to anyone other than a staff member.

Helpful Hints: Please report any suspicious looking persons to a staff member, or the police. "Buddy up" whenever possible and take advantage of the Campus Escort Service. Note: The Castilian assumes no responsibility - and is not liable - for any losses or

damages that might occur to your personal property. We suggest that you obtain personal property insurance for all of your valuables.

Night Policies: The four main elevators in The Castilian will not open on the 1<sup>st</sup> floor after 12:00 a.m. After this time, it is necessary to ride the garage elevator to the 11<sup>th</sup> floor, walk through the lobby, and ride a main elevator to your floor. The Castilian reserves the right to refuse entrance to any guest who is unaccompanied by a resident and/or who appears to present a potential threat to The Castilian residents and/or The Castilian property. Please remember the following tips: Do not leave doors open behind you, allow strangers in after hours, or forget to lock your room door. Your cooperation is appreciated by everyone.

### **Programs**

At The Castilian we strive to provide entertainment for residents that surpass merely a place to eat and sleep. One way that we can provide this entertainment is through programming. Programming takes a dual role here at The Castilian. Programs can be either educational or social in nature. Programming provides several opportunities for you the resident. Programming aids in developing your community, it provides the environment where others can learn, grow and benefit from skills learned and it provides for some new experiences. Of course programming also provides you with some fun activities in which you or your floor can participate. Listed below are some of the exciting programs and activities that you can look forward to!

Casino Night: For a taste of Las Vegas Casino Nightlife be sure to attend The Castilian's Annual Casino Night. Casino Night is an evening complete with gambling tables and entertainment games such as craps, roulette, blackjack, and others are featured for you to try your luck. At the end of the evening fabulous prizes are raffled off to all residents in attendance.

Movie Nights: Need a study break? Want to relax between books? The Castilian will be offering movies for your enjoyment. Special requests for movies can be made with the RA's.

Surprise: The Castilian has many activities planned for every year. Past years have seen The Castilian Formals, Talent Shows, Picnics, and Field Trips. Check with your RA and watch for posters to keep up with what and when these activities are happening.

### **Resident Involvement**

There are numerous opportunities for you to become involved in the planning and implementation of activities, newsletters, and other community affairs. The Castilian also offers residents the opportunity to develop their own interests through networking with others. Contact your RA or the Resident Director if you have any interesting ideas.

Floor Activities: Several opportunities exist to become involved at floor level. Check with your RA if you are interested in planning activities or programs for your floor. We love your creative ideas and everyone appreciates your help.

## UT Student Services Numbers

The following is a list of telephone numbers for your convenience. Please verify that these telephone numbers are correct and current.

UT Police (Campus Escort, Lost and Found, Traffic and Vehicle Impounding Information, Crime Prevention Services)	471-4441
UT Emergency Services – Campus Phones ONLY Crimes in Progress, Fire and Ambulance Service	911
Austin Emergency Services (EMS, Police, and Fire) Off Campus Phones	911
UT Student Health Center	471-4955
For UT Phone Numbers Not Listed Below	471-3434
Admissions	471-1711
Athletic Ticket Office Men's Women's	471-3333 471-7693
The Castilian Front Desk	478-9811
Castilian Café	478-1732
Counseling, Learning and Career Services Counseling & Mental Health Center Learning Skills Center Self-Help Tapes Telephone Counseling & Referral Service	471-3515 471-3614 471-3313 471-CALL
Cultural Entertainment Committee	471-5651
Dean of Students	471-1201
Disabled Students' Association	471-1205
Ex-Students' Association	471-3891
Financial Aid	471-4001
Frank Erwin Center, Main Office	471-7744

General Information & referral Service	471-1506
Housing & Food Service	471-3136
International Office	471-1211
LBJ Library (Tours and Information)	482-5297
Libraries – Hours Information	471-3840
Perry-Castaneda Library (Reference Desk)	471-3813
Undergraduate Library	471-5222
Little Campus Admissions Center	471-7601
Minority Students Services	471-1205
News & Information	471-3151
Parking	471-4761
Performing Arts Center	471-1444
Post Office	495-1230
Recreational Sports	471-3116
Registrar	471-7701
Returning Student Services	471-1205
Special Events Center	477-6060
Student Government Students' Association	471-3166
Student Health Center	471-4955
Appointments	471-3082
Student Loan Office	471-3763
Student Volunteer Services	471-3065
Students' Attorney	471-7796
Texas Memorial Museum	471-1604

The Texas Union, Main Office	471-5651
Information Desk	471-3616
24 Hour Information Tape	471-4747
Recreation Center	471-1944
Thompson Conference Center	471-3121
Ticketmaster	477-6060
Transcript	471-7701
Vice President for Student Affairs	471-1420
Visitor Center	471-1420

### **Emergency Manual:**

Please consider The Castilian your home, a place where independence and the freedom of being your own begins.

Most often, common sense practices will enhance your well-being. Please take a few moments to review this booklet, it may offer you some practical ideas on how to react in an emergency.

This guide does not and cannot cover each and every safety tip or potential hazard. Be alert and take care of yourself and others.

Remember, we'll try to answer any questions you may have.

#### **Emergency Procedures for Fire:**

##### **Evacuation:**

For your personal safety, we ask you to take the time to become familiar with evacuation procedures.

The Castilian has a fully automated fire and sprinkler system, but your awareness of exits, evacuation procedures, and response to the alarm go hand in hand in keeping you safe in an emergency. RAs will go over the evacuation plan with their residents during their first floor meeting.

**The fire alarm will ring continuously in the event of a fire. TAKE EACH ALARM SERIOUSLY! Leave the building immediately through the nearest exit.**

In a calm and orderly manner, exit via the North or South Stairwell. Occupants of rooms '00 through '17 should use the North Stairwell. Occupants of rooms '18 through '34 of each floor should use the South Stairwell. **NEVER USE THE ELEVATORS IN ANY EMERGENCY SITUATION. ALL ELEVATOR UNITS RESPOND AUTOMATICALLY TO THE ALARM SYSTEM, AND ARE NOT INTENDED FOR PASSENGER USE DURING AN EMERGENCY.** The Center Stairwell will be reserved for the use of trained fire fighters unless you are otherwise instructed.

All rooms are equipped with a smoke detector, sprinkler heads, and a fire alarm. In addition, a speaker is located in each room, enabling staff or emergency personnel to relay information or instructions to each room.

As an added safety measure, count the number of doors between your room and the nearest exit. In the event of heavy smoke, this would allow you to find your way to the nearest exit. Also, prior to leaving your room, touch your hallway door, and if the door is hot to the touch – stay in your room until trained personnel arrives. If you exit your room, please close the door completely. After you have evacuated, make sure you move at least 100 feet away from the building, and follow the directions of the firemen. Do not reenter the building until the fire fighters indicate it is safe to do so.

**TAMPERING WITH THE SPRINKLER SYSTEM OR ALARMS WILL BE CONSIDERED A SERIOUS OFFENSE. THE STATE STATUTE PROVIDES FOR FINES UP TO \$500, ONE-YEAR IN JAIL, OR BOTH. ANY PERSON FOUND TAMPERING WITH THE EQUIPMENT WILL BE EVICTED FROM THE CASTILIAN, AND PROSECUTED TO THE FULL MEASURE THAT THE LAW ALLOWS.**

We want you to stay safe!

### **Emergency Procedure for Tornadoes:**

In many cases, there is little or no warning when a tornado hits.

During any severe weather period, our staff will monitor the weather stations. If tornadoes are reported in our area we will sound the alarm system, and the desk attendant will come on the speaker with instructions.

Remember; **DO NOT EVACUATE THE BUILDING FOR A TORNADO.** You will be much safer within the property.

### **There are some precautions you should take:**

1. Try to move to the lowest level of the building. Do this calmly and quickly.

1. Go to the small hallway (near the bath area), and remain there until a staff member indicates the storm has passed.
2. Avoid all windows or any area where glass walls are in place.
3. If electrical power is lost, our emergency generator will provide electrical power in all hallways, common areas and stairwells.
4. Do not panic. In most emergencies, injury occurs through an inappropriate response to a situation.
5. Do not return to your room until you have been instructed to do so by a staff member.

### **Emergency Procedures for Earthquakes:**

#### **Evacuation:**

Prepare your evacuation routes (see evacuation procedures included in this manual).

Examine your living areas and ask yourself what would happen to various furniture surrounding you during an earthquake.

Know the location of the closest safe places in your immediate living quarters where you can go and wait out the shaking.

Learn the basic first aid procedures.

#### **During:**

Remain calm –use your head.

Do not rush outdoors. Most injuries occur as people are leaving a building or are hit by falling glass and brick. Stay inside until the shaking has stopped.

Sit or stand against an inside wall or doorway. Take cover under a desk if possible.

Stay away from all glass surfaces (windows, mirrors, etc.)

Do not try to restrain any falling objects.

If you are outdoors, remain there. Move out into the open. Do not stand under overhangs. Move away from power lines and stay at least 100 feet away from any structures.

If near the beach, leave the area immediately. Stay away from cliffs where rocks can easily fall. Try to get to a high area. A seismic sea wave could occur.

Follow instructions given by staff members and law enforcement/fire personnel.

**After:**

Remember, aftershocks may occur at any moment with nearly the same force as the original earthquake. Be prepared.

Move cautiously and observe your surroundings for hazardous situations.

Provide first aid if trained how to do so.

Assist handicapped people in evacuating the building.

If you detect gas or foreign odors, do not use any matches or candles. Open windows and leave the building immediately. Do not turn any electrical switches on or off. Report the detection to authorities.

If you discover a fire, evacuate the area and close the door behind you to isolate the fire. Pull the nearest fire alarm box, inform a staff member, and evacuate the building.

**Personal Safety:**

Personal safety measures are just as important to your well being as being prepared for fire or threatening weather.

Crime, injuries, and personal assault all occur outside of our control, but there are steps that can be taken to decrease the likelihood of you becoming a victim.

**Tips for Safety in the Residence Hall:**

- Your room door is equipped with a deadbolt lock and a keyless deadbolt. This means you must use your key to lock the door when you exit. By all means do so! Theft is a reality, but you can reduce the risk of losing any property by simply locking your door.
- Do not prop open any outside doors. Report any suspicious looking persons to a staff member or the 11<sup>th</sup> Floor Service Desk (Telephone 512-478-9811).
- Develop a “Buddy System”. Have your other floor members look out for you and each other.
- Everyone out for a late night should travel in groups.

- Do not admit strangers in your room.
- Do not keep expensive jewelry or large sums of money in your room.
- Keep Police and Emergency telephone numbers in a handy place.

### **Self Protection Tips:**

Travel in well-lighted areas at night and early in the morning. Avoid shortcuts through dark and deserted areas.

Travel in Groups! Always alert your roommate, or a friend of your destination and when you expect to return.

Never leave your car keys in your car, even if you plan on being gone from your car only a few minutes. It takes less than a minute to steal a typical locked vehicle.

Don't be afraid to trust your instincts!

**WE STRONGLY RECOMMEND THAT YOU PURCHASE PERSONAL PROPERTY INSURANCE FOR ALL PERSONAL BELONGINGS KEPT AT THE CASTILIAN.**

**AS STATED IN YOUR LEASE, THE CASTILIAN IS NOT RESPONSIBLE FOR ANY DAMAGE TO YOUR PERSONAL PROPERTY WITHIN THE CASTILIAN.**

**IF YOU HAVE ANY CONCERNS, PLEASE FEEL FREE TO SEEK OUT THE MANAGER.**

**THINK SAFE.**

### **Potential Hazards:**

The easiest way to avoid accidents or fire is to practice safety in all that you do. Review your room for potential hazards, and if you have doubts, ask your RA for advice.

We are listing a few of the most common causes of accidents or fire, realizing we cannot cover each and every incident that could occur. Hall violations will result in fines of up to \$500 and/or eviction from the property at management's discretion.

### **Appliances:**

Hair dryers are a wonderful convenience, but require safety precautions when in use. They are not intended for clothes drying, freezer defrosting, and certainly cannot be immersed in water.

Do not place metal (including aluminum foil) in your microwave.

### **Decorations:**

While everyone prefers to personalize their room with decorations, care should be used in choosing the items you put in place. Posters on doors could obstruct your exit from the room were they to be in flames. Netting, hung from the ceiling, could be a burning trap. Consider safety when you purchase items for your living area. No more than 25% of any wall in your room should be covered with decorations. Nothing should be hung from the ceiling.

### **Open Flames:**

Burning candles, sternos, incense or any open flame is not allowed in the residence hall. Accidents happen every year because a combustible item was too close to a flame, or a candle was resting on an unbalanced surface. Please help avoid these potential disasters by avoiding the use of any of the items mentioned above. If they are found in your room disciplinary action will be taken.

Fireworks, firecrackers, and explosives are illegal in the City of Austin, and they are **EXTREMELY DANGEROUS** in or around high-rise buildings such as The Castilian. They are strictly prohibited for use within The Castilian. The possession or use of such material could lead to eviction and criminal prosecution.

### **Overloading Outlets:**

Overloading outlets is a likely way to experience a fire. The circuit is strained when it feeds the extra plugs, which in turn causes conductors, plugs, and receptacles to overheat. This could lead to melting wires and could start a fire.

### **Smoking:**

While smoking is a personal choice, you will note that all areas of The Castilian prohibit smoking at all times. This means no smoking in your rooms, the hallways, or any common areas. You may smoke in the parking garage and on the first floor porch, however you are not allowed to smoke right in front of the doors or elevators in the parking garage or on the porch.

The Castilian recommends that you review the American Cancer Society's web page at [www.cancer.org](http://www.cancer.org) for the most recent news and information on smoking and cancer.

### **Pranks:**

While we all enjoy a good laugh, please be certain that your actions do not threaten the safety of others or yourself.

Fire equipment of any type is a life-safety feature. It is placed throughout the property to prevent the loss of life in an emergency. False alarms could cause unnecessary panic as well as require the unneeded attention of the local Fire Department.

**ANYONE TAMPERING WITH ANY TYPE OF FIRE EQUIPMENT WILL RISK EVICTION AS WELL AS CRIMINAL PROSECUTION.**

Screens are in place in every window, and should stay in place throughout your stay. Windows are frequently checked to note any screen removal. **REMEMBER, A BOTTLE DROPPED FROM YOUR WINDOW COULD CAUSE THE DEATH OF A PEDESTRIAN ON THE STREET BELOW. SCREEN REPLACEMENTS WILL LEAD TO A DISCIPLINARY CHARGE. ANY TENANT RESPONSIBLE FOR DROPPING ANY ITEM FROM THEIR WINDOW FACES THE POSSIBILITY OF EVICTION.**

Misuse or abuse of an elevator is not only dangerous; it is foolish to inconvenience yourself and others by disabling the elevator.