BYU-HAWAII
TEMPLE VIEW
APARTMENTS

STUDENT FAMILY HOUSING
Terms & Conditions of Occupancy

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BRIGHAM YOUNG UNIVERSITY - HAWAII
Does not discriminate on the basis of race, color, creed, sex, physical or mental handicap, or ethnic or national origin.

For questions regarding information contained in this handbook please call (808) 675-3534 or e-mail housing@byuh.edu.
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Temple View Apartments (TVA)

Terms and Conditions of Occupancy

On-Campus Housing Eligibility

Apartments in Brigham Young University - Hawaii (BYU-H) Married Student Housing (TVA) are available to married students and single student parents with dependent children under the age of 18. Single parents must have legal custody of their child/children to be eligible for residence in TVA. Parents, brothers, sisters, and other relatives or guests of the tenant are not permitted to live with the family.

Eligibility to remain in TVA depends on both the academic performance and on the student’s total credits/semesters. In order to qualify for and maintain residency in TVA, a student must complete a total of 36 credit hours per academic year. The 36 credit hours should include a minimum of 12 credits per semester. Exceptions may be requested based on a school-sanctioned internship and/or other approved absences.

TVA housing will not be available to advanced standing students or graduates. If the spouse who is a full-time student graduates, the apartment can be transferred to the student spouse and the family allowed to remain in TVA for no longer than one additional year.

The total number of semesters that a student can obtain and remain in TVA is 9 (nine) semesters. Requests for exceptions to this policy must be submitted, in writing, to housing@byuh.edu.

Academic Status

When a student graduates or is no longer eligible as a full-time student with the University, his/her eligibility for student housing also ceases. Such residents are required to vacate the apartment on the day designated by the Housing Office. Residents who are academically or non-academically suspended from the University forfeit their right to live in TVA and must vacate immediately.

Code of Honor

Residents should be familiar with and abide by the University Code of Honor, which includes, but is not limited to, high standards of decency, honesty, morality, respect for personal and property rights of others, and abstinence from alcohol, tobacco, tea, coffee, and narcotic or dangerous drugs.

Kava preparation and drinking is also prohibited in TVA. When living at TVA, residents signify their willingness to live the Code of Honor – both on and off campus, and to help others fulfill their responsibilities according to this Code.

All residents (student and non-student) should be familiar with and adhere to the University’s Dress and Grooming Standards. The attire and grooming for men, women and children should always be modest, neat, clean, appropriate, and dignified, as detailed in the current BYU-H Dress and Grooming Standards, which is made part of the TVA Rental Agreement.
The complete Code of Honor can be found at the BYU-H website under Students – Campus Life – Honor Code OR http://services.byuh.edu/honorcode/.

Application and Fees

Applicants who meet the qualifications for married student housing will be placed on the waitlist according to one of two priorities. First priority is given to the applicant (married, single or single parent with dependent child/children) who is enrolled as a full-time student at the time the processing fee is paid to the Business Office (Cashiers) and must remain a full-time student while on the waiting list. Although single students are eligible to be on the waiting list, assignment to a TVA unit will not occur until the student is married.

Second priority consists of applicants (single or married) who meet the eligibility criteria, but are not full-time BYU-H students at the time of application.

Assignment of apartments is determined by an applicant’s position on the list. The position on the waitlist will be determined by the aforementioned priorities and by the date of receipt of the $50 processing fee.

Prior to moving into a TVA apartment, a security deposit of $300 must be paid in addition to the current semester’s rent which is pro-rated based on the actual check-in date.

All students must be registered for classes before they move into a TVA apartment.

The security deposit will be held by the University until the family checks out of TVA, at which time any charges assessed because of damages or fees due, including any outstanding debts to the University, will be deducted from the deposit. The balance of the security deposit will be refunded by mail within 4-6 weeks after the family checks out of TVA.

Rent

Rent charges are due in full at the beginning of the semester (the same day tuition is due). Residents who are unable to pay the full semester rent should contact financialservices@byuh.edu for the deferred payment option. Rental rates are subject to change.

Delinquent accounts are subject to a collection fee and interest, and the resident faces possible immediate eviction. Grades, transcripts, and credits of the student’s course work will be withheld unless the accounts are paid each month.

Apartments are partially furnished with a refrigerator, gas or electric range, sofa, dinette, double or queen side bed (single beds are provided for children ages two or older) and one dresser per bedroom. University Housing does not provide beds and/or mattresses for children under the age of two. This furniture is not to be removed and cannot be transferred to another apartment. University Housing does not provide bunk beds.

Residents are encouraged to help the University conserve natural resources by limiting water usage and turning off lights, radios, fans and small appliances when not in use. Never leave fans or other
appliances on in an empty apartment! If there are problems related to gas or electric service, please contact the University Housing Office (808-675-3534) for assistance.

**Liability and Insurance**

Residents and guests should exercise due care in safeguarding personal belongings. All personal belongings left outside the apartment must be labeled or they will be discarded. This includes, but is not limited to, bikes, BBQs, children’s toys, etc. Please keep the apartment and valuables locked or secured at all times. Thefts should be reported immediately to Security and the TVA Office. The University and its representatives are not responsible for loss or damage to clothing, valuables, or other personal property, including money or jewelry, due to theft, fire, flood, or earthquake.

University insurance does not cover the loss of private possessions or property. It is therefore recommended that personal liability insurance coverage be obtained to protect the tenant against the possibility of such loss. Costs of abused University property as a result of tenant negligence will be charged to the tenant.

**Transfers**

Before residents may apply to transfer to another TVA apartment they must have lived in their present apartment for a minimum of 3 months, and be eligible for the apartment. Transfers to another apartment of the same size are not permitted. Residents who transfer will have a $25 transfer fee charged to their account. Because of limits in the number of apartments available and the amount of time between semesters, most transfers will take place during the summer semester. If a transfer is approved by the University Housing Office and accepted by the applicant, the tenant is given a maximum of 4 days (Sundays excluded) to move to the new apartment and have the previous apartment cleaned and ready for inspection. Residents are expected to clean their apartments thoroughly to avoid any cleaning charges. Residents who do not complete the move within the 4-day period will be charged the daily rate for both apartments.

**Sublease Agreements**

TVA subleasing is a way of allowing current residents who meet the requirements, and are approved, to sublease their apartment while they are away. It is also a means of providing TVA applicants the opportunity to sublease in TVA while waiting to either get into TVA or find off-campus family housing.

Subletting is permitted only during the summer break, unless the student is going on a school-sanctioned internship and has submitted the appropriate papers to the University Housing Office. Requests for exceptions should be submitted to housing@byuh.edu. In order to safeguard the University’s housing resources, University Housing must approve the subletting, but the contract remains between the TVA resident and the subletting family, with the subleasing approved prior to commitment. Residents are not permitted to charge more than their current rent. Residents remain responsible for the rental charges and any unusual wear and tear on the apartment. Residents can only sublet to current BYU-H students who are either married, or single parents with dependent children under the age of 18. Former students doing their OPT, AT or internships can be considered but must submit an appeal to University Housing for approval. No single individuals are permitted to
sublease in TVA. Posting TVA subleasing on social network sites such as Facebook, Craig’s List, etc. is prohibited.

Residents interested in subleasing should contact housing@byuh.edu.

Right of Entry and Inspections

Management reserves the right to enter the premises to perform routine maintenance, emergency repairs, improvements, inspections, to check for policy violations, to show the unit, and to provide other services as needed. When possible, residents will be given at least an 8 hour notice before entrance is made into an apartment by representatives of the University, except in emergency situations or when it is determined impractical. A work order is deemed permission to enter the apartment to complete the needed repair(s).

Representatives will make an inspection of each apartment at least once every semester. Inspections will cover normal maintenance needs, general cleanliness of the apartment, inventory and condition of appliances and furnishings. The resident will be required to take immediate corrective action for any housekeeping practice determined to be unsanitary or detrimental to other residents or University property, and may be charged for unusual wear and tear and un-cleanliness.

Terminations

Residents are required to check out of TVA no later than the day following the last day of finals of their last semester in TVA (or two days after graduation for those leaving in December or April). In order for Housing to notify applicants on the TVA waitlist of their status for the next semester, current residents need to notify University Housing of their intent to terminate at the beginning of their last semester. **Residents who fail to give at least a minimum 30-day advance written notice will forfeit their security deposit.**

Check-Out Procedures: Complete and turn in the “TVA Notice of Termination” to the University Housing Office. Residents need to schedule their check-out with the TVA Office (808-676-4985).

On the indicated check out date, a resident must move his/her family and all personal belongings from the apartment and return all keys/keycards. *Appeals to remain in TVA past the designated check out must be submitted, in writing, at the time the “TVA Notice of Termination” is turned in to the University Housing Office. (*See “Appeals”)

Housing Operations and the TVA staff will inspect to determine the cleanliness and condition of the apartment.

All apartments must be left clean and in good condition – allowing for normal wear and tear.

All vehicles owned by vacating residents must be removed from TVA parking stalls on the date residents vacate their apartment. Abandoned vehicles will be removed and owners charged for any costs incurred.
The University reserves the right to terminate, with 24-hour notice, the housing privileges of any resident and their family for failure to live up to the standards of the University, including abuse of the facilities, failure to pay delinquent rents, or violation of any rules or regulations of TVA Family Housing.

**Keys**

TVA is on a keycard system. Keycards are encoded at the TVA Office after residents have completed the necessary check-in paperwork. Residents may be charged for lost keycards or excessive (more than 3) lock out calls. If you are locked out you can walk over to the TVA Office, call the TVA Office phone (808-675-4985), or call the On-Call RA phone.

**Emergency Procedures**

BYU-H has an emergency preparedness program which is implemented during major University emergencies. This program involves all appropriate campus departments, LDS Church units, and supporting off-campus agencies. The success or failure of the best developed plan is dependent upon you, the individual. Parents are encouraged to review evacuation procedures with their children, and to discuss what to do in cases of emergency.) See byuh.edu – students – safety and well-being – emergency procedures http://studentlife.byuh.edu/sites/studentlife.byuh.edu/files/shelter/index.html

**Smoke Detector**

Fire is a serious threat to life. It is the third leading cause of accidental death in the United States. A smoke detector is in your apartment to warn you of potential danger.

*Remember, your first responsibility in the event of a fire is to protect yourself and your family,* so immediate evacuation is encouraged if your smoke detector alarms. Call 911 and BYU-H Security (808-675-3911) once you are at a safe location.

Your smoke detector might go off if you create too much smoke in your apartment. This can be done, for example, by cooking with hot oil and causing smoke. If this happens do the following:

- Use a fan or other handy object to blow the smoke away from the detector. It will shut off automatically when it no longer detects smoke.

- If your smoke detector alarm is activated with no evidence of smoke, call the TVA Office to have maintenance inspect the alarm.

Disabling the smoke detector by disconnecting it is PROHIBITED. This is considered tampering with fire safety equipment and is a violation of State law and city ordinances. Disciplinary action will be taken against any who tamper with fire safety equipment.

Fire extinguishers are located throughout the units.

**Parental Obligations**
TVA residents have an extended obligation to control their children, and will be held responsible for the actions of their children. Parents shall ensure proper supervision of their children at all times. Children should never be left unattended in the apartment (unless 12 years or older), or in the TVA playground areas (unless 8 years or older). Children should not be permitted to play in areas which could be dangerous to their welfare (such as roads, parking lots, adjacent drainage ditches, construction areas, etc.). Parents cannot expect the University, Church, or neighbors to assume responsibility for the care and welfare of their children. Children are not allowed to run across balconies or intrude upon the privacy of neighboring residents. Parents will be charged for any damages to University property caused by their children. If the student’s spouse and/or children are in violation of the Code of Honor or LDS standards, the student and his/her family may be terminated from University On-Campus Housing.

Quiet Hours

Quiet hours are from 8:00 p.m. to 8:00 a.m. Monday through Saturday, and all day Sunday. During this time, residents should avoid unreasonable noise or disruptions of the privacy of other residents. All noise shall be confined within the walls of the apartment. Residents are advised to keep the volume level of the TV, radio, game systems or stereo low enough so as not to disturb other residents.

Although TVA is operated for the benefit of families pursuing academic advancement, residents should not expect neighbors to curb the normal playing of children during the day in order to study. Residents should make use of the library and other academic facilities. Residents should be able to expect normal quiet during quiet hours.

Guests

Resident families are obligated to assure any guests adhere to all University and LDS Church standards during the course of a visit. Residents are responsible for damages to University property caused by their guests. Overnight guests are permitted for no longer than two (2) weeks. All guests must be registered with the University Housing Office and sign the liability waiver on the “Overnight Guest” form upon arrival. Appeals for overnight guests to remain in TVA beyond the allowed two week time period must be requested and approved no later than two weeks before the arrival. There will be a charge for guests who are approved to remain beyond the 2-week maximum. Residents found in violation of this policy face possible monetary charges, which may include up to an additional month’s rent for illegal guests and/or eviction from TVA.

Soliciting

In order to protect the privacy of individual residents, the University prohibits any on-campus solicitation. Residents shall not establish businesses (this includes selling cars) or solicit door to door in University Housing. The apartments shall be used only for personal residence.

Pets

For health reasons, the keeping of dogs, cats, or other animals of any kind (with the exception of fish and parakeets in cages—birds can’t be out of their cage) is strictly forbidden. Residents shouldn’t
feed stray animals. If you are in need of a service animal, you must have the appropriate paperwork and approval through Counseling Services prior to bringing the animal into your apartment. Please contact your RA or the TVA Office (808-675-4985) if you have concerns about stray pets. Please alert your guests that pets are not allowed on University property. Exceptions for service or special needs animals of any kind must be coordinated and approved. Please direct questions regarding these specific requests to University Housing.

**Firearms, Fireworks, and Weapons**

The possession of firearms, knives (other than kitchen knives), and weapons of any sort, dangerous chemicals, flammable materials, any type of ammunition or explosives (such as fireworks) is a violation of city ordinances and is absolutely prohibited in all apartments at all times. Mosquito coils, candles and/or incense cannot be used in the apartments. State ordinances prohibit residents from interfering with or using fire extinguishers, or ringing fire alarms, except in cases of fire. Offenders are subject to a fine (in addition to any cost incurred in repairing the fire alarm system or damage to property) and appropriate disciplinary action.

**Waste Removal**

Trash bins are conveniently located throughout TVA and are emptied daily (except Sundays). Residents shall provide their own garbage containers or use plastic garbage bags in their apartments and dispose of trash in the outside bins regularly. Safety of children and other residents should be considered around the trash bins.

**Care and Cleanliness**

The care and cleanliness of TVA is a joint responsibility shared by the residents and the staff. Residents should keep their own apartments clean, orderly, and attractive at all times, as well as the balcony and hallway areas fronting their apartment, including ground-level gutters and drains.

Residents are advised to keep zippered mattress covers on all their beds as a mean of preventing bed bugs and to avoid checkout charges for stains on mattresses.

Personal belongings, including clothes, towels, shoes, toys, bikes, rugs (doormats), and other items, should never be left outside of the apartment or hung from railings or balconies, or they will be discarded. Buildings S-Z may have one shoe rack and one doormat. Rugs or rags must not be shaken from windows or balconies.

Any personal hygiene practices of residents determined to be detrimental to the health, safety, or sanitation of others, will be brought to the attention of the resident, whereupon corrective steps must be taken immediately. Failure to do so may result in loss of privilege to live in TVA.

**Home Birthing at TVA**

Due to the concern for the personal welfare and safety of each resident, medical insurance coverage issues, and potential liability to the University, home birthing on TVA premises is not allowed.
Residents are encouraged to consult with appropriate medical personnel concerning this matter. Violation of this policy will result in the loss of privilege to live at TVA.

**Car Repair and Washing**

Some light car repairs by residents on their personal vehicles is allowed in TVA parking lots. The repairs must be completed within a 24-hour period and cannot be “messy repairs” (such as oil changes, radiator flushes, body work, and pulling engines or heads). Also, any repairs that require a car to be jacked up create a potential safety hazard for other residents, and will not be permitted (except for tire changes). If work under a car is needed, the car should be taken to an appropriate location off campus or the resident will be cited by Security. Violation of this policy will result in cars being towed away and expenses charged to the owner.

BYU-H parking permits are required for all vehicles parked in TVA parking lots. Illegally parked vehicles may be towed away. Parking permits are available from Security and residents should carefully review the current BYU-H Traffic and Parking Regulations for concerns.

Car washing is permitted at the designated car wash area by the TVA pavilion located near “W” building. Car washing is prohibited anywhere else in TVA.

**Work Order Procedures**

Routine work orders should go through the TVA Office (808-675-4985).

In case of any emergency after hours, on weekends, or during holidays contact the on-call RA (808-782-2319). The following are examples of “emergencies”: sewage backup, broken water lines, power outage, gas leak, refrigerator failure where food will spoil, or anything that may be hazardous or life-threatening.

TVA apartments and surrounding areas require continual repair and maintenance. Every possible attempt will be made to minimize inconvenience to residents. Residents need to be aware that this essential work must be done. Parents should keep their children away from workers and construction areas.

**Plumbing**

Residents are encouraged to report all plumbing problems immediately. Dripping taps, slow drainage and clogged drains not only waste water, but can cause major damage to cabinets, walls, and floors in all nearby apartments. Strainers should be used on all drain openings and should be cleared periodically of hair and other dirt and debris. Strainers are inexpensive and can be purchased at many local stores (including Wal-Mart, Longs Drug, and Pioneer Ace).

Care should be taken to ensure that foreign objects are not flushed down drains or toilets. Only toilet paper can be flushed down the toilets, in small amounts. All other foreign items such as food (including soupy foods and noodles), paper towels, flushable wipes, sanitary products such as pads
and tampons, etc. will clog and back up the toilets. Blocked sewer lines cause major inconvenience to both you and your neighbors. When drains are clogged due to foreign objects (such as toothbrushes, combs, bottle lids, diapers, sanitary napkins, etc.) residents will be charged a fee for clearing the line. Disposable diapers, tampons and sanitary napkins must be disposed of properly (wrap them and place them in bags to be taken out with regular dry garbage).

All bathroom fixtures are standard and normally durable, but will chip if objects are dropped on enamel finishes. Residents should also make certain that children do not hang on bathroom fixtures or towel racks.

Kitchen sinks and sewer lines often clog because of grease or improper use of disposals. Grease from meat, oil, paint, or any other such substances should never be poured down drains. They may be placed in disposable containers and taken out with regular dry garbage.

**Electricity**

Each apartment is equipped with a multiple breaker system. Residents can help eliminate electrical difficulties by taking precautions with appliances, not overloading outlets, and keeping water from electrical fixtures.

Because Laie is located in an isolate service area on Oahu, there may be frequent, short-term power outages in the community. Residents are encouraged to keep a supply of emergency lights on hand (flashlights), and may contact the TVA Office for updated information on any power outage.

Residents may use free-standing fans to cool their apartment. Residents interested in requesting a ceiling fan should contact housingoperations@byuh.edu. There is a monthly charge of $15 for each ceiling fan installed.

**Appliances**

Appliances in TVA are tagged and assigned to a specific apartment. Action will be taken against anyone found moving appliances, furniture or other items from one apartment to another.

Refrigerators and ovens are provided for your use in each apartment. Residents are allowed to have a microwave as well as other small appliances in their apartments. Any other large appliances are prohibited, such as washers, dryers, air conditioners, etc.

If an appliance malfunctions, the problem should be reported immediately so that appropriate action can be taken by the TVA staff.

The ranges and refrigerators should be cleaned both inside and out, and may be moved periodically for cleaning. Care should be taken not to damage appliances during cleaning or moving. Abrasive cleanser, pads, or sharp objects will damage appliances and should not be used. Care should be taken when moving appliances to avoid damaging floor tile or carpet. Residents who damage appliances or flooring will be charged for repairs. Residents will be required to clean all appliances when they check out of TVA.
**Wall and Floor Care**

Most floors consist of vinyl composition tile and/or carpet. When cleaning, residents should use only water soluble waxes or cleaners on the tile floor. Other types of waxes or cleaners not specifically used for vinyl covering can damage the finish.

Carpets should be cleaned and vacuumed frequently. Food and water spills should be picked up immediately. Do not store cleaning detergents or chemicals (especially bleach) on carpet floors as carpet discoloration will result. Do not iron on the carpet or upholstery. Residents will be charged for any burn marks on the carpet or upholstery.

No painting, borders, wallpaper, or installing of contact paper or decals (i.e. borders, etc.) is to be done by the tenant. Residents must not hammer nails into walls, cupboards, or doors. Reusable adhesive which does not damage painted surfaces is allowed.

**Windows and Screens**

Most screens are removable and may be taken out for cleaning but should be put back in immediately after cleaning. Damaged screens and glass breakage will be charged to the tenant.

**Countertops and Tables**

Kitchen sink counters and dining tables have a plastic laminate finish and will burn, scratch, and scorch easily. Residents are cautioned to use hot pads before setting down hot pans or dishes. Cutting boards must also be used when preparing any food items. Residents will be charged for any damages, including, but not limited, to, drawing on tables with permanent markers.

**Lawns and Plants**

Cars or other vehicles must never be driven over the lawn areas at any time. All belongings and groceries must be carried in from parking lot areas. Parents should teach their children not to damage plants in surrounding planter areas.

Personal plants are not allowed in TVA. Only approved sustainable gardens are permitted. These gardens are done in conjunction with the Campus Sustainability Department.

**Alterations and Additions**

Residents are not to remodel, repair, or alter their apartment or other areas of TVA in any way. Building of fences on balconies, installation of clotheslines inside or outside of apartments, installation or replacement of appliances and fixtures, or painting of apartments is prohibited. This includes wall paneling, mounting bookshelves or televisions to the walls, wallpaper and similar glued materials. Residents will be held financially responsible for damage, repair, or replacement.
**Mail**

When residents check into TVA a mailbox will be assigned at no charge. Mail is delivered daily, except Sundays and holidays. Large parcels are delivered to the TVA Office. Residents must bring the green slip provided in their mailbox in order to receive packages. When residents check out of TVA, they should update their address online. Residents must return any mailbox keys to the Mail Center located in the Aloha Center.

Any and all private carrier packages (DHL, FED EX, etc.) will be delivered to the TVA Office. Residents will be notified by e-mail of the arrival of any packages.

**Computer Services**

All apartments are wired for free internet services offered by BYU-H IT Services. Outside internet service is prohibited. Problems with campus internet can be reported to IT Services (808-675-3921).

**Campus Cable**

BYU-H has transitioned from a traditional cable system to IP TV. Special subscription channels (such as HBO, Cinemax, etc.) are not available. For repair, service or information, contact the Office of IT Call Center and Helpdesk (808-675-3921 or help@byuh.edu). Outside cable is prohibited.

**Laundry Facilities**

Laundry services are provided for all TVA residents. Facilities are centrally located near residential areas. The laundry is open daily (except Sundays) at convenient times for residents. Specific hours of service are posted in the TVA Office. All washers and dryers are maintained professionally.

Excessive laundry soap and stuffing too many clothes in the washers and/or dryers causes the units to break down unnecessarily. It is suggested to use no more than ¼ cup laundry detergent per load. Residents should obey TVA laundry rules as posted, and carefully follow the manufacturer’s instructions for washers and dryers (such as proper loading, temperature settings, etc.). Broken washers and/or dryers should be reported to WASH directly and then recorded in the log provided in each laundry room.

Under no circumstances shall dirty cloth diapers be placed into washers without first being rinsed out at home.

Personal washers and dryers are not allowed since TVA apartments do not have adequate plumbing or fixtures for this type of equipment. Freestanding clotheshorses may be used inside apartments, but clotheslines shall not be strung either inside or outside the apartments. Balcony railings must not be used as clotheslines. There are several outdoor clotheslines available to residents in designated areas at TVA.
The University is not responsible for loss or damage to personal belongings when using these facilities. Residents should never leave clothing or other personal items unattended in the laundry or on outdoor clotheslines. Personal clothing and items left in the laundry will be discarded when the laundry opens the next working day.

**Parking**

BYU-H parking permits are required for all residents and are available from Campus Security for a minimal fee. Limited visitor parking is also available at TVA. Vehicles parking in TVA stalls without a BYU-H parking permit may be ticketed and towed at the owners’ expense.

Bike racks are provided in designated areas and bikes should be parked only in these areas. Residents are advised to use case-hardened heavy locking or antitheft devices to help keep their bicycles protected at all times anywhere on campus or in the community. The University is not responsible for loss or damage to bicycles or other vehicles parked at TVA.

For the safety of all residents, cars, trucks, other motorized vehicles, motorcycles, mopeds, bicycles, skateboards, etc. are not permitted on walkways, sidewalks, balconies, or lawn areas, and may not be parked under stairwells, against railings, on balconies, or in apartments. All loading and unloading must be done from parking lots.

**TVA Computer Lab**

An air conditioned computer lab is provided exclusively for residents. This lab is equipped with computers and printers. These computers are for academic use only so children are not permitted to use them. The lab is located in the TVA Office. RAs are on duty during the day to assist residents with their needs. These hours are posted and are subject to change.

**Recreation**

TVA is surrounded by large lawn and play areas where children are not endangered by traffic. Playground equipment is provided in two play areas.

Parents are not to leave children under 8 years of age unattended at TVA playgrounds, and should teach their older children proper safety procedures in using playground equipment. Individuals use these facilities at their own risk. Residents should remember quiet hours when using these facilities.

A pavilion is available for barbecues and parties. Use of the pavilion is scheduled through the TVA Office. All reservations must be made in person by a current TVA resident or spouse.

**Storage**

TVA has very limited storage space. Because apartments are small, residents are advised to bring only a limited number of personal belongings. Personal items cannot be stored outside the apartments, on balconies, in stairwells, or in utility closets. **Only barbeques and strollers may be kept in storage closets. All personal belongings left outside apartments must be labeled**
or they will be discarded. The exception to this is personal belongings that are properly stored under the stairwells. This includes bicycles, strollers, and children’s toys.

**Cleaning Equipment and Supplies**

Vacuums may be checked out from the TVA Office with a BYU-H student ID. There are no charges providing the equipment is promptly returned in working order and within the one hour time limit. Residents must be sure vacuum brush is cleaned and all hair, etc. is removed before returning to office. Residents desiring to clean carpeting may rent equipment at nearby retail stores.

**Bulletin Boards**

Bulletin boards for announcements are conveniently located throughout TVA. These boards are available to residents for posting notices of activities, household items for sale, want ads, etc. Notices must be stamped or they will be removed immediately. Notices can be no larger than 5.5” x 8.5” (a half sheet of normal paper). Approved notices remain for no more than two weeks at which time they will removed.

**Appeals**

Residents should be familiar with and abide by all TVA policies and procedures contained in this handbook and the TVA Check-in Form. Requests for exceptions must be submitted, in writing, to the University Housing Office. Examples of requests for exceptions are:

- Appeals for overnight guests to remain in TVA beyond the allowed two week time period must be requested and approved no later than two weeks before the arrival of the guest.
- Appeals to remain in TVA beyond the allowable semester limit must be submitted, in writing, to the Housing Office at least one semester before the tenancy expires.
- Appeals to remain in TVA past the designated checkout deadline for your final semester must be submitted, in writing, to the Housing Office with the “TVA Notice of Termination”.

Questions regarding appeals should be emailed to housing@byuh.edu.

**On Call RA**

There is a member of the Residential Life staff on call at all times. If you are locked out of your apartment or are in need of immediate assistance you can call the on-call phone (808-782-2319).

The TVA Office is closed on all University holidays.

There is a $10 lockout fee.

**Insect, Pest, and Rodent Control**
Combat cockroach control discs are provided by the TVA Office for all apartments to control roach infestation. Discs should be replaced every 3 months. Please notify the TVA Office of any evidence of termites. Tips for identifying, preventing, and treating common pests are shown below:

**Ants**

*Identification* – Ants in general are considered pests because they infest areas, feed on and contaminate food, and build messy and unsightly nests in undisturbed areas. They can be distinguished from other insects by their narrow segmented waist separating their thorax and abdomen. Ants also have elbowed antennae.

*Prevention* – Ants feed on a variety of foods that may contain sugars, fats, and proteins. To prevent an infestation, avoid dropping crumbs or bits of food and do not leave food out for prolonged periods of time. Vacuum floors regularly and keep counters, desks and storage areas clean and clear of food sources.

*Treatment* – Clean up infested areas, making sure no food or sugary substances are present. Traps are available at the TVA Office. Spray areas frequented by foraging ants or leave ant traps in their pathways.

**Termites**

*Identification* – On an economic scale, termites are one of the most destructive and dreaded insects in Hawaii because of the damage they inflict as they feed on the wood of buildings and property. There are two varieties of termites, Dry wood and Subterranean. In general, termites are identified by their resemblance to ants except that they have a broad waist connecting their thorax and abdomen. At times, especially when the weather brings warm, still nights, termites will grow wings and “swarm” in search of new breading areas. Most times though, termites are hidden in cavities of the wood they feed on. Their existence may be detected by their grainy droppings, which resemble sand in colors ranging from black to tan; or by seeing or feeling evidence of damaged wood.

*Prevention* – Inspect possessions made of wood or wood products for evidence of termites. If present, treat, dispose or abstain from bringing the item into the residence.

*Treatment* – Consumer treatments are available for localized infestations of termites (follow directions on product for proper use). During “swarming” immediately turn off all lights (light attracts termites) and close doors and windows until the swarm has dispersed, which usually takes between 5-30 minutes.

**Flies and Maggots**

*Identification* – Among the variety of flies that plague man, the house fly is one of the most common. The life cycle of all flies consists of an egg, larva (maggot), pupa, and adult stage. Flies will lay their eggs in a variety of materials that are warm, moist and organic. The eggs hatch into larva (maggot) and feed on this material until they are ready to pupate. The mature larva becomes a problem when
they migrate from their breeding area to pupate. They appear as whitish worm like creatures 3-9 mm in length. In their adult stage (fly), many species are able to transmit diseases to man.

**Prevention** – Flies seek out breeding areas where garbage and other waste accumulate. Do not leave food out to spoil, take out garbage regularly, and keep living and surround areas clean.

**Treatment** – remove sources of infestation and clean up area.

### Cockroaches

**Identification** – There are 18 species of cockroaches in Hawaii. Of the 18, the largest is the American roach, measuring up to an inch and a half from head to tail. Also known as water bugs, croton bugs, or palmetto bugs, cockroaches contaminate food, damage cloth and paper products, and create messy breeding areas that attract other roaches. Cockroaches reproduce by dropping or gluing egg cases to surfaces. These egg cases may contain 10-48 eggs, depending upon the species of roach.

**Prevention** – Cleanliness plays an important role in the prevention of cockroaches. Eliminate the roach’s food supply by storing food in tight containers, avoid spills, and wash your dishes before bed each night. Possessions less used should be stored in containers that can be tightly sealed. Corrugated boxes are one of the roaches favorite breeding areas - if used, seal tightly with carton tape to prevent entry.

**Treatment** – Traps are available at the TVA Office to help reduce the population of problem roaches.

### Geckos

Geckos are lizards that thrive in our tropical climate. They can be considered beneficial since they feast on insects and other household pests. They are completely harmless.

### Fleas and Mites

**Identification** – Fleas, mites, and chiggers are external parasites found on or in the skin of animals-humans being the accidental host. A meal of blood or skin tissue and fluids are what these creatures are after. Although not poisonous, bites, from these pests may result in symptoms such as: small, raised lesions; pain and/or itching; dermatitis (inflammation of the skin); allergenic type reaction (swelling or blistering) in hypersensitive persons. Most of the time, these pests are brought into housing because of an illegal animal (e.g. cats, dogs).

**Prevention** – Pets are not allowed in TVA

**Treatment** – Bites: Clean the area well with soap and water. Use an antihistamine as needed to prevent itching.

### Bed Bugs

**Identification** – A bed bug’s main host is human, although they may be found on other animals as well. Bed bugs feed mainly at night while its’ host is asleep. While they feed, they inject a salivary
secretion into the wound that hinders coagulation. This fluid will often cause itching and swelling of the skin. Scratching of these sores may cause serious secondary infections.

The adult bed bug is reddish-brown and oval in shape, and about ¼ inch long. Newly hatched, they are similar to the adults but are smaller and have no color. After feeding, bed bugs become swollen with blood and will take on a reddish to purple color. During the day, they will hide in cracks in walls and floors or in any tight space. Bed bugs are brought into areas by clothes, suitcases, or by other people.

**Prevention** – Keep rooms clean and well ventilated. Use zippered mattress covers at all times (required by state health code). Change and wash sheets weekly. Practice good personal hygiene – bathe daily. Do not lie on another’s bed or contaminate other areas if personal infestation is discovered.

**Treatment** – Bites: clean the area well with soap and water. Use anesthetic creams to treat itching. Contact a physician if a bite develops into an infection. Bedding and living area: to treat an infested bed, take the bed apart, spray mattress along the seams and around the edges of the box spring where it sits on the bed frame (sprays available at the TVA Office). If it is sunny, take the mattress outside to sit in the sun to help kill the bed bugs and eggs. Repeat the process of spraying at least 2-3 times every 7-10 days. Wash bedding and any affected clothing and linen. Use high heat when drying. Spray woodwork and walls paying particular attention to any cracks and crevices that may be harboring the bugs.

**Appendix A – Cleaning Tips**

Below are a few common cleaning supplies that each residence should purchase and have on hand:
- Broom
- Mop
- All-purpose cleaner (e.g. Mr. Clean, Spic N Span, etc.)
- Nonabrasive cleaners and toilet cleaner
- Bathroom cleaner
- Bleach
- Oven cleaner
- Rags
- Paper towels
- Sponge/scouring pad

**KITCHEN**
1. Stove and Oven
   a. Clean range top (please do not use abrasive cleanser or pad as it scratches the enamel finish on your range)
   b. Clean oven with an oven cleaner (please follow the directions on the can)
   c. Pull appliance forward, clean behind it and replace it
   d. Soak burner rings and drip trays to remove food and grease
   e. Clean the wall behind and beside the range of all grease
2. Refrigerator
   a. Remove food and other items
   b. Defrost the freezer (do not use sharp objects to chip the ice out of the freezer)
c. Clean all shelves, trays and drawers
d. Pull refrigerator forward, clean behind it and replace it

3. Kitchen Sink and Cabinets
   a. Wash the kitchen sink and counter, including tap fixture
   b. Remove all personal items
   c. Wipe down and vacuum out all cabinets (inside and out)

4. Bathroom
   a. Clean shower tiles
   b. Scrub bathroom tub and sink
   c. Use a toilet bowl cleaner to disinfect inside and outside the toilet bowl
   d. Make sure to remove all mold and mildew from bathroom fixtures, walls and ceilings
   e. Scrub the bathroom floor
   f. Wipe the mirror clean

5. Wall, Doors and Windows
   a. Remove all marks which can be cleaned with a non-abrasive diluted solution of water and all-purpose cleaner
   b. Wipe down all doors and walls
   c. Clean the screen door
   d. Clean all windows louvers, screens, sills
   e. Remove, wash, and re-hang all curtains/drapes

6. Floors and Light Fixtures
   a. Mop all floor tiles thoroughly
   b. Vacuum all carpeted areas
   c. Wipe clean all baseboards
   d. Clean all light fixture covers

Appendix B – Quick Reference Phone Numbers

TVA Office ................................................................. 808-675-4985
TVA On Call RA ......................................................... 808-782-2319
University Housing Main Office ....................................... 808-675-3534
Student Health Center .................................................. 808-675-3510
BYU-H Security .......................................................... 808-675-3911
Emergency .................................................................. 911