

Cross Community Living Guide 2019-2020

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IMPORTANT CONTACT INFORMATION:

Cross Management Office

Cross Building D
116 4th Street,
Norman, Oklahoma 73072
(405-325-6194)info@liveatcrossou.com

University of Oklahoma Residence Life Department

Cross Building A
1691 Asp Avenue
Norman, Oklahoma 73072
(405) 325-9879

University of Oklahoma Police Department

(405) 325-2864

WELCOME TO CROSS!

Cross is an outstanding place to live! We offer 24-hour emergency maintenance, programming and diversity. We care about you and want to help you have a positive community living experience.

This Living Guide contains information to help familiarize you with the Cross community, staff, facilities, procedures, amenities, services and programs; inform you of your rights and responsibilities as a community member; and serve as a general reference guide during your stay.

OWNERSHIP AND MANAGEMENT

Cross is a student housing facility located on the campus of the University of Oklahoma in Norman, Oklahoma, but is owned and operated by Provident Oklahoma Education Resources Inc., an Oklahoma nonprofit corporation. The owner has engaged Capstone On-Campus Management to serve as the property manager to conduct and handle all business for Cross. If you have any questions, please feel free to contact the Director in person at Cross Building D, 116 4th Street, Norman, Oklahoma 73072; by phone at (405) 325-6194; or by email at info@liveatcrossou.com.

HOUSING CONTRACT TERMS AND CONDITIONS

Please refer to the Terms and Conditions of the Contract for Housing at Cross. You are urged to carefully review and abide by all such terms and conditions and should note that in the event of any conflict between such terms and conditions and this Living Guide, the terms and conditions will govern and must be followed.

SUITEMATE(S) BILL OF RIGHTS AND RESPONSIBILITIES

Sharing a suite with someone is like any other relationship. To be successful requires openness, flexibility, respect and compromise. Right from the beginning, it is very important to communicate openly with your suitemate(s). Learning to live with another person, to acknowledge and respect each other's differences, and to allow one another the space to grow is one of the most valuable parts of the campus living experience. This declaration outlines basic rights and responsibilities that will help healthy suitemate(s) relationships develop.

As a suitemate(s), you have the RIGHT to the following:

- To read and study free from undue interference in one's room.
- To sleep without undue disturbance from noise, suitemate(s), guests, etc.
- To expect that a suitemate(s) will respect one's personal belongings.
- To a safe and clean environment in which to live.
- To free access to your room and facilities without pressure from a suitemate(s).
- To personal privacy.
- To host guests in accordance with the guest policy who respect the rights of your suitemate(s) and other community residents.

- To be free from fear of intimidation and physical and/or emotional harm.
- To expect reasonable cooperation in the use of furniture and appliances (refrigerator, microwave, etc.) and a commitment to honor agreed upon procedures.

As a suitemate(s), you have the following RESPONSIBILITIES:

- To keep your door locked.
- To observe quiet hours, keep your TV, stereo and voice at a reasonable volume in the community and to remind others that you expect the same of them. In support of the academic mission of the university, Cross does have established quiet hours.
- To let your suitemate(s) know of your wishes and preferences for hours of sleep, study and guest visitation, and to **work through any differences you may have in a peaceful manner.**
- To listen to your suitemate(s) wishes and respond appropriately.
- To read and follow the rules and regulations established to support the educational purposes of the university and to sustain a safe and comfortable living community. **You are responsible for what happens in your suite.**
- To examine your own behavior when confronted by another and work toward resolving conflicts. You also have the responsibility to interact with others in a non-aggressive and non-threatening manner.
- To notify a staff member of your problem in a timely manner and to cooperate with the staff as they work with you to resolve your problem.
- To participate in community meetings and to adhere to and enforce community policies and guidelines.
- To be a positive member and influence in your community.
- To recognize that community cannot exist if any individual is excluded. Any action, overt or covert, that discriminates on the basis of race, sex, gender expression, gender orientation, religion, handicap, national origin, age or sexual orientation cannot be tolerated in a community based on mutual respect and cooperation.

RIGHTS AND PRIVILEGES OF RESIDENTS

Rights of Privacy

As a resident, you have the same rights of privacy as other citizens in their homes. Entry into your room is authorized only:

1. By your permission.
2. By your suitemate's permission.
3. For repairs, room inspections or maintenance after reasonable notice has been given or you requested the service.
4. To turn off unattended TVs, loud stereos or radios, persistently sounding alarm clocks or telephones or other noise producing devices, after unsuccessfully attempting to contact you or your suitemate(s).

5. During fire drills or alarms.
6. During emergencies where danger to life, safety, health or property is reasonably feared.
7. Upon authority of a search warrant issued by a court of competent jurisdiction.
8. For facility inspections during all closings and prior occupancy.
9. If it is reported that an unoccupied room is being used by current occupants of the suite for storage or to allow guests to stay/live in.

STAFF

To enhance your living experience, the University of Oklahoma is providing a residential life program. This staff is a team composed a Community Coordinator, two Graduate Resident Directors and Community Assistants. Offices are located within Cross A. Front desks are open Sunday from noon to midnight, Monday through Thursday from 9 a.m. to 12 a.m., and Friday and Saturday from 9 a.m. to 1 a.m. Specific staff hours are posted within each building. Staff reserves the right to close the building offices at any time. Below is a brief overview of positions and how they can help you.

Community Coordinator

The Community Coordinator (CC) is a full-time professional staff member responsible for the day-to-day operations and administration of the Cross, including, but not limited to, coordinating maintenance and housekeeping needs, suite checks, occupancy and conduct/discipline and serving in the on-call rotation. The CC also supervises the Graduate Resident Directors and indirectly supervises a staff of undergraduate Community Assistants.

Resident Director

The Graduate Resident Directors (RDs) live on-site and serve in the Cross on-call schedule. RDs assist the CC in day-to-day operations. The RDs are responsible for each complex's monthly newsletter, community programming, advising the complex Resident Student Association and supervising student staff. In addition, RDs also meet with students in the event of minor policy violations and suitemate(s) mediations.

Community Advisor

Community Advisors (CAs) are student staff members. They assist students with lockouts answer resident questions.

The staff is available to help guide and assist you with any questions or problems you may have throughout the year. Staff will communicate with you through your OU email address, a monthly newsletter, or with fliers posted throughout the complex or on unit doors. **Please read all Cross communications thoroughly to stay informed of actions that may impact you.**

FACILITIES

Cross is composed of four buildings, with a capacity of housing a total of 1,231 residents with one bedroom/ one bath, two bedroom/ one bath, and four bedroom/ two bath units. Each unit is

equipped with a refrigerator and microwave. All units come furnished with a couch, chair, coffee table, end table, bar stools (except Americans with Disabilities Act (ADA) units which include a dining table and two chairs) and a TV stand. Individual rooms are outfitted with a full-size bed, dresser, desk and desk chair. In ADA rooms there is also a freestanding armoire.

The following amenities are available for Cross residents 24/7: fitness center, rehearsal nook, community kitchens on each floor with laundry access, dens, and study facilities.

Staff is available during regular hours to assist with your maintenance needs. For emergencies after hours, contact (405) 325-5698 .

NOTE: Cross reserves the right to attend to the problem the next business day. Emergency responses that require immediate attention include, but are not limited to, clogged toilets, water leaking through the ceiling, no heat and no electricity.

Suite Care

Your attention to your unit's maintenance needs and keeping it clean will result in fewer maintenance problems overall. Here are a few helpful pieces of information to keep your unit in top form.

Appliances

A refrigerator and microwave are provided for resident use in each unit. Residents may not make any alterations and/or repairs. They may not replace or remove any of the appliances in the suite. Fill out an online maintenance request at liveatcrossou.com if you have any appliances in need of repair. All residents of any given suite are expected to share provided appliances with their suitemate(s).

Do not install appliances that require the adaptation of existing water pipes or electrical outlets. This includes washing machines, dryers and air conditioners. Each unit is wired for 110-volt electrical service and the wiring may not be altered for any appliances that require greater voltage.

Bathroom

Do not use sinks, showers and toilets for anything other than their intended purpose. Should drains or toilets become clogged, please contact Cross management during regular business hours or for emergencies after hours call Cross at (405) 325-5698. ***Do not use commercial products to clear the drain yourself. These products could physically harm maintenance workers who may need to unclog the drain at a later time.***

Make certain you are using a shower curtain. Failure to use a shower curtain could result in serious water damage to your suite. Do not flush disposable diapers, sanitary pads or similar products, garbage or other related articles down the toilet bowl. It could result in a clogged toilet.

Leave your bathroom door open after showering to allow for the moisture to escape and prevent unwanted bacterial growth. Make certain to regularly clean your bathroom, including the shower. Regular cleaning reduces the likelihood of bacterial growth.

Wallpaper, Borders and Contact Paper

Hanging wallpaper or border print paper is not permitted. Do not put contact paper on walls, furniture, windows or other surfaces. Removal of these items is costly, and you will be charged to return the suite to its original state.

Suite Maintenance

Some wear and tear is bound to occur in a suite during the course of living; however, residents must take care of their suite and grounds. You can reduce the likelihood of damage/cleaning charges by keeping your suite clean and by promptly reporting any maintenance problems you might experience. For repairs to your suite, please contact Cross management. **For your safety, maintenance workers will always wear an ID badge.** If someone enters or attempts to enter your suite claiming to be an OU / Cross staff member and does not immediately produce an ID badge, contact the campus police department at (405) 325-1911 immediately.

Emergencies

Emergency repairs include: broken water line, clogged toilet, water leaking through ceiling, no heat and no electricity. Emergencies should be reported immediately. If there is an emergency maintenance problem, please contact Cross at (405) 325-5698. Please be aware that if you report an emergency request, it will be addressed as soon as possible, even when reported during non-business hours.

Housekeeping

Residents are responsible for cleaning their own suites. Garbage always must be placed in the appropriate location. **Do not leave garbage collected in your suite in stairways, hallways or community trash receptacles.** Make sure that open food containers are not left out in your suite and your cabinets and shelves are kept clean. Food containers also need to be sealed properly. Cabinets should be wiped clean after using the surface to prepare food. Good housekeeping and clear hallways help prevent pests and general health concerns.

Lawns/Landscaping

OU Maintenance cares for all landscaping at Cross. To keep our lawns attractive, residents are asked to walk on sidewalks and walkways. Any undue damages done to the landscape may result in a repair charge to the resident and/or termination of his/her contract. All residents are responsible for the actions of their guests and will be charged for any damages done by their guests.

Pest Control

Pest control will be handled by Cross. Please submit a maintenance request via your resident portal or by calling (405) 325-6194 or visiting the Cross Leasing Office. Preventative maintenance will be performed on a regularly scheduled basis.

If your suite has an infestation problem with insects, mice or some other pest, immediately contact Cross management. In the case of a cockroach or bedbug problem, neighboring suites also must be treated. A notice will be delivered to your door with instructions concerning preparation procedures. We request that you cooperate fully so that treatment can be completed in a thorough and timely manner. Prompt reporting of these problems helps to keep infestation problems at a minimum and provides for a better environment. Any resident who is scheduled for treatment and cancels or has not properly prepared their unit for treatment may be assessed a charge and will be assigned another treatment date. To minimize cockroach infestation, residents

should properly clean appliances and suites, dispose of garbage promptly in the dumpsters and put food away immediately and properly.

What You Can Do To Help Keep Pest Problems under Control:

- Call Cross management if you have a problem with pests.
- Take trash out daily.
- Do not store newspapers, paper sacks or empty cans in or around your suite.
- Do not allow grease to build up around your stove or refrigerator.
- Do not leave uncovered food sitting out in your suite.
- Store food products properly in your freezer or refrigerator or sealed in your cabinets.
- Do not leave trash outside your suite door or in the hallway.
- Beware that plants also may store pests.

Furniture

Do not remove window screens or furniture. Furniture, whether belonging to Cross, the university or the resident, should not be placed in the hallway. Furniture belonging to the university and or Cross can be rearranged but should not be moved into different rooms or removed from the suite. The common room furniture, for example, should remain in the common room for all residents to use.

Preventing Frozen Pipes

To keep pipes from freezing during the winter, especially when you are gone for an extended period, follow these steps:

- Leave the thermostat set at a minimum of 60 degrees.
- Leave cabinet doors that house pipes open to allow the heat in the suite to keep the pipes warm.

This includes your bathroom and kitchen sinks. As soon as you notice you do not have water, call Cross management at (405) 325-5698. If the problem is caught immediately, pipes may be thawed before they burst, preventing flooding.

Flooding

Never leave a running faucet unattended. If the water is turned off for repairs, be careful not to leave a faucet in the opened position. This could cause flooding when the water is turned back on. Also, if your toilet begins to overflow, be sure to turn off the water supply located at the bottom of the toilet. Call Cross management at (405) 325-5698 immediately to report all flooding issues.

Preventing Mold and Mildew

Mold and mildew grow in areas that are dark, warm and moist. These tips will help prevent growth.

- Keep your bathroom clean and dry.
- Make sure to use a shower curtain.
- Leave the bathroom door and shower curtain open to allow walls to dry after showering.
- Make use of the bathroom vents when showering.
- Regularly clean your shower and use cleaning products designed to prevent mold and mildew.

In units with ADA bathrooms, residents are supplied with a longer than standard shower curtain. Please do not remove this curtain from your bathroom. It will help protect your bathroom walls from moisture damage.

Damage Charges

If necessary, residents will be charged for any costs associated with repairing damage in the suite or associated landscaping. The suite should be kept clean during occupancy and left clean upon checkout. If a suite presents a pest problem, the residents will be asked to vacate and assume the cost of cleaning and pest removal if deemed to be the residents fault. In order to assure accurate records, it is important for you to fill out and return a Room Condition Report within 48 hours of checking in.

Electrical Service

Each suite is wired for 110-volt electrical service. The wiring may not be altered to provide service to any appliance that may require greater voltage.

Air Conditioning/Heating

Each suites temperature control can be found in the common area of each suite. This is the only temperature control within the entire suite. So, please discuss your personal preferences with your suitemate(s). No window A/C units are allowed. Please do not set your AC lower than 68° Fahrenheit.

Breaker Box

Each suite has its own breaker box located on the wall at the suite's entrance. In each common area, there is a breaker panel box. Located inside is a series of switches that controls the electrical function of various portions of your suite. If you find that electricity is unavailable in a certain section of your suite (for example, an entire bedroom or hallway) it is possible that the breaker corresponding to that area has been flipped and needs to be reset. This is a very simple process that you may complete.

Inside the box, there are two vertical rows of switches. All switches should be aligned, facing towards the center of the box. If any switches are not aligned in this way, it is likely the cause of your power outage. To reset, first press the switch firmly towards the outside of the box and hold it for two seconds. Then firmly pull the switch back toward the center of the box, aligning it with all of the others. If this does not restore power, you still have questions or if the breaker flips again, please call Cross management at (405) 325-5698.

Exterior Lighting

The exterior lighting at Cross will turn on and off according to the amount of light outside. If lights do not come on when it is dark, please notify Cross management.

Interior Lighting

Be sure that all lights are working when you move into your suite. **Cross will replace all light bulbs within our provided lighting fixtures.** To replace any lights throughout the year, please contact Cross management. Cross will not replace lights in resident-owned fixtures.

Entranceways

All residents are responsible for keeping their suite areas free from fire and safety hazards. Storing items in hallways is prohibited. Keep entranceways clear of obstacles, such as bicycles and carts, which impair normal passage. Do not store combustible items and/or motorized vehicles anywhere within the community because they may create a fire hazard. This includes refrigerators, freezers, scooters, mattresses, bikes, old furniture, washing machines, dryers, bricks, tires, etc. as they create hazards and detract from the general appearance of the areas. If such hazards exist, the resident will be cited and asked to correct the situation immediately.

PROCEDURES

Payment of Rent

The first payment of the fall semester is due on or before **August 25th**. The first payment of the spring semester is due on or before **January 25th**. Payments are due on the first day of each month, but late charges will accrue after the 21st day of each month if the balance is not paid on or before that date.

To make payments on your room charges, please visit the Office of the Bursar, located on the first floor of Buchanan Hall. The mailing address is 1000 Asp Ave., Room 105, Norman, OK 73019-0430. Be sure to include your name and student ID number with any payment. Payments also may be made online at one.ou.edu. The telephone number is (405) 325-3121.

Past-Due Payments

A financial and legal obligation is incurred when you enter into the contract to reside at Cross. The contract specifies additional payment procedures and requirements. Please refer to the terms and conditions of contract, and don't hesitate to call (405) 325-6194 or visit the Cross management office should you have any questions.

Following are some key items about payments and billing to remember:

- Even if you do not receive a statement, charges are due on the payment due dates.
- Payment of the charges must be made no later than the due date.
- In the event that a balance is not paid to the Bursars office, the account will then be turned over to Cross management who may use a private collection agency for collection.

Suitemate(s)

Only residents listed on signed contracts are allowed to reside at Cross. Allowing someone not listed on your contract to live in your suite is a violation of your contract and could be grounds for termination of the contract. If you are found using a vacant bedroom within your suite, Cross will charge you for the additional room on a pro rata basis based on the number of projected days the extra bedroom was being used. In addition, resident(s) may be charged for the expenses associated with re-making the bedroom ready for a new resident.

Requesting Suitemate(s)

When the resident(s) of a suite want to request someone to be a suitemate, the prospective resident must complete all appropriate paperwork, pay any fees, and complete a contract prior to moving into the suite.

Cross reserves the right to move a resident into a vacant bedroom within a suite without permission or consulting the resident(s) already residing within the suite. Residents should be prepared to get a suitemate(s) at any time. Whenever possible, Cross will give 24-hour advance notice to a resident(s) so they can prepare for their new suitemate(s).

Residents are expected to treat new suitemate(s) in a positive and respectful manner. Residents who refuse a suitemate(s) and/or display an unwelcoming attitude towards the prospective suitemate(s) may be charged for the entire suite and face disciplinary action.

Vacant bedrooms are to remain locked. It is a violation of Cross policy to tamper with and/or pry open doors. Vacant rooms cannot be used for the storage of items and breaking into or using vacant rooms will result in a contractual review and charges.

Overnight Guests

Cross staff encourages suitemate(s) to talk to one another and approve any overnight guests. **Allowing persons not listed on the contract to reside in the suite for more than three consecutive days or more than six days out of any month constitutes a violation of the contract.** Residents found violating this policy will be subject to disciplinary action. Please see the Cross management team if you have a guest who needs to stay for more than three consecutive nights. *Guests must be accompanied at all times.* Under no circumstances should a resident loan or give their suite key to someone.

Moving In

Residents must do the following to move into Cross:

- Sign a contract and pay all appropriate fees.
- Show his/her Sooner Card.

It is very important that you move into the room that you have been assigned to because you may be charged \$75 for knowingly moving into the wrong room.

Inspection and Inventory

When you move into the suite, inspect it thoroughly, noting any damages on the Room Condition Report online. Complete the form through your resident portal within 48 hours. Any damages noticed at resident move-out that were not noted on the initial unit assessment form may be assessed to the current resident. Please take the time to be thorough when completing this inspection. If you need assistance in completing the form, the Cross staff is available to help you.

Suite Move-Around

Current residents may request to move to another suite if approved by Cross management. The following guidelines have been established for moves:

- Residents will be eligible to move around if their rent payments are current.
- Residents will be charged \$75 per move.
- Residents will be responsible for any damages to suites for which they have been assigned.
- Residents will be allowed 48 hours to complete the move starting from the date their move is approved. Keys must be returned within this time frame to avoid additional charges.

Contract Renewal

Each fall and spring semester, current residents of Cross will have an opportunity to complete a Cross contract for the next upcoming academic year. Notice will be shared via email, fliers, posters, postcards and newsletters about a “same room sign-up deadline.” Same room sign-up is an opportunity for current residents to request their current suite and room as their housing assignment for the next upcoming academic year. Requests for same room sign-up received after the posted deadline may not be honored.

Forwarding Address

Be sure to leave a forwarding address with:

- Cross
- OU Bursar Office
- OU Post Office
- Any magazine or publication circulation departments

It is your responsibility to inform the US Postal Service and all persons/companies that you are moving and that your address has changed.

Moving Out

While allowances for fair wear and tear will be made upon your moving out, you and your suitemate(s) are expected to leave the suite and all furniture, fixtures and appliances clean and in good condition. Cross staff will be available to make appointments to accompany you and your suitemate(s) as you inspect your suite upon moving out. Appointments will be available on a first come first serve basis.

Prior to major move-out periods (end of fall/spring and end of summer contracts), you will receive information and instructions in your resident portal detailing what you need to do to prepare your suite. It is very important that you read this information carefully as it will include cleaning instructions. You also will receive instructions on how to schedule a walk-through with a staff member.

In addition to this initial walk-through, management, maintenance workers and housekeepers also will follow up with an inspection to ensure your room is suitable for a new resident. Costs for damage repairs and excess cleaning charges during your occupancy or upon move out will be your responsibility.

Cleaning Requirements

Cabinets, Counter Top, Refrigerator and Sink

Remove crumbs from inside shelves in cupboards. Wash inside and outside of cupboards with an all-purpose cleaner. Remove shelves, vegetable and crisper bins and clean with an all-purpose cleaner. Turn refrigerator control button to ON position.

Bathroom

Clean sink, shower walls and toilet with bathroom cleaner. Mop floor with an all-purpose cleaner. Remove shelf paper and wipe all shelves with damp sponge. Mop all tile floors with an all-purpose cleaner and rinse with clean hot water.

All Rooms

Wash any marks, grease and dust-off walls, windowsills, window screens and air conditioner/heater vents with an all-purpose cleaner. Dispose of all garbage and unwanted items in the dumpsters outside. Any items left in a suite by the resident will be disposed of and the resident will be charged a fee.

Suggested Cleaning Supplies May Include:

- Soap-scum remover
- Disinfecting spray
- Razor scraper or putty knife
- Broom
- Dustpan
- Bucket or pail
- Mop
- Rubber gloves
- Glass cleaner
- Toilet-bowl cleaner
- Cleaning cloths
- Scrubbing sponge

Charges

The cost for excessive cleaning will be charged according to material cost and hourly labor rates. Costs will be charged to individuals or split between suitemate(s) when applicable.

Keys

Each resident will be issued a bedroom key and mailbox key. Suite doors are accessible via Sooner Card. Keys are the property of Cross and the University of Oklahoma and may not be duplicated or shared. **Under no circumstances should a resident give his or her key to anyone else, including family members, friends or suitemate(s).**

Missing or Stolen Keys

All keys checked out are the responsibility of the resident. Report missing suite Access Cards (ID's) and / or keys, whether lost, stolen or misplaced. A temporary replacement Access Card and / or key will be issued to you for 48 hours. Residents requesting a spare Access Card and / or key will need to show positive identification before the key will be issued. At the end of the 48 hours, you are unable to locate your Access Card and / or key, your lock will be re-keyed and the cost will be charged to your Cross account.

Report the theft of a suite key to Cross management. A lost or stolen key jeopardizes your safety and security. Failure to report the loss or theft of a key promptly, or the loan of your key to an individual not on the contract for your suite, is a violation of housing regulations and may result in disciplinary action.

We encourage you to talk with your suitemate(s) if you do lose or misplace your suite key. We will work quickly to replace your entire suite's keys in the event one is stolen or goes missing. We appreciate any help you can be to your suitemate(s) and our entire community in these matters.

Locked Out During Office Hours

If you get locked out of your suite during Cross business hours, go to Building A's lobby and check out a spare access card and / or key. Access Cards and / or Spare keys must be returned within 48 hours. Failure to return a spare key may result in re-keying of a resident's locks at their expense. Proof of original key must be provided when the temporary key is returned to the desk in Building A's lobby.

After-Hours Lock Outs

For after-hours lock out (lock outs that occur between 12 am – 9 am), Cross residents should contact the Resident Advisor on call at 405-325-5698. Each resident receives one after hour lockout at no charge/semester. After the first lockout, after hour lockout calls will result in a fee of \$65 and, if required, the cost to re-key suite locks.

Re-keying Locks

Whether your key was lost, stolen or not returned to the university upon moving out of the suite, you will be charged for the re-keying of your suite.

Office Closed

If you need to contact Cross management for any reason when the offices are closed, or it is an official university holiday, you can still reach an on-call staff member by calling the office telephone number at (405) 325-5698. Please listen to the message all the way through to be forwarded to an on-call staff member.

If you have a maintenance emergency, call the office at (405) 325-5698. The emergency number for the OU Campus Police is 911.

MAIL & DELIVERIES

Mail is delivered to each Cross resident at a designated mailbox location. Please see Cross management for any questions regarding mail or other deliveries.

Your Mailing Address (as applicable):

- Cross Building A
1691 Asp Avenue
Suite _____
Norman, OK 73072

- Cross Building B
114 4th Street
Suite _____
Norman, OK 73072

- Cross Building C
1695 Asp Avenue
Suite _____
Norman, OK 73072

- Cross Building D
116 4th Street
Suite ____
Norman, OK 73072

Be sure to include your building and suite number after the street address. Please keep the line information as specified. Changing the order of the information will delay the delivery of your mail.

When you move, fill out a change-of-address card or your mail will be returned to sender. After 14 days, unclaimed mail will be returned. It is a federal offense to open mail not addressed to you. It is your responsibility to inform the post office if you have moved.

If you receive mail that does not belong to you or your suitemate(s), please place it in the outgoing mail slot located near your mailbox or bring it to the Cross management office.

Ordering pizza and receiving packages needs to be coordinated between residents and the service provider. Please be sure to specify which building within the community you are located and suite number when making food delivery purchases or package orders.

CONDUCT

As a resident at Cross, you agree to observe and comply with the Student Code of Responsibilities and Conduct for the University of Oklahoma. You may obtain a copy online from the Student Conduct Office website.

Rules set forth in the Cross Community Living Guide are not comprehensive and they should be interpreted broadly. As mature adults, residents are responsible for reading the information in this publication, educating themselves on the Student Code of Responsibility and Conduct.

All residents are responsible and accountable for their actions. Disciplinary actions for violating university standards may include the issuance of a citation, termination of the housing contract, eviction and/or criminal prosecution. Please refer to the Terms and Conditions of the Contract for Housing at Cross for more information.

RESIDENT POLICIES

Decorating

Decoration guidelines must be followed. Decorations that cause permanent alterations to a suite are prohibited.

Painting

You are not permitted to paint your suite. If you feel it needs painting, contact Cross management.

Wallpaper, Borders and Contact Paper

Hanging wallpaper or border print paper is not permitted. Do not put contact paper on walls, furniture, windows or other surfaces. Removal of these items is costly, and you will be charged to return the suite to its original state.

Hanging Pictures and Posters

Residents must be careful when hanging pictures and posters. Residents will be charged for any damage from improperly hung pictures or decorations.

Windows

Do not cover windows with foil or any other materials. Blinds are provided for your use to block out sun and people from seeing inside your suite and/or room.

Candles, Incense and Oil Lamps

The use of candles, incense, oil lamps, lanterns or other items requiring the use of an open flame is strictly prohibited due to potential fire danger. For safety reasons, only materials labeled as noncombustible, flame-resistant or flame-retardant may be used. Be sure to keep all materials away from heat sources.

Halogen Lamps

Halogen lamps are strictly prohibited due to potential fire danger.

Hover Boards

Recent information has revealed that the batteries in these devices can be dangerous and are prone to creating a safety and fire risk. The use, possession or storage of Hover boards, Swagways, IO Hawks, Skywalkers and similar devices, is prohibited in on-campus housing facilities. Students will be asked to remove the device from the building immediately. Possession of such a device shall not constitute a student conduct violation unless the student declines to remove the device.

Pets

Due to allergy and other concerns, no pets (dog, cat, fowl, reptile or other animal) may be kept in the suite or in any area adjacent to the suite. Violation of this prohibition could result in a resident minimally being fined \$50 per day and held financially responsible for any pest issues and repairs due to the animal's presence and to termination of contract.

Service Animals and Emotional Support Animals

Individuals with disabilities may be accompanied by their service animals on all University of Oklahoma campuses, with minimal exception, where members of the public or participants in services, programs or activities are allowed.

Service Animals

A service animal is a dog (or miniature horse) that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Examples of such tasks include, but are not limited to:

- Assisting an individual with low vision with navigation
- Alerting individuals who are hard of hearing to the presence of people or objects, pulling a person's wheelchair
- Alerting the individual to take medications
- Providing assistance with stability or balance to an individual with a mobility disability

It is encouraged that any individual with a service animal contact the Disability Resource Center and Cross management. When is it not obvious that a dog is a service animal, or if there are additional questions, it is recommended that the individual contact the Disability Resource Center and Cross management in order to assist in the transition of the dog on campus and at Cross. Emotional Support animals do not qualify as a service animal.

Emotional Support Animals

Federal law outlines the criteria for allowance of an Emotional Support Animal. An Emotional Support Animal is not trained to perform a specific task or work for the individual. However, the provision of an Emotional Support Animal in Cross and/or other areas of the University can be determined a reasonable accommodation to provide the individual with equal access. An Emotional Support Animal that is not also a Service Animal may be allowed as an accommodation.

Exceptions

Cross management may exclude a service or emotional support animal from Cross if its behavior poses a direct threat to the health or safety of others or when its presence fundamentally alters the nature of a program or activity. Furthermore, Cross management may ask an individual with a disability to remove a service animal from campus if the animal is out of control and the individual does not take effective action to control it; or if the animal is not housebroken.

Responsibilities of Individuals with Service or Emotional Support Animals

Cross is not responsible for the care or supervision of a service animal. Individuals with disabilities are responsible for the control of their service animals at all times and must comply with all applicable laws and regulations, including vaccination, licensure, animal health and leash laws. A service animal shall be restrained with a harness, leash, or other tether, unless an individual's disability precludes the use of a restraint or if the restraint would interfere with the service animal's safe, effective performance of work or tasks. If a service animal is not tethered, it must be otherwise under the individual's control, whether by voice control, signals, or other effective means. Individuals are responsible for ensuring the immediate clean-up and proper disposal of all animal waste. Although Cross may not charge an individual with a disability a service animal surcharge, it may impose charges for damages caused by a service animal in the same manner Cross imposes charges for damages caused by pets.

Guests

Residents are responsible for their guests and their guests' actions. You must accompany guests at all times while at Cross. The following rules also apply:

- Do not leave your guest unattended in your room.
- Your guest must not be in possession of your room key or student identification card.
- You are responsible for the behavior of your guest. You will be held liable for any community violation or building damage done by your guest.

- It is your responsibility to inform your guest of the policies governing the suites. Disregard for Cross rules, policies and regulations, including this Community Living Guide, will result in the eviction of the guests from the premises.
- Guests cannot stay for more than six nights out of the month and no more than three consecutive nights.

Noise

Please be respectful of others. While we encourage residents to fully maximize the opportunity their space affords them, we ask that all residents use the premises in a reasonable manner, having due regard for the rights of other tenants, especially with respect to access, cleanliness and noise. Please be cognizant that voices and noises do echo in the hallways. An easy way to achieve this is to keep all gatherings inside a resident's suite and not allow them to overflow into the hallway areas.

In support of the academic mission of the university, Cross has quiet hours from 10 p.m. - 10 a.m. Sunday through Thursday and midnight - 10 a.m. on Friday and Saturday. We ask that residents be aware of these hours and help keep noise in their community to a minimum during these times as some residents will use this time for academic purposes. We desire to create an environment that is conducive to all residents' living styles and also to encourage resident growth by enabling them to be successful academically and socially. Cross also observes 24-hour quiet hours during peak academic times.

Neighbor Conflicts/Harassment

Occasional disagreements occur when people live close together. Residents are expected to communicate with each other when conflicts arise among themselves. If the residents involved cannot reach a resolution, they should first contact the OU Residence Life staff at Cross to help solve the problem. Harassment of any kind will not be tolerated and may warrant disciplinary action.

If You Are Having Problems with One of Your Neighbors

Communicate with your neighbor and see if you can resolve the issue. If you are still having problems, please come in and talk with a Cross staff member; they will help you mediate this issue after you submit a complaint.

To Help Prevent Problems with Your Neighbors

If you are anticipating having guests and feel that it might be unusually loud, talk with your neighbors and leave them your number. Tell them to call if the noise bothers them. Note that if, in spite of your conversations, your neighbors complain to management, then disciplinary action may be taken. Keep in mind that if your noise bothers your neighbor, you may be in violation of the noise policy.

Conversely, neighbors need to realize that people make noise, even under normal circumstances. Unit living requires tolerance of other people's lifestyles and routines.

Littering

Trash locations are available throughout the community for your convenience. Anyone who is found improperly disposing of trash (leaving it in hallways, stairwells, outside suite doors, etc.) will be issued a citation. Fees are subject to change.

- First Offense: \$15
- Second Offense: \$30
- Third Offense: up to \$45 and subject to the disciplinary process

Publicity and Chalking

Residents at Cross must receive authorization from Cross management before advertising or posting any material. This includes the posting of fliers and the chalking of sidewalks.

Racial and Ethnic Harassment

Diversity, one of the hallmarks of a great university, also is one of the greatest strengths of our society. In support of the academic mission of the University of Oklahoma, Cross supports diversity and is committed to maintaining multicultural, multiethnic and multiracial work in educational settings. Respecting cultural differences and promoting dignity among all members of the university community are responsibilities each of us must share. Therefore, racial and ethnic harassment will not be tolerated.

Alcohol

Public drunkenness and misconduct due to the consumption and/or possession of alcohol is prohibited, even if you are over 21. In accordance with the state of Oklahoma, it is unlawful for any person under 21 years of age to purchase, possess or consume alcohol.

Anyone over the age of 21 can have alcohol in their bedroom. Those in suites with someone under the age of 21 must keep alcohol within their bedroom. If all residents of the suite are over 21 years of age, alcohol may be in both bedrooms and common areas. Alcohol cannot be consumed in public spaces like the dens, lobbies and courtyard.

Tobacco Use/Smoking

Use of tobacco, including chewing tobacco, electronic cigarettes, vaping devices, and the like anywhere in or around Cross property, including in your unit and all common areas, is prohibited. Furthermore, smoking is not permitted anywhere on the OU campus, which includes Cross.

Illegal Drugs

The possession, use, sale or distribution of illegal drugs is a violation of your housing contract. Residents who participate in the use, sale or distribution of illegal drugs are subject to disciplinary action and/or criminal prosecution up to and including the termination of the contract. Drug paraphernalia, including bongos, clips, pipes and other items used in preparing or consuming illegal drugs, are not allowed.

Weapons

Explosives (including fireworks), firearms, and/or weapons of any type are prohibited. Bringing firearms, weapons, and/or ammunition into any part of Cross or storing them in your unit or anywhere else may be grounds for the immediate termination of your housing contract. Weapons may include, but are not limited to, the following: firearms, slingshots, brass knuckles, bowie knives, daggers, similar knives or switchblades, paint guns, air guns, CO2 guns, martial arts weapons, archery equipment, mace, laser pointers, tear gas, BB guns, slingshots, and toy “replica” or water guns. Objects including but not limited to toys resembling weapons will be

considered weapons and their possession and/or usage could result in disciplinary action and termination of the contract agreement.

Bicycles

If you have a bicycle on campus:

- Keep a record of your bicycle's serial number and/or a copy of its registration or sales receipt. Bicycles can be registered at the SafeWalk office located in Quad 3, OUPD offices, or online at <http://www.ou.edu/oupd/bikereg.htm>.
- Lock bicycles with a key rather than a combination lock.
- Secure the bicycle's frame and both wheels to a bicycle rack located near our buildings. Do not secure your bicycle to a tree, signpost, stairwell or handrail. It will be removed at owner's expense.
- In order to protect and maintain your suite, please do not store your bicycle inside your suite.

Bicycles that block stairways or other pedestrian or emergency access are routinely impounded, as are bicycles found unlocked or unattended. Additionally, any bikes that are abandoned over the summer will be removed by Cross management. Do not leave bikes at the complex over the summer.

Solicitors

No solicitors are permitted within any campus community. If a solicitor comes to your door, call Cross management or OUPD at (405) 325-2864.

SAFETY AND SECURITY

Emergency Blue Phones

Emergency blue phones, which are direct lines to OUPD, are located throughout the campus.

Missing Resident Policy

The purpose of this policy is to define the procedures for the University of Oklahoma's response to reports of missing residents, as required by the Higher Education Opportunity Act of 2008. The policy applies to residents who reside in university housing. This includes the residence halls and university-owned suites. For purposes of this policy, a resident may be considered a "missing person" when he or she is absent from the university for more than 24 hours without any known reason. Please review the Missing Student Policy

<http://www.ou.edu/content/dam/HousingFood/Documents/10MissingStudent.pdf>

Medical

If you or someone else sustains a severe injury or becomes seriously ill, contact OUPD at 911. OUPD officers are trained in basic life-support techniques and can render first aid for minor and non-life threatening emergencies. OUPD will call an ambulance for patients who require care beyond the responding officer's capabilities. There is a charge for services provided by ambulance and paramedics.

Sexual Assault

Report any sexual assaults to OUPD by calling 911. See OU's Goddard Health Center for counseling at (405) 325-4611.

OU Advocates

OU Advocates is a group of staff advocates on-call 24 hours a day, 7 days a week to respond if any student experiences sexual assault, relationship violence, stalking, or harassment. OU Advocates can be accessed through OUPD, the Gender and Equality Center or by calling 405-615-0013. OU Advocates is available for female and male identified individuals.

Fire Safety

For your safety, each unit is equipped with a smoke alarm, sprinklers and fire extinguisher.

Do not hang any items (clothes, hangers, etc.) from sprinklers. You should not, under any circumstance, tamper with sprinklers. When the sprinklers are set off, whether intentionally or unintentionally, several hundreds of gallons of water are released. Water can cause damage to both our facility and your property.

Smoke alarms are extremely sensitive. Cooking smoke, vapors from nearby humidifiers and shower steam escaping via an open bathroom door can activate the alarm. In the event of such nuisance alarms, residents should ventilate their suite. Open doors and windows and fan air below the smoke alarm. If you think there is a problem with your smoke alarm, notify Cross management to have it checked. Tampering with lifesaving equipment such as covering the smoke alarm or removing the smoke alarm in your suite may be grounds for termination of the contract and other disciplinary actions from the fire marshal.

If you hear a nuisance alarm in another unit, call OUPD immediately at 911.

Beeping smoke alarms may simply need a new battery. Please contact Cross management to ensure your alarm is working properly.

Fire Extinguishers

Fire extinguishers for putting out small fires have been located throughout the community. Residents will be charged for any that are removed, vandalized or improperly used. A citation also will be issued to those involved parties. If you use a fire extinguisher, notify Cross management so that a replacement can be installed.

To decrease the chance of fire:

- Never smoke in bed.
- Do not let grease accumulate on or around the stove.
- Do not leave cooking food unattended.
- Do not run extension cords under rugs or tack them to walls.
- Do not allow trash to accumulate (i.e., newspapers, rags, etc.)
- Do not use flame devices such as candles, potpourri burners, etc.
- Do not store flammable liquids such as gasoline in or around suites.

Weather

Severe Weather

Since Oklahoma weather can be severe and difficult to predict, it is important that you know which county you are in so that you can interpret forecasts and warnings provided by the media and other sources. The University of Oklahoma Norman campus is in Cleveland County.

Residents should be aware of their surroundings at all times by checking weather bulletins and listening for the City of Norman severe weather sirens.

Best Available Refuge Areas

Each building at Cross is equipped with severe weather shelters. They are the best area of refuge for all Cross. The severe weather shelters will be opened for a severe weather watch. ***Civil***

Defense and Siren Tests

The City of Norman maintains a citywide civil defense warning siren network that is used to signal imminent danger from tornadoes. It is a familiar sound, as it is tested every Saturday at noon year-round as the weather permits.

All-Clear Signal

An “all-clear” signal will NOT be given via the siren systems. It is urged that reliance be placed on the OU Residence Life and Emergency Preparedness Departments for the “all-clear” signal.

Tornado Watch

A tornado watch means that conditions are favorable for tornadoes. If the National Weather Service issues a Tornado Watch for the area (Cleveland County), residents are advised to follow the emergency response procedures permanently posted on the back-side of resident’s suite doors or online at ou.edu/emergencypreparedness.

Tornado Warning

A tornado warning means that a tornado has been sighted. In the event that the National Weather Service issues a Tornado Warning and/or the City of Norman civil defense sirens are sounded, residents are advised to follow the emergency response procedures permanently posted on the back-side of suite doors or online at ou.edu/emergencypreparedness. Once the sirens sound, it is too late to seek protection at a remote location. Everyone must seek protection immediately.

In Case of a Tornado Warning:

- **GET INDOORS, GET DOWN, COVER UP**
- **Immediately move to the place identified in your building’s tornado plan.**
- **If you are unclear where that is, seek an interior space away from windows, with as many walls between you and the storm, and as low as possible.**
- **After a tornado warning is issued it is too late to seek the Best Available Refuge Area.**

In Case of Advanced Notice Before a Tornado Warning is Issued:

There may be days identified by the National Weather Service where the potential for tornadoes is highly likely. OU may take precautions on these days in advance of a tornado warning and close operations to allow people to seek Best Available Refuge Areas. Do not wait until a tornado warning is issued to move. After a tornado warning is issued it is too late to seek the Best Available Refuge Area.

IN THE EVENT OF AN EARTHQUAKE OR EXPLOSION, TAKE THE FOLLOWING ACTIONS:

- **If you are outside, stay outside.** Move away from trees, signs, buildings, electrical poles and wires. Protect your head with your arms from falling bricks, glass, plaster and other debris.
- Move away from fire and smoke.
- Move **at least 300 feet away** from the affected building. Proceed to the **Emergency Assembly Area** for your group, if safe to do so. Check with Cross Staff to determine your assembly area location if you do not already know it.
- Check for injuries and give or seek first aid.
- Be alert for safety hazards (fires, electrical, gas leaks, etc.)
- Do not use telephones or use roadways unless absolutely necessary.
- Be prepared for aftershocks.
- Cooperate with emergency response personnel, keep informed and remain calm.

If indoors:

- Immediately take cover under tables, desks or other such objects for protection against flying glass and debris.
- If you are not near a sturdy object, make yourself as small as possible and cover your head and neck.
- In an earthquake, if you stand in a doorway, brace yourself against the frame and watch out for swinging doors or other people.
- Avoid overhead fixtures, windows, tall furniture, bookcases and heavy objects that could fall or shatter.
- After the effects have subsided, evacuate the immediate area and call OU Police (911).
- Seek and assist injured and disabled persons in evacuating the building.
- Do not light matches and **DO NOT** turn lights on or off.
- Exit via the stairway.
- **DO NOT USE ELEVATORS.**
- Keep roadways and walkways clear for emergency vehicles. Wait for further instructions from OU Police or other properly identified emergency personnel. **DO NOT RE-ENTER** the building until instructed to do so.