



Department of Housing & Residence Life

Resident Facility Self Help Guide

Self-help facility care is the responsibility of the resident. Failure to follow these procedures may result in damage and maintenance repair charges being added to the resident's bill. If there is a maintenance problem you cannot take care of, please contact the appropriate agency listed below:

1. Non Emergency Work Order(W/O): Email us your work-order request to: fixmyhome@mail.usi.edu or call us at Fix My Home 468-2176
Please include the following when you call or email:

Name
Building Name, Apartment # & phone # (please do not use your cell #).
Location of the issue within your apartment or suite.
A brief description of the issue.

2. Cable, computer, and telephone problems: USI Computer Center Ext. 1080
3. Coke, Pepsi, or snack machines– call purchasing at Ext. 1848
4. Copy machine- call the Copy Center Ext. 1889
5. Eagle Access Card office (ID cards) - call 465-1124
6. Laundry machines- work order website for Coin Mach: <http://www.asicampuslaundry.com/ServiceRequest.htm>
7. US Mail forwarding: <https://moversguide.usps.com/mgservice/Home>



SAFETY INFORMATION:

1. Maintenance Emergency – call ext. 1729 (**An Emergency is any condition that may harm someone or cause damage to the facility**)
2. Your apartment is equipped with a smoke alarm that is connected to every smoke alarm in your building so the entire apartment will be alerted if there is a fire in the building in any apartment. Residence Hall suites are also on a centralized system.
3. Your apartment/suite is equipped with a NOAA weather radio that is tuned to the surrounding counties. Please leave the radio on at all times. If there is weather alert you will get the information from your radio.
4. Each apartment is equipped with a small fire extinguisher to be used ONLY if there is a small fire that can be quickly extinguished. Discharging the extinguisher for any other reason will result in a charge to the residents. Residence Hall suites are equipped with a central sprinkler system.



Plumbing

If you have a clogged drain in the sinks, tub, or toilets, plunges hard several times with your plunger. In the sinks you have to create a seal on the other side of the



double sink before plunging (use a cup over the drain in the opposite side). If the toilet overflows or runs all the time, shut off the water supply behind the toilet tank. Clean up of the water is the resident's responsibility. No sanitary items or paper towels should be flushed down the toilet.

Showers – There are two types of shower diverters. One is the type most of us are familiar with; to operate, pull the knob to operate the shower. Some units have a diverter on the tip of the faucet that you pull down.

If you notice that the water pressure has dropped to only one faucet in the apartment you may need to simply clean the aerator at the tip of the faucet.

Garbage Disposal – Always turn the water on before engaging the disposal. DO NOT put solid objects in it (i.e. bones, flatware, aquarium gravel, or heavy potato peelings). If there is an odor coming from the disposal, Turn on the water, then turn on the disposal and add one cup of ice & ½ cup vinegar.

Water Heater Closet – If you notice a foul smell in the bedroom with the water heater, the drain trap may be dry. Simply pour a couple pitchers of hot water down the drain by the water heater; this should eliminate the odor in a few hours. A small amount of bleach can be added if the odor is really bad!

Electrical

In the apartments, the top outlet in the living room is wired to work with the light switch by the front door. The light switch has to be in the on position for the outlet to work.

Only florescent bulbs will be provided & replaced by USI staff. Contact your AC or RA to obtain these. Replacement of regular light bulbs is the responsibility of the resident. See your RA or AC if you need assistance removing or replacing light fixture shades or globes.

Globes – Hold your hand under the globe and carefully loosen all three of the screws with one hand (a screwdriver is not needed). The globe is held up by these screws by a lip around the top of the globe. When replacing, make sure all three screws are equally tight so the globe will not fall, but not so tight it breaks the globe.

If an outlet in the bathroom next to a sink does not work, the Ground Fault Breaker may need to be reset. To do this, simply push the red button

If the air conditioner, stove, or refrigerator does not have power a circuit breaker may have tripped. Contact your RA or AC to check your electric panel and reset any tripped breakers.

Heating and Air Conditioning (HVAC)

There are two types of HVAC units used in the campus apartments. ODN, ODS and the McWest Apartments have “through the wall” units. The controls are located on each unit. The McEast apartments use forced air heat and AC. The unit is operated by the thermostat located on the wall in your apartment. The Residence Halls use a central system for the entire building, each suit is controlled by a thermostat located in the common room of the suit.

In ODN, ODS, and McWest it is normal for the element to burn off any dust that has settled on it during the summer. You may notice some smoke coming out of the unit and it may even set off the smoke detector on the ceiling. DO NOT pull the smoke detector from the ceiling. This should only go on for about 15 minutes. If sparks or smoke continues to be expelled from the unit for a long period of time, or if you have a concern, turn the unit off and contact your RA or AC. Another good method is to do a burn off once a week, allowing the heater element to run for 5 minutes. Then when you need your heat in the fall or winter you should not experience any problems when you turn it on for normal usage. McWest, ODN & ODS have washable filters that should be cleaned by the resident once per semester. McEast has a disposable filter that is provided by Housing and Residence Life. It should be replaced once per semester.

Pest Control Residents Responsibility

Per the Housing & Food Service contract, pest control is considered primarily the responsibility of the resident. The University may provide professional pest control service as deemed necessary. Pest control is done every Wednesday in the afternoon and if it determined that the resident has pests. Residents can be charged if it is determined that the apartment is in unsanitary conditions. If you do need pest control, follow the procedures on the flip side of this guide on how to place a work order.

RECYCLING



Recycling Stations

There are six recycling stations, located throughout Housing & Residence Life. Refer to the campus map in your Student Planner for the location of these sites:

Newman & Governors Halls –between Newman & Governors Halls.
O'Bannon & Ruston – between O'Bannon & Ruston Halls.
O'Daniel North – on Marenholz Lane across from the Craig Building.
O'Daniel South – on the east side of the island inside the one-way loop.
McDonald East – in the parking lot at the back of Varsity Drive.
McDonald West – on the concrete pad across from the Branch Building.

WARNING: Throwing trash in recycle stations may result in a \$125.00 charge per the student guide book.

What to Recycle:

The following items can be recycled so please take them to the station nearest you and put them in the proper container. Be sure all items are clean so that they will not attract pests.

1. Plastic #1 and #2 (look at the bottom of the item and the recycle symbol should have a number in it) small neck bottles, like soda bottles, milk jugs, and laundry detergent bottles. Be sure all containers are clean and dry.
2. Aluminum beverage cans and other aluminum products that are not contaminated (dirty). All containers should be rinsed.
3. Paper, like magazines, junk mail, copy paper, food boxes. Be sure to remove all food residue or dirt, and flatten all boxes.

What to Avoid: Steel & tin cans (ie, tuna cans), glass, lids and caps, candy, gum wrappers, foil.

Why Recycle

Recycling is easy! It only takes a little time and effort to make a real difference. Here are just a few reasons why recycling is so important:

- Everything we use has to be extracted from the Earth or cut down. It only makes sense not to waste energy and the earth's resources.
- There are more jobs created by making items from recyclables than throwing them away.
- Recycling creates less pollution and reduces the volume of waste in the landfills.

Contact Information

Call Housing & Residence Life at 468-2000 with questions or if you notice any problems with any of the recycling stations.

Have you ever wondered, “Hey, what washers and dryers are not in use? I need to do my laundry!”

Well, now you can find out as easy as logging onto our Laundry Alert website:

<http://www.laundryalert.com/cgi-bin/usi4420/LMPage>

Double click on the building and you will be taken to that building where you can see all washers and dryers. You can see if they are idle or in use as well as many other features like checking peak usage days & times. We are proud to offer our residents this service free of charge. The system can even e-mail you when a laundry machine is free or when your laundry is complete!

UNIVERSITY OF SOUTHERN INDIANA
Department of Housing & Residence Life

