The Village at Torrey Pines
Resident Handbook
2018-2019
Housing and Residential Life Policies

The Office of Student Conduct maintains the Undergraduate Housing and Residential Life Policies. All residents are required to abide by the policies at all times, and you can be held accountable to the policy whether or not you were aware of it.

A listing of the policies is available by clicking on the Undergraduate Housing and Residential Life Policies link on the right hand side of this page: http://students.ucsd.edu/sponsor/student-conduct/

Information and Tips for Living at the Village

BICYCLES
Bikes are a great way to get around campus and the neighborhood! We recommend your register your bike on campus, if it's lost or stolen, it's much more likely to be recovered or returned. Please note that all bike racks are cleared during the summer months, don't leave your bike here if you're not staying! Abandoned bikes are confiscated by the UCPD. Register your bikes here: https://police.ucsd.edu/resources/bike-skate.html#Online-Bicycle-Registration

THE BISTRO AT THE STRAND
The Village has its own unique dining opportunity! The Bistro is a table-service dining venue that accepts your Dining Dollars. Reservations are strongly recommended. You can make a reservation by calling 858-822-4275. Visit their website to check out the menu and see current hours of operation: https://hdh.ucsd.edu/DiningMenus/default.aspx?i=27

BREAKS
The Village remains open for all breaks during the Rental Agreement period (e.g. Winter Break, Spring Break). Due to lower occupancy during breaks, you are advised to take extra precautions for safety of yourself and your belongings.

CABLE
Cable television services are included in your housing fees. All apartment living rooms are wired for cable. Check out the channel lineup: http://acms.ucsd.edu/students/resnet/twctv_info.html

CHECK-OUT / MOVE-OUT
At the end of the Contract period (or if your Contract has been cancelled prior to that), you must complete the check-out procedures set by The Village Residential Services Office and vacate the space accordingly. The end of the Contract for the 2018-2019 academic year is 6:00 pm, June 15, 2019. Information about move-out procedure will be provided during Spring Quarter.

COMMUNITY BARBEQUE
There is a built-in barbeque located in Village West, between Buildings 1 and 8. The barbeque can be reserved by Village residents at the Residential Services Office during business hours for personal use.
only. Students are not permitted to utilize this space for events hosted by student organizations or groups. Barbeque tools are provided and must be cleaned before being returned.

**COUNSELING**
Counseling and Psychological Services (CAPS) provides individual, group, couples, and family therapy, counseling, coaching, and mentorship to registered UCSD students. CAPS is glad to help students rise to the unique challenges of their lives. For more information, please check out their website: [https://caps.ucsd.edu/](https://caps.ucsd.edu/)

If you, or someone you know, needs immediate assistance you can contact Counseling and Psychological Services at 858-534-3755 or, after hours, call campus police at 858-534-HELP (4357).

**EARTHQUAKES**
Earthquakes are a reality here in California. They are a natural phenomenon just like tornadoes or hurricanes, but because there is no warning and no escaping earthquakes we tend to panic in the midst of one. Below are simple yet important procedures to follow in the event of an earthquake.

1. You may experience momentary panic when your usual plane of reference, terra firma, begins to dance. It should pass soon.
2. If the shaking is severe enough you will find it difficult to walk.
4. For specific information on what to do during an earthquake, visit the FEMA website: [http://www.fema.gov/hazard/earthquake/eq_during.shtml](http://www.fema.gov/hazard/earthquake/eq_during.shtml)
5. Do not use your telephone - except to report a fire or a casualty requiring transportation to a medical facility. Anticipate, however, that your phone may not be working.
6. Turn your radio to local radio stations for damage reports and vital public information. Stations include: KFMB(AM 760), KISD(AM 1360), KOGO(AM 600), and KPBS(FM 89.5)
7. Be prepared for "aftershocks", which are usually weaker than the initial tremor, but may be strong enough to cause additional damage.
8. After the shaking, exit the building by stairways. DO NOT USE ELEVATORS.
9. Cooperate with directives of campus personnel.

**EMERGENCIES**
For information regarding any type of campus emergency visit: [http://emergency.ucsd.edu](http://emergency.ucsd.edu)

To find out how to sign up for emergency text and voice notification visit: [http://blink.ucsd.edu/go/emergencyphonereg](http://blink.ucsd.edu/go/emergencyphonereg)

**FACILITIES AND MAINTENANCE**

**Customer Service Center**
If you have a facilities emergency, please call 858-534-2600 to contact the HDH Customer Service Center. For other facilities needs (like lightbulb replacement, broken furniture, etc.) please fill out an online maintenance request: [https://hdh.ucsd.edu/popcustodial/pages/](https://hdh.ucsd.edu/popcustodial/pages/)

**Furniture**
Loft beds or lofting of beds is not permitted except where provided by the university. All university provided furnishings must remain in your apartment.
Sprinkler Heads - Don't hang ANYTHING on them!
All buildings in the Village are equipped with advanced fire safety equipment including a heat-sensor "fire sprinkler" system. To ensure proper functionality items are not to be hung on or near sprinkler heads or any exposed piping, clearance of at least 18 inches is required around sprinkler heads. Do not place or store any items within this area. Residents must heed caution when moving objects as to avoid colliding with a sprinkler head and setting off the device. Balls, Frisbees and other items that may also damage sprinkler heads should be used in a safe manner. Please note: Any misuse or abuse of any fire safety equipment is strictly prohibited. It is also a violation of Housing Policy and the California Penal Code (section 184.4) and will result in disciplinary action, financial responsibility, and possible criminal charges.

Radiators and Heating
Village apartments are equipped with baseboard radiators to warm apartments when the temperature goes down. Turn on the radiator, rotate the thermostat dial, located in close proximity to the radiator.

Please note that baseboard heaters take a while to heat a room. Unlike forced-air heaters, cold air is drawn into the bottom of the unit and the heated air is then emitted from the top. The heated air rises and forces the cold air to the floor, where the process repeats itself.

Set thermostats to temperatures at the low end of the comfort range. This prevents excessive heating at night or when no one is home. Keep the area around the heating units free from obstructions to allow proper air flow. Do not place combustible materials on or near heaters. Do not stand on heaters.

KEYS AND LOCKOUTS
If you are locked out between 8:00AM and 9:00PM Weekdays, come to the Residential Services Office where they will assist you. After hours, please call the Residential Services Officers at 858-534-9123. At certain times or over some breaks, you may be directed to the UC San Diego Police Department (UCPD) to handle your lockout, you may be charged up to $10 for this service. Lockouts can generally be handled within a few minutes but you may be asked to wait up to an hour or longer.

HEALTH/MEDICAL
To access health and medical services, please visit Student Health Services: https://wellness.ucsd.edu/studenthealth/Pages/default.aspx
For critical emergencies at any time, call the Campus Police Department at 534-HELP (4357). It is recommended that you program the campus Police Department into your cell phone for ease of use. Dialing 911 from any cell phone may connect you with the California Highway Patrol.

HEALTH INSURANCE
The University of California system requires health insurance for all students. Many students are covered on their parent or guardian's policy. For information about insurance coverage on your own, please see information about the student health insurance plan: https://wellness.ucsd.edu/studenthealth/insurance/Pages/default.aspx
HOUSEKEEPING & CUSTODIAL
Housekeeping staff will provide apartment cleaning services once a week for all common areas and bathrooms. Please read carefully the Housekeeping Guidelines found on the inside of your front apartment door. The cleanliness of your room and apartment is your responsibility. All Custodial workers wear uniforms and University identification. Vacuums are available for check-out from your RA for up to one hour. It is best to plan ahead and coordinate a time with your RA in advance. Vacuums will not be checked out after 10:00PM. For more information about Custodial Services, please see the HDH website: https://hdh.ucsd.edu/popcustodial/pages/CustodialServices.html

INTERNET
All Village apartments are equipped with robust wireless access. This access is designed to allow for completing school work, streaming programming, playing online games, and connecting to friends and family with phones and video chatting. All wireless enabled devices should connect. As technology has upgraded to be primarily wireless, all wired connection points (Ethernet ports) have been turned off. For devices that are not enabled for wireless, residents will need to utilize an adapter. For information about connectivity, please check out Res Net: http://acms.ucsd.edu/students/resnet/getconnected.html

LAUNDRY
There is one laundry room in Village East (Building 3) and there are two laundry rooms in Village West (Building 1 and Building 3). All laundry rooms are located on the ground floor. Your Student ID is required to access to the laundry facilities. ONLY USE HIGH EFFICIENCY (HE) LIQUID DETERGENT. Powdered detergents damage the machines. For more information, see: https://hdh.ucsd.edu/housing/currentresidents/pages/laundry.html

MAIL/PACKAGES
Proper format for your on campus address is:
Student Name
Box #XXXXX
9450 GILMAN DR
LA JOLLA CA 92092-0100
Residents are responsible for regularly checking their mail in their University provided mailboxes. Your mailbox is connected to your name listed in your Housing Portal. All mail should be addressed to the name you’ve provided to HDH. We will start accepting mail/packages on your behalf beginning September 17th. When you receive a package, you will receive an email to your UC San Diego email account to pick up a package(s) at the Residential Services Office. Any difficulty with your University provided mailbox should be reported to the Village Residential Services Office. For more information, see the Student Mail Services website: https://students.ucsd.edu/campus-services/mail-services/index.html

OUTDOOR RINSE STATIONS
There are two outdoor rinse stations provided for rinsing surfboards, wetsuits, and other beach gear. No soap (or any type of cleanser) is permitted to be used at the rinse stations. The two stations are in Village West on the east side of Buildings 4 and 7.
**POSTING POLICY**
The Residential life Office must approve all postings at The Village. Approval will be based on compliance with appropriate campus regulations. Banners or large-scale advertisements are required to be general in nature, such as announcement of Election Day, advertisement for a dance, etc. All postings are at the discretion of the Village Administration. Only University departments, student organizations, and Village staff may post at the Village. Any group or individual who flagrantly or consistently violates these polices is subject to university disciplinary action.

**PRACTICE SUSTAINABILITY**
There are hundreds of ways you can contribute to UC San Diego’s goals towards sustainability and zero waste. For more information, check out HDH’s sustainability page:
https://hdh.ucsd.edu/sustainability/pages/index.html

**PROPERTY INSURANCE**
The University and its employees/agents assume no responsibility for loss, theft, damage to or destruction of personal property kept in the apartment or any other location on the premises from any cause whatsoever. The University strongly recommends that each resident maintain personal property insurance (renter's insurance) to help protect your personal property and/or in the event of liability claims against you. You may be covered under your parent’s home owners’ insurance policy. For more information about a partnered program, please see Grad Guard: https://www.gradguard.com/renters-insurance/partners?refCode=ucsd&tracking_code=cc,ucsd,ucsdFall2015,bill

**RENTAL CONTRACT TERMINATION**
Read your housing contract carefully; it is a legal document. You are responsible for the full term of the Contract; requests to terminate the Contract early should be made online according to published procedure. All requests still require 30-day notice and should be based on one of the following criteria:
1. You will no longer be a student at the University;
2. You have a compelling and unanticipated medical or financial problem or;
3. You have legal proof of entering a committed relationship (e.g. you get married or enter a domestic partnership).
Please refer to your contract and to the posted information on the HDH Website:
http://hdh.ucsd.edu/housing/currentresidents/pages/housingcontracts.html

**RESIDENT ASSISTANTS**
There are several different members of the Village Residence life team here to assist you. The most important person is your Resident Assistant (RA). The RA is an upper-class student who has gone through a comprehensive and thorough selection and training process. They are one of the first people you should go to for help with any situation. They are prepared to help with things like home-sickness, finding your way around campus, roommate issues, and much more. They will plan events and activities and help get you connected with the other students, the University, and San Diego. They will also help the community be a great place to live and study. Your RA is a great resource, ally, mentor and friend! When the Residential Services Office is not open, there is an RA on duty, they can be reached for lockouts or emergencies at 858-534-9123.
RESIDENTIAL LIFE PROFESSIONAL STAFF
There is one Director of Residence life and three Assistant Directors of Residence Life and three Administrative staff members at the Village. The Residential life staff are professional university staff members who are committed to assisting you in your transition to the University and on-campus housing. Our team is here to help you with any sensitive, personal, or extenuating situations that may arise. They also supervise the Resident Advisors, assist with large-scale programs, resolve conduct issues, and provide emergency response. Their offices are located on the West Side in Building 2.

RESIDENTIAL SERVICES OFFICE (VILLAGE WEST BUILDING 2)
General Hours Monday-Friday: 8:00AM-6:00PM (full service), 6:00PM-9:00PM (package pick-up/lockouts) (Hours will vary on some holidays and breaks and during the summer, times are subject to change)
Mailroom hours/ Monday- Friday: 8am-9pm and Saturday/ Sunday: 1pm-6pm
Additionally, there is a Resident Assistant (RA) at the front desk 7 days a week from 6:00pm-9:00pm

ROOM CHANGES/SWITCHES
Room changes and switches are unlikely, and will not be a possibility during the first two weeks of Fall Quarter. When available, room change requests are available through your Housing Portal: https://a5.ucsd.edu/triton/profile/SAML2/Redirect/SSO?execution=e2s1. For any requests stemming from roommate conflicts, all attempts will be made to resolve the roommate conflict. Please note that this may be a learning experience for both you and your roommates and learning how to resolve conflict is essential to successful growth.

SAFETY
Residents must take an active role in ensuring adequate safety and security. Always keep your room/apartment door locked, carry your keys, lock your bike, and don't let unescorted people in any room, suite, or apartment. Solicitors are not allowed on campus. Use common sense and always be aware of what is going on around you.
If you see, hear, or smell anything that could put you or anyone else in danger, do not hesitate to call 911 or 534-HELP (4357) for police assistance. For more information, check out UCSD’s website about campus safety: https://students.ucsd.edu/campus-services/campus-safety/

SPIN @UC San Diego (Bike Share Program)
UC San Diego’s bike share program, SPIN, is available for residents to use. For information, see Transportation Services’ website: https://transportation.ucsd.edu/mobility/bikeshare.html

STUDY ROOMS AND SPACES
There are many spaces available for private and group study. All Village residents have equal access to these spaces, regardless of whether you live in Village East or Village West.
The Village East Group Study Rooms (Swami’s, Tourmaline, Beacon's, Trestles, little Wai-mea, and New Break) are open for resident group study 24 hours a day/7 days a week. These rooms are subject to closure over some holidays or breaks and may be reserved for Village-sponsored events. They are ideal of small group study.
The North Break Study lounge in Village West Building 3 also provides additional quiet study space for Village residents. This is ideal for quiet, individual study.
The Village Game Room in Village West Building 3 is equipped with a pool table, foosball table, TV and
comfortable seating. It is open daily; hours are 7:00AM-11:00PM. Village West Building 2 Conference Rooms are available for group study by reservation. Reservations must be at least one week in advance. These rooms are subject to closure over some holidays or breaks and may be reserved for Village-sponsored events.

**VILLAGE INVOLVEMENT**
There are a number of ways you can become involved in life in The Village. Check out our webpage to see what resonates with you: [https://hdh.ucsd.edu/housing/thenvillage/pages/ResLife.html](https://hdh.ucsd.edu/housing/thenvillage/pages/ResLife.html)

**VILLAGE MARKET**
The Village Market should be your first stop for all of your needs! The Market offers everything from a soy latte to fresh veggies to cleaning supplies. The best part? You can get it all with your Dining Dollars! Hours are convenient for residents. Check the Market’s information online at: [https://hdh.ucsd.edu/DiningMenus/markets.aspx](https://hdh.ucsd.edu/DiningMenus/markets.aspx)