A Guide to Housing and Residential Life Facilities Maintenance and Custodial Services for the Residence Halls
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Housing and Residential Life staff will strive to
• deliver the highest standards of safety, cleanliness, and comfort
• work each day to improve services and the residential environment
• build direct and satisfying relationships with customers
• create and maintain a reputation for competent, reliable, and responsive service
• serve as advocates for facilities issues and needs of residents
• make our organization a good place to live and work
• provide quality living accommodations through structured support services and enhance the University mission of student retention, academic excellence and community involvement

High-quality service does not happen by accident. It takes a special effort by each person in the service of the delivery process to make it happen. Below are the primary staff members who direct the delivery of facilities maintenance and custodial services.

Richard Smith Jr., associate director, Housing and Residential Life for Facilities
Rosalee May, coordinator of Maintenance Services
Daniel Wynne, assistant coordinator of Custodial Services

The Housing and Residential Life Facilities Office provides routine and emergency maintenance and custodial services for MTSU residence halls and apartments. Because many factors can affect how and when services are provided, this guide has been prepared to help students understand what to expect in many typical situations that may arise.
Facilities Staff
Some staff members are based in each residential area. Some respond to calls from a central campus location. Custodial staff can be found on every floor of residence halls several times a day. Custodians assigned to apartments work in public areas or clubhouses only. Maintenance staff, whether area-based or from the central location, will only be on floors when responding to work orders and emergencies, conducting walk-through checks, or participating in tours.

Identifying Facilities Staff
While at work, each Housing and Residential Life Facilities Office employee must carry an MTSU and Housing ID card/badge. Those not provided with uniforms are required to display ID badges at all times. Student staff members are issued Housing Facilities uniforms—MTSU blue shirts or T-shirts—and they are expected to wear badges/nametags when they are in the residence halls. Full-time/part-time frontline service staff wear MTSU Housing Facilities uniforms—an MTSU shirt or T-shirt. Other campus service staff members and most outside contractors wear a combination of standard uniforms and carry ID cards or wear badges.

Service Hours
The Housing and Residential Life Facilities Office strives to respond to service calls in 30 minutes or less. Full maintenance and custodial services are available Monday through Friday, 8:00 a.m. to 4:30 p.m. After hours, on weekends, and during vacation periods, a staff member is on call for emergencies. Students should notify residence front desks for assistance before or after normal service hours.

Residence/Apartments Telephone Problems
Report problems with telephones should be reported to the Housing and Residential Life Facilities Office at 898-4116 or 904-8443.
Other Service Providers

The Housing and Residential Life Facilities Office responds to the vast majority of work requests it receives. Sometimes it’s necessary to redirect work to other campus departments (e.g., Physical Plant, Environmental Safety, Information Services), off-campus service companies (e.g., vending machine companies, elevator maintenance contractors), or renovation contractors (e.g., for buildings that reopen after large or small renovations such as roof replacement).

Requests referred to other service providers are coordinated and tracked through the Housing and Residential Life Facilities Office. Questions about such work should be directed to the Facilities Office. It is the responsibility of the Facilities Office to contact other campus agencies and outside contractors. By maintaining ongoing relationships with other service providers, the office is typically able to secure repairs within a reasonable time.

Some residence issues are resolved by other MTSU offices. Below are some examples.

- For refunds for coins lost in vending or laundry machines, contact the Business Office, Cope Administration Building, room 105, 898-2540.
- For clothing damaged in washers or dryers, contact Human Resource Services Office in the Sam H. Ingram Building, room 204, 898-2929, to file a damage claim.
- Report cable TV problems to Telecommunication Services at 898-2991 or www.mtsu.edu/itdtele.
- Report computer or networking problems by calling the Resnet help desk at 5891.

Reporting Problems: We Want YOU to Call Us!

Report facilities problems directly to the Housing and Residential Life Facilities Office at 898-4116 or 904-8443 and for Greek Row call 898-5323. It’s much easier and more efficient to solve problems when the Facilities Office can speak directly to the person who is most affected or has the best information.
If you have an emergency, CALL 911. Calls from campus phones will be answered by MTSU Dispatch. Calls from cellphones and pay phones on campus are answered by Murfreesboro City Police Dispatch. If you wish to reach MTSU Dispatch from your cellphone or an MTSU campus pay phone, please call 898-2424. Thefts and nonemergency police situations should be reported to Campus Police at 898-2424.

Public Area Problems
Some work is held until it can be combined into a larger, more efficient project or contract. Examples include room painting and carpet replacement. Do not assume that someone else has reported problems in public areas. Take the time to request work for problems you see with such things as bathrooms, floor lounges, hallways, stairwells, lobbies, and exterior doors. When requesting work for public areas, you can help by reporting door, hallway, bathroom, laundry, or lounge room number (often painted on the wall next to the door or found on a plastic sign).

Reporting Maintenance Requests
The Housing and Residential Life Facilities Office provides a number of ways in which to report maintenance concerns. Most problems will be assessed within 24 to 48 hours. Routine requests made after 4:30 p.m. on Friday or during the weekend will be addressed the next business day.

Reporting Online: www.mtsu.edu/housing/maint.php

Reporting by Phone: 898-4116
1. Speak with the attendant
2. Or leave a message on the voice mail system.
   A. Please speak slowly and clearly.
   B. Leave your name and phone number
   C. Provide the exact location of the problem (i.e., toilet clogged, Womack or Scarlett Apts. A/B side bathroom). The more detailed you are about the location and problem, the faster the response time.
Via the Fax

1. Dial 615-898-5423

2. Provide the following information in a legible format:
   - Name
   - Room Number
   - Phone Number
   - E-mail address
   - Building
   - Problem type (plumbing/furniture/window/door lock/light-electrical)
   - Description of problem – please provide as much detail as possible
   - Provide the exact location of the problem (i.e., toilet clogged – Womack or Scarlett apartments – A/B bathroom). The more detailed you are about the location and problem, the faster the response time.

What to Expect When You Call

Please provide enough details to help Facilities staff decide how to respond to your request and to help service staff understand as much as possible about the problem before they arrive.

We typically ask for the following:

• name and phone number, in case we need to contact you

• your residence (building and room number)

• detailed problem description

• location of the problem (building and room number) if different from your residence
Even before you check into your room, Facilities Office staff may have noted and reported problems. Because problems may have been previously reported, workers may arrive without prior notice. Call anyway if you are not sure that the matter has been reported.

**Work Order Numbers**

When you call the Housing and Residential Life Facilities Office, you will receive a work order number for each request for service. This number can be used later to check on the status of the request(s).

**Things to Consider**

1. Please tell your roommate(s) and/or suitemate(s) about your call. This will eliminate duplicate calls for the same problem.

2. Only one call is necessary to report a problem. Repeated reports for the same problem overload and slow down the system of response. All calls are recorded. Please be considerate of the attendant receiving the call.

3. If you are calling to report a problem in a common area (e.g., kitchen, lounge, or bathroom), please leave your own name and room number in case the maintenance worker has a question.

4. Due to the number of calls processed through the Facilities Office, attendants will not always be able to return calls about the status of work. Please leave a clear and accurate message so that a return call will not be necessary.

**Reporting Emergency Problems**

Problems that require immediate attention during evening and weekend hours are to be directed to RAs and/or area desks.
Planning and Starting work
Now We Know the Problem . . . What’s Next?

Depending on the urgency of each problem, staff will write routine work orders, contact maintenance staff in the field, or, in certain extreme instances, contact emergency duty staff at home.

For most work, repairs are scheduled between 8:00 a.m. and 4:30 p.m. Pest control will always schedule visits in advance due to the nature of the work, and you will receive a copy of the pest control schedule for the semester.

Except when there are extenuating circumstances that require advanced scheduling, expect that most repair staff will arrive unannounced.

We expect our staff to

• knock and identify themselves as “housing facilities” or “housekeeping”;
• identify themselves personally, if asked;
• leave the space in the condition it was found, cleaning up any mess;
• answer any questions; and
• leave an “I was here” note if no one was present in the room

When We Enter Your Room

By calling in a request, you are giving implicit permission for our staff to enter your space. We do have, however, a responsibility year-round to maintain facilities and will enter student spaces to fulfill these duties, sometimes without notice. Every effort will be made to avoid this inconvenience. Also, the Facilities Office staff is trained to understand that private living spaces may only be entered for cause, almost always with a work order or in response to emergencies. There may be times when we have to enter your room but still need to return again later. Staff members have “I was here” notes to leave behind to let you know why they were there.
Once We’ve Been to Your Room
We sometimes arrive and can’t find or reproduce the problem as written on the work order. The staff member will return your request to the Facilities Office, and the office will contact you. If you think the office should still respond, please ask.

Some Services Aren’t Provided
Certain services are not provided. The Facilities Office cannot provide orthopedic backboards (which should be prescribed by physicians), repair personal property, or store or receive personal property shipped to the University. We also cannot remove and store University furniture that is part of your room’s normal inventory.

Some Services May Be Delayed
We can unexpectedly run out of spare parts and supplies. Some purchases are delayed in shipment. As a rule, though, materials are kept on the shelf to avoid such problems. Most often, work may need to be coordinated between work crews or scheduled sometime in the near future to best use available staff or avoid disruptions to residents. When we know about an impending or existing delay on work in common areas, staff can use an F.Y.I. flyer to alert residents about the nature of the problem and the delay.

Some Services May Be Deferred
Some repairs are deferred, and so it may appear they will not be corrected. This could be our choice (e.g., we replace carpeting in the summer when the building is less occupied) or your choice (e.g., “My room really needs painting, but don’t do it while I’m living there). Other repairs are held until sufficient funds are accumulated. Minor damage to furniture surfaces may wait several years until we schedule a refinishing program for solid-wood lacquered pieces or schedule large-scale replacement of desk or dresser tops.

We Do Fulfill Most Requests
We complete over 20,000 work orders a year (including several thousand jobs each summer to prepare the halls for fall opening).
What about Response Time?

Emergencies Regarding Utilities
Almost every utility outage to an entire building can be restored within a few hours, which is usually the case. However, some interruptions or combination of problems may affect the continual supply of a utility. The outage may last into the evening hours, weekends, early mornings, or, even more rare, over several days intermittently. When outages begin to go beyond a reasonably short time, we attempt to obtain status information from our own staff or from the Physical Plant if the problem is with an off-campus utility company or physical systems. Occasionally, we are unable to get the best information but will pass along what we have. Please ask your area coordinator or resident director for updates; they will let you know what we know. Some problems with water and electricity begin off-campus, and the campus must wait its turn while the public utilities respond. When possible, notices will be posted in the halls or passed through Residential Life to alert students about planned, scheduled outages.

All Other Emergency Services
During regular shifts and even off-hour shifts, the Facilities Office responds to a number of situations that threaten property or safety. Response time will vary depending on the current workload. Even during regularly scheduled shifts, some delays may occur while workers finish enough of their current assignment to respond to an emergency call. The number of other calls waiting, the number of staff members available on the shift, and other factors may affect our response time.

Routine Work
Routine requests are given to our shops as quickly as possible but no later than the start of the next workday. These become part of the workload assigned to each area. Coordinators prioritize work daily so that residents receive the best, most timely services that resources permit. At the start of each semester, repairs frequently take longer because of the large number of work requests. Toward the end of each semester, most routine problems are responded to within two or three days.
Responses to Typical Repairs
Response times vary according to the nature of the problem and when it occurs. After the initial rush of reported problems during fall opening, the following generalizations may be made:

Emergency problems will be addressed by the next available staff member, or on the same day. Emergency problems include:
  - no power
  - no heat
  - sewer stoppages
  - no water
  - floor repairs
  - person stuck in elevator
  - electrical shock/spark
  - windows broken

Routine problems will normally be addressed within a week. Most routine problems are resolved within two days. Routine problems include:
  - dripping pipe
  - clogged garbage disposal
  - lighting
  - clogged shower/tub
  - insects in room
  - stuck/jammed windows
  - lock core changes

Minor problems may take several days or longer to repair. Minor problems include:
  - missing insect screens
  - empty vending machines
  - site lighting
  - furniture aesthetic damage
  - cracked/broken mirrors
  - closet problems
  - toilet paper holder
  - loose toilet partitions
  - ceiling tile repairs
Long-term problems may be delayed until semester breaks, the next summer, or during programmed upgrade. Long-term problems include:

- large-scale room/area painting
- exterior painting
- carpet replacement
- sidewalk repairs
- large-scale furniture upholstery/replacement

Examples of Services Not Provided

- orthopedic backboards
- curtain rods and curtains in student rooms
- mattress pads
- installing locks on bifold closet or wardrobe doors
- storage of personal property
- removal and storage of University furniture
- repairs to personal property
- running new electrical service into existing rooms
- installing additional telephone jacks

Resident Satisfaction

We Want to Hear from You!

Doing what you expect of us is our goal. We want to know how well or how poorly you think we are doing. Your ideas and feedback are valuable. We can learn from our mistakes, so please let us know how we are doing.

Inquiries and Complaints

Use your work order number and call to follow up on the status of work. If you believe a repair is taking too long, call 898-4116 and ask for the status information about your request.

Complaints about the Work

Call 898-4116 or 904-8443 to report a problem with any work we have done. Provide the work order number for your room if you have it. Describe what we did or did not do to your satisfaction.
Complaints about Our Workers
If you feel you were treated in an unprofessional or discourteous way, feel free to provide details to the Facilities Office at MTSU Box 6 or 904-8443. Some behavior is covered by discrimination or harassment policies. Information is available on how to process informal or formal complains through your area coordinator, the Housing and Residential Life Office or the various equity offices at MTSU. But it is a two-way street! We wish to protect the rights of our employees and others as well, and we will refer abusive behavior by residents to the area coordinators or other appropriate campus offices for review.

Selected Facilities Topics and Services

Storage of Personal items
Storage space for personal items is not available in the residence halls. Please store personal belongings elsewhere (friends, mini-warehouses, etc.) off campus.

Insurance
Housing and Residential Life does not provide insurance for your belongings while you are in the residence halls or apartments. Check your parent’s personal property insurance to make sure that it covers your belongings while you are at school. If it does not, consider purchasing renter’s insurance.

Pets
We understand the therapeutic value of pets, but the nature of on-campus living is not good for them. The only pets allowed in residence halls or apartments are fish in aquariums no larger than 10 gallons. If an individual is found to have a pet on campus, he/she is considered in violation of the license agreement, and appropriate judicial action will be taken.

Accessibility
We work with Disabled Student Services to meet the needs of students with special accessibility requirements. Assistive devices may be available based on need. Several rooms/apartments on campus have been equipped for mobility-impaired students. Several have been fitted with devices for the hearing impaired or
for those who have vision difficulties. We are often able to retrofit
student rooms, bathrooms, and most kitchen areas with fixtures
that enable all residents to use our facilities equally. Changes can
usually be made to fire alarm systems and campus telephones.
Strobe lights and horns are possible in many locations. Please
note special needs on your application for housing, or contact
the Housing and Residential Life Facilities Office at 898-4116
or 904-8443.

Vandalism, Graffiti, and Pranks
Every resident has a responsibility to treat with respect the
property provided and to respect community living standards.
Unwarranted damage and destruction of property will not be
tolerated. The cost of repairs and replacement caused by pranks,
vandalism, and graffiti eventually affects everyone’s fees, and
vandalism creates an atmosphere that reflects poorly on everyone
who allows it to continue. Residents have a responsibility and
obligation as good neighbors to report such behavior so that
appropriate disciplinary action and financial remuneration can be
made. This is your community—vandals should not be tolerated.

Heating and Air Conditioning
In the Housing and Residential Life Halls – each room thermostat
can be adjusted individually to receive heat or air conditioning.

[The only exception is Rutledge Hall which uses a two pipe HVAC
system (two pipe HVAC systems can provide either heated
water or chilled water to condition living spaces). Unless unusual
weather patterns occur, heat will not be activated before October
15. After October 15, the forecast will be reviewed daily. When
highs are predicted to be CONSISTENTLY below 70 degrees,
and lows CONSISTENTLY below 55 degrees, the executive
director of Housing and Residential Life will request activation
the heating system. A similar procedure applies for turning on air
conditioning in the spring. Unless unusual weather patterns occur,
air conditioning will not be turned on before April 15. After April 15,
the forecast will be reviewed daily. When lows are predicted to be
consistently above 70 degrees, and highs consistently above 80
degrees, the Executive Director of Housing and Residential Life
will request activation of the air conditioning system.]
**Tips for proper operation of heating/air conditioning units:**

1. Keep area below and in front of unit clear of obstructions. This will ensure airflow through the unit and will make the unit easier to inspect and/or fix.

2. Do not place anything on top of the unit or attach anything to the circulation grills in the room that may impede air circulation.

3. Periodic filter changes are scheduled for all buildings on campus. Please help by allowing access to the unit. Housing staff will post scheduled filter change times in advance.

4. During moderate weather, you may want to open windows. Heating and air conditioning units will not be as effective when windows are open. This is particularly true in warm weather and high humidity. Opening windows in the cool of the morning floods the room with moisture-saturated air, which is difficult for HVAC systems to remove. It will take several hours after the window is closed (after it starts getting warm) for your air conditioning unit to return the room to a normal comfort level.

5. Installation of supplemental window air conditioning in residence halls is not permitted because of electrical load constraints.

**Common Area/Bathroom Cleaning**

During each normal workday, custodial staff enters common-area bathrooms at least once to clean and disinfect plumbing fixtures and shower areas. Once a week, a deep cleaning is scheduled and additional tasks may be performed. A sign will be posted on each bathroom door indicating the hours when it will be closed and not unavailable for use. Bathrooms must be closed to prevent injury to residents during cleaning. Cleaning generally leaves floors wet, slippery, and dangerous for a short time.
Carpet Cleaning
Dirt and stains happen, but some residents make little effort to remove stains from the carpet before they are set into the fibers. By the time apartments must be cleaned in the summer, many stains have become permanent. We continue to improve resident spaces by replacing the most damaged and severely stained carpet. This work is expensive, and the cost to replace carpet early is passed on to the apartment occupants. Residents should make every effort to blot and clean up spills immediately. Some carpet cleaning products and stain removers are effective if used immediately. Sometimes spills and stains are so large that professional treatment is required. If you are unable to remove a stain, please call 898-4116 for assistance. Custodial staff will respond and assess how to prevent more permanent staining. If necessary, we will schedule a time to clean your carpet. We hope to avoid charging residents and keep costs to a minimum. Residents will be responsible for replacement costs for permanent staining or other damage. Outside contractors will replace badly stained, soiled, or damaged carpeting, and the cost for replacement will be passed on to the responsible resident(s).

Ceiling Tile Damage
Tiles are replaced as funding becomes available. Please do not hang things from or throw things at ceiling tiles.

Curtains and Curtain Rods
We do not supply curtain rods or install curtain rod brackets in most rooms. Students have installed them in many rooms over the years, but we do not respond to work order requests for repairs or new installations. New installation of permanent curtain rods by students may result in damage charges. Spring-loaded or tension curtain rods may be used in many locations.

Elevators
MTSU elevators are mechanically sound and meet or exceed applicable codes. They receive much use daily. Elevator-related work orders and repairs are completed by an off-campus vendor. If an elevator stops between floors, those inside can use the phone
in the elevator panel to directly connect to campus police (898-2424). Staff will be dispatched to assist you. Damage and abuse by residents are the primary reasons elevators break down. When elevator phones are damaged or taken, the elevator cannot be operated (as a safety policy), and this inconveniences everyone. State law elevators to be shut down if certain problems occur. Many of these problems are due to vandalism and can be avoided. Do not hesitate to report information you have concerning those responsible for vandalism. By allowing the misdeeds of a few to go unreported, you and your fellow responsible residents will continue to be inconvenienced by elevator outages and will share collective liability charges for repairs.

Upholstered Furniture
As with carpeting, residents need to act immediately to remove spills on upholstery before permanent staining sets in. Call 898-4116 after having tried and failed to remove stains. If resources are available to send staff to clean your stains, we will do so. In most instances, we will not charge for this. Residents are responsible for replacement costs if permanent staining or other damage has occurred.

Beds and Other Furniture
Over $2 million have been invested recently in new lounge, study room, and resident room furniture. Additional improvements continue to be scheduled as funds permit. To better manage the furniture, Housing and Residential Life maintenance and custodial staff are cooperatively monitoring public areas to assure that no furniture is damaged or disappears. Coding of furniture items to identify those items with a specific location is currently in progress. Residents are asked to respect public spaces by not removing the furniture and by limiting the use of food or drink to avoid spills and stains. Common-area furniture is not to be moved outside assigned areas, especially into individual rooms. Residents found moving furniture will be held responsible for state property and appropriate disciplinary action will be taken.
Mattresses
Mattresses are made according to one of the highest flame-retardant standards in the country. We buy one standard mattress and do not offer soft, firm, or extra-firm mattresses. We have some spare mattresses at the start of each school year for exchange with those we missed in the summer that might be badly torn or stained; however, the supply is extremely limited.

Pests
Rooms and apartments are sprayed monthly by a pest control service and are fogged at least three times each year. Residence halls have many places for small insects and mice to hide. Too often, we are unable to trace problems to individual residents and rooms. Mice seek shelter and come into our halls just as readily as they do any other type of structure. Complaints we receive are given to our contracted pest control service. Often, however, lifestyles of others may cause problems. Cooking in rooms, not removing trash, abandoning cardboard boxes, leaving scraps on the floor, and a lack of general housecleaning affects your chances of sharing an infestation. (Please note that pets are not permitted.)

Common sense is a lethal weapon against bugs. In communal halls, there will probably always be bugs, but you can help manage and control infestations by avoiding situations like those mentioned above. The most important thing is to get pest control involved to verify the problem as quickly as possible and get the student over to Health Services if necessary.

Room Painting and Wall Damage
We paint student rooms as needed: a little more frequently in apartments and bedrooms and not as often in public spaces (our goal is every 2–5 years). Residents are not permitted to paint their own spaces. Whether on drywall or cinderblock, the use of commercially available adhesive wall putties (such as Hold-It) virtually guarantees not to mar paint or drywall and avoids possible charges for wall damages. Regular pushpins are acceptable in drywall, but in no area may residents drill into walls to attach plastic or lead wall anchors. Most double-sided adhesive tapes are difficult to remove and can damage paint. If you are not
sure what may be used to hang things, ask your area coordinator. You could be charged for damages to repaint/fix walls caused by your negligence.

**Bottom line:** your room and/or apartment must be left in the same condition it was when you moved in, or you will be billed for all damages beyond normal wear and tear.

**Sprinklers: An Important Part of Fire Safety**
Hanging things from sprinkler heads invites trouble. Simple horseplay and even a small amount of weight may cause major floods with damage to personal property and charges for cleanup costs. Sprinkler systems are intended to deliver lots of water in case of fire, but they can flood a space if accidentally damaged. Sprinklers in Scarlett Commons, Beasley Hall, Corlew Hall, Cummings Hall, Gracy Hall, Judd Hall, and Sims Hall put out 8 gallons of water each minute. Therefore, it’s imperative that sprinkler heads not be tampered with or used to hang personal items. Misuse may end up flooding your room and many other rooms. MTSU is not responsible for the loss you may incur as a result of someone else’s negligence.

**Fire Safety**
Housing and Residential Life is required by law to have periodic fire drills in all of its facilities. Even false alarms or deliberate activation of smoke detectors will trigger evacuation. When the fire alarm sounds, you are required by law to evacuate the building, even in the event of a false alarm. All individuals are to move 100 feet away from the building. Only when the alarm is silenced and the all clear is given by fire department or housing staff may residents reenter the building. Interior doors in common areas, stairwells, and hallways are normally in place as added fire protection to slow the spread of fire. Propping these doors open for any reason should not be allowed. It is against federal and state laws to interfere with life and safety features. Destroying fire exit signs, fire alarm boxes, and other safety items could lead to a minimum of one year and up to a ten-year jail sentence and fines.
For Your Health

Asbestos
Evidence supports that some airborne asbestos fibers may lead to respiratory illness and cancers. Most pipe coverings in halls are made of fiberglass and pose no threat. Some older residence halls have asbestos insulation, mostly on pipe elbows and around valves and other fittings. Rarely will asbestos be found in straight lengths of pipe near student room ceilings. Every piece of pipe insulation containing asbestos is not known. Do not insulation on pipes. Do not to suspend, drape, or tape things to pipes. Damaged pipe coverings should be reported: call 898-4116 or 904-8334 immediately. Much of the floor tile in halls has been replaced with asbestos-free tiles. Vinyl asbestos floor tile does exist in some student rooms and other public areas across campus. Vinyl asbestos floor tile is not considered hazardous if left in place and maintained properly by staff. Residents should not drill into floor tiles to attach anything.

Cleaners and Disinfectants
Custodial staff is responsible for completely disinfecting all sinks, urinals, and toilets daily in common areas. Restrooms are deep-cleaned and disinfected at least once a week. Products and chemicals used are selected for their effectiveness and safety. Nevertheless, many products require protection to be worn by our custodians (e.g., gloves, goggles, rubber-soled boots).

Lead in Paint or in Solder on Copper Pipes
Lead pigments were used in some paints through the early 1970s. Lead has received national attention for problems in young children; most notably those who ingest paint chips. However, the maintenance of painted surfaces containing lead is covered by various federal and state procedures to minimize exposure to persons of all ages. Not all paint used through the early 1970s contained lead pigments. Almost every interior surface tested in the residence halls continues to turn up lead-free. Media attention in recent years has also highlighted the presence of lead used in solder on copper pipes. Much of the original pipe in the earliest residence halls is not copper but threaded iron pipe, so there is no
problem with lead. Many halls do have copper supply pipes. Solder used to join the pipes contained lead through the last part of the 1980s. As soon as no-lead solder became available, maintenance groups and outside contractors switched to it. Some believe that minute traces of lead may be released into water even after a thin coating of oxidation forms on the joint, which prevents the release of lead. Water for drinking or cooking should run for a minute to let water that was in the pipe overnight run out.

**Pesticides**

When pest problems require a chemical solution, certified contracted entomologists and applicators select materials for effectiveness and low toxicity. MTSU uses only pesticides registered with the federal Environmental Protection Agency and the Tennessee Department of Agriculture. Many products require personal protection (e.g., goggles, respirators, or gloves). You have the right to know about specific chemicals we use before or after treatment. Please contact the Facilities Office at 898-4116 or 904-8443 for further information.

**Products We Use**

Pesticides, cleaning agents, and disinfectants are just a few products used each day. Operations and work methods comply with regulations approved by regulatory agencies at federal, state, and campus levels. Products used are required to be reviewed for safety, and Materials Safety Data Sheets required by law are available to supervisors and employees. Regulatory changes in work methods and the use of chemicals that can affect safety result in changes for compliance and for the safety of residents and workers alike.

**“Rust” in Water**

When water lines break underground, repairs may require that sections of pipe or damaged valves be removed and replaced. Soil may get into the lines and cause water to run cloudy or rusty when service is restored. Letting water flow in sinks or showers before use will help run dirt out of the lines. Don’t flush toilets until lines are clear so that dirt won’t be trapped in the flush valves,
which could affect their operation. When the fire department opens hydrants as part of its annual checks, sediment can enter water lines. This may also cause water to appear cloudy or rusty. There are almost always reasons water may not look perfectly clear. Report suspiciously unclear water to 898-4116 or 904-8443.

**Energy Conservation**

With nearly 3,000,000 gross square feet of building space and nearly 500 acres covered by miles of pedestrian and vehicular pathways, the campus has energy needs that are large and growing larger. In terms of energy, MTSU is like a small city. Staff, students, residents, and visitors engage in work and recreation that consumes lots of energy. But there are many opportunities to conserve.

Conservation succeeds through the cooperation of building managers and users of the buildings. Managers strive to keep building systems operating efficiently and, when funds are available, by pursuing energy conservation renovations. Users occupy space on campus for research, classwork, sleeping, eating, and dozens of other things. Users can help reduce energy use in a number of important ways.

The daily choices all residents make add up. Housing facilities alone use close to $150,000 dollars annually for steam, water and electricity. Energy conservation not only saves environmental resources but also saves money. In residence halls, we are committed to finding and using better ways to conserve energy and avoid unnecessary costs. We need your help to be more successful.

**Here’s What We’re Doing**

We buy energy-efficient fluorescent (mercury-free) light tubes. In mechanical rooms, we are installing new master control systems that more closely monitor consumption and allow adjustments without sacrificing comfort. We are expanding metering attachments on each utility system to better analyze consumption and make appropriate changes.
**Here’s What You Can Do**

Turn off room lights when you leave. When studying, use your desk lamp, preferably with a fluorescent bulb, instead of the light on your ceiling. Radios, televisions, computers, and other devices do not need to be on when you are not in your room.

Conserve water by taking shorter showers. Keep sink faucets and shower fixtures from dripping and report those who do not. Open your blinds only when necessary and close them when the sun is beating down directly on the glass. Encourage others to conserve. Every person makes a difference.

Be energy conscious—a green world is everyone’s responsibility. Know what you can do to conserve natural resources. Future generations may depend on choices made today. Be an energy watcher in your area.

**Recycling and the Environment**

Housing and Residential Life supports the Campus Recycling program by providing recycling bins for residents and ensuring that scrap metal is recycled. Recycling efforts produce funds that go to scholarships.

**Security: What You Can Expect from Us and What You Can Do for Yourself**

Housing and Residential Life has adopted five guidelines regarding residence hall security for our staff members to know and follow.

1. Only residents of a building, their escorted guests, authorized University personnel, and agents of the University are permitted beyond exterior entrance doors, locked interior doors, and elevators. Employees shall take appropriate and reasonable actions to prevent access to residence halls by unauthorized persons.

2. Employees who see security breaches and policy violations should take appropriate action based on their specific observations, judgment, and assessment of the situation or problem.
3. Access to resident living areas is permitted only by the resident(s) assigned to individual bedrooms, suites or apartments; their invited guests and visitors; and authorized staff.

4. When working in and around residence halls, each employee shall be clearly identified as authorized by displaying a photo identification card nametag or by wearing a uniform.

5. Each employee shall ensure that activities of guests, visitors, and/or agents of the University are consistent with residence hall security policies and practices.

**What Can You Do?**

Building security is a responsibility that Housing and Residential Life shares with each resident. Follow simple common sense, and don't let people you don't know into your building. Don't try to slip into other halls without a key—it's against housing rules and sends the message that tailgating (following behind people not known to you) is okay.

Living on campus gives students the opportunity to live and learn with a wide variety of peers. To help make the experience positive, Housing and Residential Life takes steps to ensure safety and security. Most outside doors are locked at all times. Resident assistants are on duty in each building from 4:30 p.m. to 8:00 a.m. the next day.

Even though MTSU takes precautionary measures, there is only so much the University can do. It's important for residents to be proactive to help ensure their security. Simple security habits can head off big problems and headaches in the future. The easiest habit to develop is to lock your door and carry your keys with you. Students should do this even if they are only going next door. Remember: a thief doesn't need much time to ruin your day.

If you approach your hall and see people who appear to be Facilities staff or other campus employees near the entrance, do not hold the door open for them. Authorized employees will have
their own keys. Similarly, for security reasons, you should not expect employees to hold exterior doors open for you.

Another good habit is to not prop open doors or allow them to be propped open by anyone else. Propping a door open may be convenient for students or their guests, but remember that open doors are also convenient for thieves.

To help protect televisions, computers, stereos, and the like, it’s a good idea to keep a record of serial numbers. It also helps to keep pictures of these items. Students may want to engrave expensive items with initials or ID numbers. Engravers are available at the MTSU Police Station. Taking these steps can help identifying stolen valuables.

Protecting credit cards and ATM cards is relatively simple. First, see to it that your Personal Information Number (or PIN) is not written on the card. Sign the back of the card for added protection.

Because you may be sharing laundry facilities with others, make sure you don’t leave clothes unattended for long. It’s also a good idea to mark your clothing with your initials.

If you should have valuables stolen, you can still take action. The first thing to do is tell a hall staff member, who can fill out an incident report so matter will be on record with Housing and Residential Life. Next, file a report with Campus Police. You can give them serial numbers and copies of pictures of your valuables if you have them.

Finally, please call Campus Police at 898-2424 to report any crime in the residence halls. Provide them with whatever details, facts, and suspicions you have. Be as clear as you or your floormates can be when describing a person or persons suspected of criminal behavior or intent: physical description, clothing, tools, and other distinguishing features are important. You should notify a hall staff member as well.
For additional security, both Campus Police and Housing own and use hidden closed-circuit TV cameras and other surveillance devices in and around residence halls. We have neither the desire nor the capability to be the “big brother” who watches you, but surveillance is sometimes used to deter and catch possible thieves and other security threats.

**End of Semester and End of Year: Checking and Moving Out**

Checkout procedure letters detailing students’ responsibilities are distributed at the end of each semester and each summer.

Move all personal belongings out of your room; return room furniture to its original and proper position and configuration; and check out with a hall staff member no later than 24 hours after your last exam. Please signup for a checkout time with a hall staff member at least 24 hours before your anticipated departure time. Each hall staff member will have a checkout appointment sheet posted. If the staff member responsible for the area in which you live is not available when you plan to depart, you may sign up with any other hall staff member in the building.

Extensions of checkout deadlines are not possible because new residents will arrive shortly after you leave. Please make your plans accordingly.

Be sure to read flyers or newsletters containing procedures that may be specific to your building or area.

Prepare your room for checkout inspection according to hall staff guidelines. Hall staff members will inspect your room to ensure that no damage has occurred and that the room has been cleaned according to these standards. Damage assessments will be issued as warranted.
Checkout Preparation

Traditional Style

1. Clean windows and mirrors.
2. Wipe down all horizontal surfaces (windowsills, desks, shelves, etc.).
3. Sweep and clean floors.
4. Empty drawers and closets and remove all contact paper and shelf liners.
5. Remove tape, stickers, and other adhesives from walls, furniture, and doors.
6. Clean walls (especially tape marks and areas around light switches and doorknobs).
7. Hang blinds properly, and place screens in windows.
8. For rooms with semiprivate bathrooms, thoroughly clean tub, shower area, sink, commode, and floor.
9. Check to be sure all furniture is in the room and fully assembled.
10. Remove all personal items such as furniture and rugs.
11. Bag all trash and take it to the dumpster outside the building.
12. Turn heat/air-conditioning units to the medium setting and set fan on low.
13. Close and lock windows.
14. Return your keys to the hall staff member who checks you out.

Apartments: All Areas

1. Clean all windows and mirrors.
2. Vacuum carpeted areas.
3. Empty all drawers, cabinets, and closets, and remove all contact paper and shelf liners.
4. Wipe down all nonupholstered furniture.
5. Bag all trash and take it to the nearest dumpster outside the building.
6. Remove all personal items including furniture and rugs.
Kitchens
1. Sweep and mop floor.
2. Wipe down interior and exterior surfaces of microwave oven.
3. Thoroughly clean oven and range.
4. Completely wipe down and disinfect refrigerator, including freezer compartment and exterior surfaces.
5. Wipe down cabinet interiors and doors.
6. Clean countertops.

Bathroom
1. Clean entire tub/shower area including tile or fiberglass walls.
2. Thoroughly clean commode.
3. Wipe down entire sink and vanity including drawers and cabinets.
4. Damp-mop floors.
5. Wash shower curtain.

The Last Step
1. Close and lock windows and doors.
2. Return your keys to the hall staff member who checks you out.

Insurance Claims
Residents are encouraged to obtain private insurance covering themselves and their property. Tennessee is one of many states that protects itself and its workers from civil suits to recover costs and damages. Under certain circumstances, an individual may attempt to file a claim. We can help you understand when you may file a claim and how to do it. Please contact your area coordinator for further information.
Key Phone Numbers

Housing is divided into six areas. Each area has a 24-hour desk to assist residents. Call your area desk to report any problems at any time.

Area I
Monohan Hall Complex 898-4159
Rutledge Hall 898-4322
Lyon Hall Complex 898-4160

Area II
Beasley, Gracy, Judd, Sims, Smith 898-5044

Area III
Corlew 898-4542
Cummings 898-4201

Area IV
Deere, Nicks 898-4202

Area V
Womack Lane Apts. 898-2858

Area VI
Scarlett Commons Apts. 904-8068

GLC 494-7863