



FACILITIES MAINTENANCE AND CUSTODIAL SERVICES

Student Housing is your home for the coming year, and we are happy to have you here. If there are necessary repairs or maintenance issues, a problem with the outside sprinklers or grounds, or you just need a new light bulb... Please submit a Maintenance Request on-line by going to the DHRE homepage and under current residents you will locate the option to “submit a work order” or you can phone us at (909) 537-5246 or stop by the DHRE Facilities Office located next to the Village Square

between the hours of 8-5 M-F. Maintenance or Custodial staff members usually respond to these requests within 24 hours. Most repairs are free of charge provided it was not due to vandalism or caused by the resident. **FOR AFTER HOURS EMERGENCY REQUESTS** please call the RA on duty so the severity of your concern can be evaluated and a determination can be made to call in a staff member to resolve your concern.

TRASH RECEPTACLES To maintain a clean and healthy living environment, please remove the trash from your unit regularly and deposit it in designated trash rooms or the large trash bins located in gated areas in each village. We request that personal trash from your room not be placed in the smaller waste cans located within the buildings. All food products must be thrown away in trash bins. Recycling bins for aluminum items, glass, and newspaper are located inside trash rooms and near the outside trash bin areas

University Housing Move-out Cleaning Tips

To avoid additional charges from university housing during check out, you are advised to clean **all** items in the room and return the room in the same condition as it was when you first checked in. You can pick up cleaning supplies at the front desk if you need them.

To assist in your preparations for move-out, below is a list of commonly missed items.

Items	What you should do...
Carpet	- Vacuum carpet in the entire room, even under the furniture.
Desk and Dresser	- Remove personal belongings. - Empty drawers and wipe them out. - Dust inside and outside.

Furniture	<ul style="list-style-type: none"> - Remove personal belongings. - Empty drawers and wipe them out. - Dust the inside and outside. - Move all pieces of furniture back to original location in the room.
Mirror	<ul style="list-style-type: none"> - Remove stickers. - Wipe it clean with glass cleaner such as Windex.
Wall	<ul style="list-style-type: none"> - Remove tape and tape residues or marks. - Wipe off spider webs.
Wardrobe/Closet	<ul style="list-style-type: none"> - Remove personal belongings and unwanted items. - Wipe and dust the inside and outside, including floor and shelves.
Wastebasket	<ul style="list-style-type: none"> - Empty trash (Do not leave any trash in the room).
Door	<ul style="list-style-type: none"> - Remove all items from door (notes, stickers, decorations, etc.)
Bathroom – (UV and AV only)	<ul style="list-style-type: none"> - Clean shower/tub, toilet, and sink - Vacuum and clean bathroom floor.
Kitchen – (UV and AV only)	<ul style="list-style-type: none"> - Empty and remove contents in refrigerator, cabinets, oven, microwave, and stove top. - Scour sink clean. - Vacuum and clean kitchen floor.

Once you have moved your personal belongings out and cleaned the above areas, turn in your keys, mail and provide your forwarding address at the front desk in your community. Please remember there is a \$100.00 improper check-out penalty, and you will be charged for missing keys; \$25 per key.

What to do before I move out?

You are required to return your room to the same condition as you move-in. To avoid damage and cleaning charges, we recommend that you remove all of your belongings, remove trash and clean your room before you check-out.

What are damage charges and how much are they?

When item(s) in bedrooms and common areas was/were identified with damage(s) and there was no prior record of pre-existing damage recorded at the time you checked into the space – then resident(s) assigned to the room/apartment is/are responsible for the cost of repair/replacement of damaged item(s).

Bed Bug Policy

The DHRE staff is committed to an effective and efficient response to students who suspect they may have bed bugs. For the safety and comfort of all students living in the university housing, our staff will adhere to the following guidelines:

1. As soon as a student suspects that he/she may have bed bugs, contact the DHRE Facilities office at (909) 537-5246.
2. Facilities Services, as soon as possible, can be dispatched to the location to perform an inspection of the bed(s) in the room. Please note that should a student make notification on a weekend or holiday day, the DHRE Facilities staff will be contacted on the next work day. It is recommended that students contact as early on a regular business day as possible. The exterminator cannot be dispatched on weekends or holidays.
 - Students who report suspected bed bugs on a work day when the exterminator can be dispatched within 24 hours will NOT be granted an immediate temporary room change nor will they be issued a new mattress. This is CRUCIAL so that we can prevent the spread of bed bugs if they are found to be in the student's room and belongings.
 - If the exterminator is unable to respond to the student's room to inspect within 24 hours, Residential Life staff may be able to provide a temporary location in which the student can sleep until the inspection can take place. This is based on the availability of space within university housing. Any student who is given a temporary relocation is required to wash and dry whatever clothing he/she needs to take with him/her for the night. Upon doing that, the student should shower and put on clean clothes. The clean laundry is all the student can take with her to the temp room. We want to ensure that if there are bed bugs in the student's room, they do not travel to another room with the student.
 - Students may not, at any time, deny the university's exterminator or DHRE Facilities Staff access to their living space (including their bedroom, suite common space, kitchen, bathroom, etc.)
3. Exterminator Findings
 - If the exterminator finds that there are no bedbugs present in the student's room or suite, then no further action will be taken. The student will be asked to continue monitoring her living space, and to notify DHRE immediately if there are further problems.
 - If the exterminator concludes that bed bugs are present in the room or suite, DHRE will provide the affected student(s) with a detailed list of instructions for the removal and laundering of their personal items. While Residential Life can provide the student(s) with laundry detergent and some funds toward the cost of the laundry machines on campus, the office

will not cover the cost of anything a student wishes to dry clean, or have laundered for her by an outside vendor.

- Only the College's exterminator can confirm or deny the presence of bed bugs – NOT Primary Care Health Services or any outside person.
4. Bed bugs are a serious community health issue, and ALL students are expected to comply with all instructions given to them within 24 hours once bed bugs have been confirmed within their living space.

Bed Bug FAQ

What are bed bugs?

- Bed bugs are small nocturnal insects that lives by feeding on the blood of humans and other warm-blooded hosts. Bedbugs are generally active between 3am-8am, with a peak feeding period about an hour before sunrise. After feeding for about five minutes, the bug returns to its hiding place.
- Bites consist of a raised red bump or flat welt, and are often accompanied by intense itching. The red bump or welts are the result of an allergic reaction to the anesthetic contained in the bedbug's saliva, which is inserted into the blood of the host. Bed bug bites may appear indistinguishable from other insect bites, though they tend to last for longer periods. Bites may not become immediately visible, and can take up to 9 days to appear. Bed bug bites tend to not have a red dot in the center such as is characteristic of flea bites. A trait shared with flea bites, however, is tendency towards arrangements of sequential bites. Bites are often aligned three in a row, giving rise to the colloquialism "breakfast, lunch and dinner."
- There have been no known cases of bed bugs passing disease from host to host. Extensive testing has been done in laboratory settings that also conclude that bed bugs are unlikely to pass disease from one person to another. So while bed bugs can be a nuisance, they are less dangerous than some more common insects such as fleas.

How did we get bed bugs?

- Bedbugs were originally brought to the United States by early colonists from Europe. Bedbugs thrive in places with high occupancy, such as hotels. Bedbugs were believed to be altogether eradicated 50 years ago in the United States and elsewhere with the widespread use of DDT.
- One recent theory about bedbug reappearance involves potential geographic epicenters in some states. It was determined that workers in these facilities were the main spreaders of these bedbugs, unknowingly carrying them to their places of residence and elsewhere after leaving work.

- Many years ago, bed bugs were eradicated by the use of a pesticide, DDT. This is no longer used and may account for the resurgence of these bugs in the US, as might the increase in international travel.
- Anyone can pick bed bugs up from a location where they presently exist – someone’s apartment, other dorm rooms, movie theatres, etc. Bed bugs are equal opportunity pests – they will infest anyone, anywhere.

What happens when the exterminator comes to my room?

- If your room or suite is confirmed to have bed bugs, the university’s exterminator will come to treat your room. You will be required to bag and launder all clothing and bedding. Books and personal items will also need to be bagged up as well prior to the treatment. Your room will essentially need to be emptied out in order for the treatment to be effective.
- The treatment will likely consist of a few different approaches:
 - A pesticide will be applied to locations within your room that may harbor the bugs.
 - The exterminator may place glue boards in your room. These boards can be good detectives and show the degree of success of the treatment. If the glue board collects bed bugs after its placement, then another treatment may be warranted. If this is the case, you should be back in touch with Residential Life as soon as possible.
 - While this process is taking place (a few hours), you will need to be out of your room. Once you are permitted back in your room, you may bring in your freshly laundered clothing and bedding and un-bag your other items.

Since I travel quite a bit, what can I do to reduce my risk of bringing these bugs back with me?

- First, look at the room to seek potential hiding places for bedbugs, such as carpet edges, mattress seams, pillow case linings, head boards, wall trim or other tiny crack-like places bed bugs might hide.
- Next, look specifically at the mattress seams for signs of bed bug activity: droppings, eggs, bloodstains or even bed bugs themselves – hiding in tiny folds and seam lines.
- Never leave your clothing laying on the bed, or any location of possible infestation. Instead, use hangers or hooks capable of keeping all cloth distant from the floor or bed. It’s also not a bad idea to elevate suitcases off the floor on a luggage stand, tabletop or other hard surface.
- Close your suitcase, travel bag, when you're not using it. This way, during the night the bugs may move over top of your luggage with greater difficulty to get inside.

- Elevate your luggage off the floor to tables or chairs. These may also be hiding places, but less likely.
- Keep any bed bug you find (intact if possible) to show the hotel owner.
- When you return from any travel (especially abroad) it is a good idea to take your suitcase to the laundromat so you can wash ALL items before taking the suitcase to your home, residence hall, etc. If you do your wash in hot water before entering your residence, you will stop the spread of these bugs.

What SHOULD I do if I believe I have bed bugs?

- Notify DHRE ASAP.
- Be prepared to follow the written instructions **to the letter** and in a timely manner (within 24 hours).

What SHOULDN'T I do if I believe I have bed bugs?

- Don't panic! Although bed bugs can be annoying, they can be battled safely and successfully if you follow all guidelines given to you by DHRE.
- If you believe you have bed bugs, do NOT wait until after 5pm on Friday to notify someone. It is not possible to get service from the exterminator on weekends.
- Do not apply pesticides on your own. The university hires a licensed pest control operator to confirm the infestation and to develop an integrated pest management plan.
- Do not move your mattress or any furniture out into the hallway. Affected furniture can be cleaned and treated. Placing affected furniture (particularly mattresses) into common areas or on the street may simply help spread bed bugs to the rooms and suites of other students.
- Do not go sleep in a friend's room or in places off-campus. If you actually have bed bugs, you will only spread them to others.

HOW TO PREVENT OR GET RID OF ANTS OR ROACHES IN YOUR DORM ROOM

Moving into university housing can be one of life's most exciting experiences. Meeting new friends, getting out from under parents and siblings, obtaining an education, and... oh yeah, sharing a tiny room with a total stranger whose sanitary habits are problematic for community living. Chances are you may encounter lines of ants across your desk and roaches scurrying under your fridge.

Like many college students, ants and roaches live together in large numbers and mostly think about eating, drinking, and breeding. Resident rooms, filled with snacks, crumbs, old packages of beef jerky, and other food waste, act as a magnet for the crawly critters. The best way to avoid having your study time interrupted by a roach skittering across your laptop is to keep your room clean. Get rid of the garbage every day and check under beds and furniture for stray potato chips and cookies. Put all of your dry food in Tupperware containers and never leave anything out. That way, when the inevitable ants and roaches come a-calling, they'll go to your messy neighbor's room instead of yours. If the problem persists, ant and roach bait traps will rid your room of pests while also killing those breeders back in the nests.

Be aware, ants are a nuisance but roaches are coprophagous. That means they will eat anything including garbage and fecal matter. When they trek across your bed and walls, they might be spreading bacteria like Salmonella. This waste, along with decaying cockroach corpses becomes a fine powder which can trigger allergies and asthma attacks when inhaled.

What to do if I gave pest concerns?

The DHRE staff is committed to an effective and efficient response to students who suspect they may have pest issues. For the safety and comfort of all students living in the university housing, our staff will adhere to the following guidelines:

5. As soon as a student suspects that he/she may have pests, contact the DHRE Facilities office at (909) 537-5246.
6. Facilities Services, as soon as possible, can be dispatched to the location to perform an inspection of the space. Please note that should a student make notification on a weekend or holiday day, the DHRE Facilities staff will be contacted on the next work day. It is recommended that students contact as early on a regular business day as possible. The exterminator cannot be dispatched on weekends or holidays.
 - Students who report suspected pests on a work day when the exterminator can be dispatched within 24 hours will NOT be granted an immediate temporary room change nor will they be issued a new mattress. This is CRUCIAL so that we can prevent the spread of pests if they are found to be in the student's room and belongings.
 - If the exterminator is unable to respond to the student's room to inspect within 24 hours, DHRE staff may be able to provide a temporary location in which the student can sleep until the inspection can take place. This is based on the availability of space within university housing. Any student who is given a temporary relocation should only take the minimal belongings he/she needs to take with him/her for the night. We want to ensure that if there are pests in the student's room, they do not travel to another room with the student.

- Students may not, at any time, deny the university's exterminator or DHRE Facilities Staff access to their living space (including their bedroom, suite common space, kitchen, bathroom, etc.)

7. Exterminator Findings

- If the exterminator finds that there are no pests present in the student's room or suite, then no further action will be taken. The student will be asked to continue monitoring her living space, and to notify DHRE immediately if there are further problems.
- If the exterminator concludes that there are pests present in the room or apartment, DHRE will provide the affected student(s) with a detailed list of instructions for the removal and laundering of their personal items. The office will not cover the cost of anything a student wishes to dry clean, or have laundered for her by an outside vendor.
- Only the College's exterminator can confirm or deny the presence of pests – NOT Primary Care Health Services or any outside person.

8. Pests are a serious community health issue, and ALL students are expected to comply with all instructions given to them within 24 hours once pests have been confirmed within their living space.

Things you can do to minimize insect and rodent infestation

The key to effective control is to make the environment as inhospitable to pests as possible e.g. minimize food, water and shelter. Some primary control strategies include:

- Storing all food in sealed containers such as Tupperware.
- Minimizing the number of areas where food is kept and eaten.
- Keeping your work area, especially your desk, "food free" discourages unwelcome guests.
- Immediately cleaning up all food and liquid spills.
- Reporting plumbing leaks to Customer Service for repair.
- Minimizing any standing water such as water around house plants reservoirs.
- Placing damp sponges/cloths in sealed zip lock bags.
- Minimizing shelter availability. Limiting clutter including: paper, bags/sacks, cardboard boxes or soft layered materials (clothes).
- Reporting cracks, seams and crevices that might provide an entryway or hiding place for pests.
- Discarding all food waste in the centrally located covered garbage receptacles located in your area. Insects such as roaches are nocturnal as are mice and rats.