



UNIVERSITY PARK FAMILY HOUSING

Policies, Procedures and Information

The University of Maine

Auxiliary Services

Revised January 2021

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GREETINGS

Welcome to University Park. We hope your stay in your new home will be comfortable and enjoyable. The contents of this booklet have been prepared to assist you in becoming acquainted with your new surroundings and to give you an understanding of University Park's procedures, policies and guidelines.

The overall purpose of University Park is to provide adequate, reasonably priced housing for families of university students, faculty members and staff in an environment which promotes personal growth, academic advancement, community responsibility, and respect for individual differences. We hope that you can help us to make this a reality.

We encourage you to share your suggestions and ideas to make University Park a better place for all of the residents. If you have any questions or concerns regarding your residency here, please feel free to contact us at University Park Family Housing, c/o Property Management, 5704 Androscoggin Hall, Room 025, 207.581.4444.

Once again, we welcome you to University Park.

University Park Family Housing

207.581.4444

Changes to policies, procedures or information contained in this document will be posted to the web at

<https://umaine.edu/housing/family-housing/>

The University Park Family Housing Office is currently located at Androscoggin Hall. If the location should change, it will be posted online (see above) and residents will be notified of the change.

INTRODUCTION

University Park consists of 48 one-bedroom and 46 two-bedroom apartments. The park is located in Old Town, approximately one mile from the center of the University of Maine Campus. University Park is adjacent to the wooded bike trails which link the campus with Old Town.

The apartments are of wood frame construction and are situated on concrete slabs. Heat in the one- and two-bedroom units is provided by a central furnace using baseboard hot-water radiation. **Furniture and draperies are not included in the rental apartments at University Park.**

With a mix of students and faculty/staff, and a large number of residents from other countries and states, University Park is an extremely diverse community. As neighbors to people of many different cultures, races, ages, religions, backgrounds, and abilities, residents have a unique opportunity to participate in a truly multidimensional living environment. Particularly for children growing up in an ever-changing and increasingly shrinking world, this experience will prove invaluable. In the interests of celebrating both diversity and community, all residents are strongly encouraged to get to know their neighbors.

ELIGIBILITY

The following are eligible for housing at University Park:

1. Students in regular standing (undergraduates must be registered for a minimum of six credit hours; a graduate student for three credit hours or a graduate assistantship) who are living together as a family or have dependent children who plan to live together as a family.
2. Prospective (summer months only) students registered for the fall semester who have dependent children and plan to live together as a family.
3. Faculty or staff who have a full-time regular appointment and are presently living together as a family or have dependent children who plan to live together as a family. Faculty and staff residency is normally for a period of not more than 18 months.

NOTE: Eligibility requirements may be waived by special review. Contact University Park Family Housing for further details.

OCCUPANCY

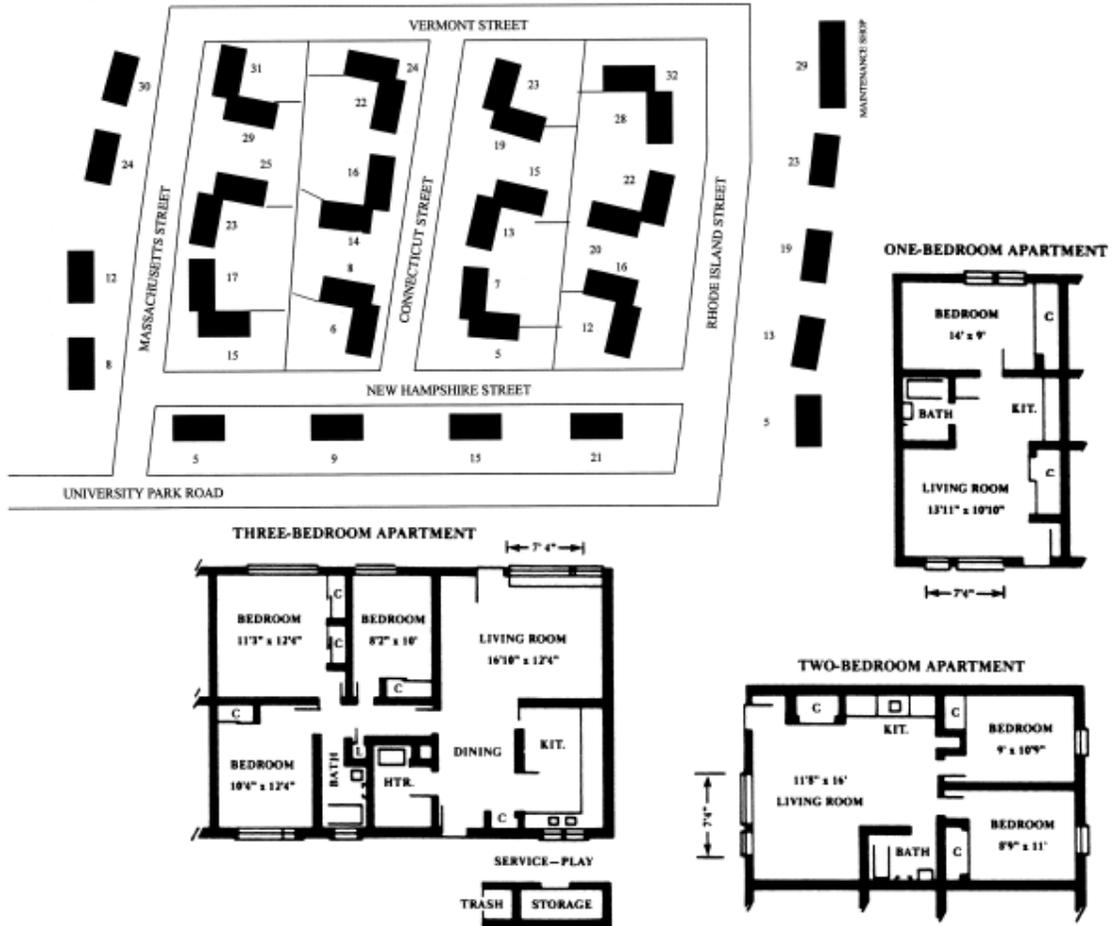
Apartments may be occupied only by registered lessee, lessee's partner or spouse and/or the lessee's children. No additional persons may occupy the apartment. Guests may not remain beyond a period of two weeks without approval. Entry assistance will not be given to unauthorized individuals or guests.

ELIGIBILITY FOR APARTMENT SIZE

TWO-BEDROOM apartments have a total maximum apartment capacity of four family members.

ONE-BEDROOM apartments have a total maximum apartment capacity of three family members.

Apartment size availability is dependent on actual apartment demand.



APPLICATION

Applications for family housing must be completed and sent to Jane Kosnow, University Park Family Housing, 5704 Androscoggin Hall, Room 25, Orono, ME 04469 or Jane.Kosnow@maine.edu. Once an apartment has been offered the applicant must accept or decline the apartment within 5 business days. If the applicant declines the offer, the applicant’s name is removed from the waiting list. If the applicant does not respond to the offer within 5 business days, the apartment will be offered to the next applicant on the waiting list and you will go to the bottom of the list.

RENTAL PAYMENTS

For students, rent is due and payable at the Bursar’s Office, Alumni Hall, at the beginning of each month. Payments may be mailed or made in person during business hours. Each student will receive a monthly statement that contains only current University Park charges for each month as they are payable. Faculty and staff should make payment at the Bursar’s Office, Alumni Hall, as well either by mail or in person. Payments should be made by check or money order payable to the University of Maine. Payment is due on receipt of the monthly rent bill. Payments more than 15 days late are subject to a late fee of 4% of one month’s rent. Repeated late rent payments are a material breach of the lease and may result in lease termination.

GUIDELINES

ABSENCES

Maintenance costs incurred while residents are absent will be borne by the residents. If a resident wishes the University maintenance person to check the apartment while the family is absent, please call Property Management at 207.581.4444. This effort on the resident's part may help eliminate potential damage and minimize problems.

AIR CONDITIONERS & FANS

Air conditioners are allowed with a few rules: The unit must be 8000 BTUs or less; may not be installed before June 1st; must be removed by September 30th; and residents must request the assistance of the University maintenance person for installation and removal of same. The unit is allowed in the living room window only. Residents may have fans as long as they are UL certified (stated on appliance).

ALCOHOL & DRUG POLICY

All University Park residents are expected to comply with State Law and University policy regarding the use of alcohol and drugs. Refer to the University of Maine Student Handbook for University Policy.

ALTERATIONS AND INSTALLATIONS

Residents cannot make repairs, alterations, or additions to the premises or any equipment therein. **Residents cannot make installations of any of the following:**

- a. Additional locks or duplication of keys. Extra keys can be ordered through the Maintenance shop at cost.
- b. Nails, tacks, bolts, or screws, in walls, doors, casings, floors, and ceiling. Picture hooks will be provided. Residents are requested to leave these hooks in the wall after installation.
- c. Scotch tape or other adhesive materials, including contact paper on walls, doors, or cabinets, or paint in any part of the apartment.
- d. Privately owned stoves, refrigerators, deep freezers, dishwashers, clothes washers or dryers that are required to be attached either permanently or semi-permanently to the plumbing or electric.
- e. Additional electrical wiring, jacks or telephone relocations.
- f. Antennas, small satellite dishes and wireless cable antennas for television or radio.
- g. Shades, blinds or awnings other than those provided.
- h. Storage units.

Failure of compliance is considered a breach of lease and may result in lease termination.

APARTMENT CARE

Residents are responsible for the cleanliness of both the apartments they reside in and the grounds around their apartments. Trash should be picked up, and personal belongings should not be left lying outside. **Only recycle bins, outdoor furniture, grills and bicycles may be kept in front of apartments.** FOOD AND/OR FOOD WASTE CANNOT BE LEFT OUTSIDE APARTMENTS as they attract rodents and unwanted animals. If Park Maintenance removes improperly stored trash, the responsible resident will be assessed a \$12/bag fee. All trash should be placed

in the dumpsters. PLEASE REMEMBER THAT DUMPSTERS ARE POTENTIALLY HAZARDOUS TO CHILDREN OF ANY AGE, NONE OF WHOM SHOULD BE PLAYING IN OR AROUND THEM. Lids should be kept closed. Recycling bins are provided for each apartment.

Apartment inspections are a crucial part of our preventative maintenance initiative at University Park. Often times our inspections can reveal items before they become big issues.

Inspections will be conducted for the following purposes:

- Cleanliness
- Damage-wear & tear
- Necessary Maintenance
- Safety and Security

If discrepancies are noted, written notice will be sent to the tenant with instructions on what must be corrected, and the time frame for those corrections. A re-inspection date will be established, stating a reasonable amount of time in which to correct the discrepancy. If the discrepancy needs to be corrected by University Park staff members, a date will be established with the tenant. Typical inspections revealing necessary corrections will be given 10 days for compliance. If the re-inspection determines the issues have not been resolved, lease termination measures will begin at that time.

CHILD CARE

The infant/toddler programs of UMaine Children's Center are located at 8 Massachusetts Street, University Park. Information about child-care availability in these programs can be obtained from UMaine Children's Center, 113 College Avenue, 207.581.4076. Please note that the University of Maine Children's Center is a separate entity from University Park.

CHRISTMAS TREES

Live Christmas trees are prohibited from being inside apartments.

COMMUNITY CENTER

To arrange for use of the Community Center which is located on 21 New Hampshire St., #1, residents should contact the UPark maintenance office at 207.581.6903 to check for availability. Only UPark and University functions will be approved. Hours for use of the Community Center are 9 a.m. – 9 p.m. Sunday – Thursday and 10 a.m. – 10 p.m., Friday and Saturday. Guidelines for appropriate use are outlined in the Community Center.

CONDITION OF APARTMENTS

New residents should inspect the apartment upon moving in. Care should be taken by residents to check the apartment carefully, noting any problems and immediately notifying maintenance of them. Charges for damages will be made at the termination of the lease.

CONSIDERATION OF OTHERS

Residents need to keep in mind that they live in close proximity to others and should take care to be considerate neighbors—that is, not to cause or permit disturbances that will interfere with their rights, comfort, or convenience. Complaints about a lack of such consideration should be brought to the attention of University Park Family Housing. Serious infractions or situations where resident(s) fear for their safety should be immediately reported the UMaine Police Department at 207.581.4040.

Continued noise/disturbances, interference with the normal resident life of others and/or harassment or intimidation are violations of the student conduct code and the University Park lease. Such actions may result in disciplinary actions as well as terminations of lease.

Children are an integral part of our community and their safety and well-being is of utmost importance. Children may not be left for any period of time without your supervision, and you are responsible for the behavior of your children.

DAMAGES AND REPAIRS

Cost of repairs for any damage beyond reasonable wear and tear will be determined by the University and charged to the resident. Examples of damage include, but are not limited to, broken windows, writing on walls, abuse of appliances, water damaged counters or floors, frozen water pipes due to windows being left open, holes in walls or doors, and smoke damage from smoking materials or candles used in the apartment.

DINING SERVICES

A variety of dining service options are available for residents living at University Park. For further information regarding campus dining options call Dining Services, 207.581.4576.

EMERGENCY NOTIFICATION PROCEDURES

The university announces weather cancellations over local radio stations. In addition, dialing 581.SNOW (207.581.7669) provides you with the latest on-campus information and conditions. Tenants are also notified of important notices through the use of email provided to us by the tenant.

EXTERMINATION SERVICE

The university provides a service for the extermination of “pests” —i.e., insects, mice, etc. This is at no cost to the residents. If any resident suspects that he or she has a problem with pests, contact the maintenance person at 207.581.6903 or the Property Management office at 207.581.4444.

FIREARMS

Firearms cannot be stored in any area of University Park. Residents may register and store firearms and related materials with the UMaine Police Department, Rangeley Road, 207.581.4040.

FIRE PROTECTION

All fires should be reported immediately to the Old Town Fire Department (207.827.5551). Each apartment is equipped with sprinklers and smoke detector(s) for the residents' protection. DO NOT remove either of these from the position in which they are installed. DO NOT COVER THIS EQUIPMENT IN ANY WAY OR HANG ITEMS FROM THE PIPES OR SPRINKLER HEADS. If it is known or suspected that either the fire extinguisher or the smoke detector is not working properly, contact the Maintenance Shop at 207.581.6903 immediately. Periodic inspection of this equipment is made by university officials. Residents are encouraged to become familiar with the use of fire extinguishers before their actual use is needed.

FLAMMABLE ITEMS

Grills, gas, charcoal and lighter fluids, fireworks, etc., cannot be stored or used in UPark Apartments or in close proximity to the residences. Grills must be placed a safe distance from buildings. Fire pits are not allowed.

FURNISHINGS AND EQUIPMENT

Each apartment is furnished with the following: electric range, electric refrigerator, range hood, window shades, and curtain rods. Residents cannot remove any equipment or furnishings provided by the university.

New residents should expect all light bulbs to be working. If not, contact the maintenance person at 207.581.6903. Residents are responsible for replacing burned out bulbs. Florescent bulbs will be replaced by the maintenance person at no charge.

GROUNDS CARE

Lawn mowing is done by the university. Personal belongings must be removed from the grass to prevent damage from the lawn movers. The university is not responsible for loss or damage to articles left on the grass. Vehicles are prohibited from driving on sidewalks and lawns. Damage caused by vehicles, to lawn or other grounds at University Park will be charged to the vehicle owner. In the case of a guest, tenants may be held responsible for damage caused by their guest.

HEAT

All apartments are heated by hot water baseboard systems. Heat is included in the rental cost. No additional heating units are allowed in any University Park apartments. We recommend that you keep the heat at 68° during the heating season so that we can keep rates reasonable. Opening windows while the heat is on is a waste of energy. The University tries to keep the costs of renting at University Park affordable, so opening windows and doors while the heat is on may result in increases in operating costs. If you believe your heat is not working properly, contact maintenance at 207.581.6903. After business hours or on weekends, contact the UMaine Police Department at 207.581.4040.

INSPECTION AND REPAIRS

The university reserves the right to enter any apartment in order to prevent damage to property or harm to a person after being made aware that such damage or harm is occurring or is about to occur. Normal apartment inspections will be made at designated times, previously communicated to the resident. The university usually makes repairs

during the normal work day. Except for emergency situations, the university will attempt to notify residents before repairs are made. Necessary repairs due to tenant neglect may be charged to the tenant.

All apartments will be inspected by university administration prior to any tenant moving out. Tenant will be notified of any charges that may be assessed to tenant unless the items are corrected before they move out.

KEY AND LOCK CHANGES

When a resident loses his/her apartment key, the loss should be immediately reported to Property Management at 207.581.4444. For the security of the resident and her/his property, a lock change will be authorized and billed to the resident at the standard cost. This policy also applies to a resident who vacates an apartment and does not return all keys issued to her/him. Each resident is initially issued two keys. Keys cannot be duplicated. Additional keys can be ordered through University Park Family Housing. Tenants must return keys when vacating. Daily rent charges are in effect until keys are returned.

LAUNDRY FACILITIES

Laundry machines are provided in designated rooms in each of the one- and two-bedroom unit buildings, and are for resident use only. These are community facilities, and it is the responsibility of residents to ensure against abuse and to see that they are kept clean. Any problems should be reported to Property Management a 207.581.4444. One and two bedroom units may not have washing machines or dryers. Keys for access to the laundry rooms are issued with the apartment keys. Smoking is not permitted in laundry rooms. Storage of personal items must be confined to storage cabinets. Items left on the floors or in front of the electric meters are subject to removal.

LEAD WARNING STATEMENT

Housing built before 1978 may contain lead-based paint. Lead from paint, paint chips, and dust can pose health hazards if not taken care of properly. Lead exposure is especially harmful to young children and pregnant women. Before renting pre-1978 housing, landlords must disclose the presence of known lead-based paint and lead-based paint hazards in the dwelling. Tenants must also receive a federally approved pamphlet on lead poisoning prevention. See appendices for Lead-Based Paint Inspection Report and Consumer Safety Information.

LEASE

A tenant's lease will be effective for a 12-month period, except that any lease will expire 30 days after a resident loses her/his status as an eligible resident. Leases of shorter duration may be allowed depending on the circumstances of each case. The university may terminate the lease and take immediate possession of the apartment at any time for violations of any provision of the lease.

In some cases, moving the tenant to a different location may be an alternative. In such cases, the Lessee covenants and agrees to be reassigned by the Lessor to a different rental unit of the same type, should, in the judgment of the Lessor, conditions warrant or relations with other tenants pose a danger to the Lessee or other community members. If the Lessor exercises its authority to reassign the Lessee, the Lessee will have thirty days in which to accomplish such relocation. Failure to comply with such reassignment will be considered a violation resulting in termination of the lease.

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For current tenants, the lease is for the 12 month period July 1- June 30. Students who are not returning for the academic year may ask to extend their current lease beyond June 30. An extension request must be filed with University Park Family Housing no later than May 15. Written approval or disapproval of this request will be provided.



All tenants must complete one full year of occupancy before becoming eligible to terminate occupancy prior to the end of the lease period. Tenants who move out prior to the end of the first year of occupancy will be billed through the end of the lease period. After the first year of occupancy and prior to the end of the lease period, a Notice of Intent to Vacate Form must be submitted at least 30 days in advance, giving the exact date the resident will be completely vacating the apartment. Tenants will be responsible for the rent through the 30 days regardless if they leave before the 30 days are up or not. Forms are available in the Property Management Office, located at 5704 Androscoggin Hall, Room 025, Orono, ME 04469, or on the website.

Residents will be responsible for complying with all conditions set forth in the lease, as well as current regulations and conditions of occupancy.

Apartments must be thoroughly cleaned before vacating. Residents will be billed for repairs or cleaning required after the apartment has been vacated.

Residents are expected to vacate on the date cited in the written intent-to-vacate notice.

LOCKOUTS

If you are locked out of your apartment Monday through Friday during regular office hours, please contact maintenance at 207.581.6903. After hours or on weekends, please contact the UMaine Police Department at 207.581.4040. Emergency phones are located at 15/17 Massachusetts St. and 29 Rhode Island St.

MAIL

All mail directed to University Park should be addressed to the resident's name, building number, street and apartment number, Old Town, ME 04468. Example: 21 New Hampshire St., Apt. 1, Old Town, ME 04468. Mail is

delivered to each apartment by the U.S. Postal Service. Occupants of each apartment should be identified on the space provided on the front door to facilitate mail service. Campus mail service is **not** provided to University Park.

MAINTENANCE

The maintenance shop is located at 15 New Hampshire St., Unit #2. The shop is staffed Monday through Friday from 6:30 a.m. to 3:00 p.m. Staff can be reached by calling 207.581.6903. In case of emergency after hours, on weekends, and on holidays contact UMaine Police at 207.581.4040. Tenants should not attempt repairs to equipment or facilities. To avoid injury to yourself and our plumbers, at no time should drain cleaners of any sort be used to clear drains.

NOTICE OF INTENT TO VACATE

Each student, faculty or staff member planning to move out of his or her apartment must complete a Notice of Intent to Vacate Form at least 30 days before the anticipated departure date. Only residents who have lived at University Park for a minimum of one year may terminate their lease prior to the end of the lease period unless they are no longer students or employees at the University of Maine. This short form accomplishes the dual purpose notification that the unit is available for reassignment and stopping further rental charges from being assessed beyond the date the apartment is vacated.

NOTICES AND ADVERTISING

Notices and advertising may only be placed on those bulletin boards located in the laundry and storage areas of each building.

PARKING

University Park regulation of vehicles is governed by existing university regulation. Decals and University Parking Regulations are available at the Student Service Center in the Memorial Union. Decals are not required at University Park.

Vehicles are to be parked only in the designated parking areas adjacent to each building. Parking on the streets or driving on the walkways is not permitted. Motorcycles are considered motor vehicles and must also be parked in the designated parking areas. **No gasoline-powered vehicles or machinery of any kind may be parked or stored outside rental units, on walkways, or on the grass.**

All motor vehicles parked in University Park parking lots must be registered with a current state registration and safety inspection. Motor vehicles that are abandoned are subject to be towed away 10 days after notification. Motor vehicles with flat tires, broken windows, missing fenders or engines, or on blocks may give the appearance of being abandoned.

Please check your registration and inspection to make sure they are current, and remove any vehicles which have the appearance of being abandoned. Streets must be kept clear at all times to allow clearance for emergency vehicles and snow plows. Cars parked on the roads will be ticketed. Park residents are responsible for arranging appropriate parking for guests. Parking in spaces assigned to vacant apartments is not permitted. Vehicles must be moved from parking spots within 24 hours of a snow storm. (Please see snow removal procedures.)

Guest spots are for guests. Parking in a guest spot for longer than seven days is subject to penalty.

PERSONAL PROPERTY

Responsibility for all personal property at University Park belongs to the possessor of that property, whether a resident or guest. The university will not be responsible for loss or damage to such personal property, no matter what the cause. **Residents are advised to explore renter's insurance options for the protection of their property.**

PET POLICY

Pets in any housing facility constitute a nuisance and a health hazard, and therefore, are strictly prohibited. There is possibility of eviction if this policy is violated. Small fish kept in a bowl or aquariums are exempt from this policy. Service Animals and Emotional Support Animals are permitted only with complete documentation and approval from Student Accessibility Services at 207.581.2319 before occupying any apartment.

PLAYGROUND EQUIPMENT

Playground equipment has been provided for children residing at University Park. Parents are responsible for supervising their children's use of such equipment. Any need for equipment repairs should be reported immediately to the University Park Maintenance Shop at 207.581.6903. **THE UNIVERSITY TAKES NO RESPONSIBILITY FOR INJURIES INCURRED WHILE USING THIS PLAYGROUND EQUIPMENT.**

PLAY STREET

The street on the north side of University Park is designated as Play Street. Playground equipment on Play Street includes a multi-unit creative structure and basketball hoops. Only emergency and mail vehicles are allowed on Play Street. During the winter months, the barricades to Play Street will be removed to allow for snow removal on University Park roads.

PERPARING TO LEAVE—HOW TO AVOID CHARGES

The University expects its residents to leave the facilities in good condition when they depart. To avoid additional charges, please be sure to do the following before you leave:

1. Clean apartment thoroughly.
2. Remove all of your furnishings and belongings. You will be billed for the removal of anything you leave behind. If, by chance, you have sold any of your items to the tenants who will be taking your place, please be sure these items are clearly labeled. Otherwise, they will be removed.
3. Remove all trash and garbage.
4. Clean your stove, oven, and refrigerator. Failure to do this may result in additional cleaning charges.
5. Return your apartment key(s) to the Maintenance Shop at University Park to avoid a lock change fee. Rent charges remain in effect through the day keys are returned.

PUBLIC SCHOOL

Tuition is paid by the University for all University Park children to attend Old Town public schools. School-age children must be listed on the current lease.

RECYCLING/TRASH REMOVAL

University Park has Zero-Sort Recycling. A recycling dumpster is located on New Hampshire St. Residents may dispose of their recycling materials as needed. There is a dumpster for regular trash as well. If you need a recycling bin, please call maintenance at 207.581.6903.

SMOKING

Smoking is not permitted in any apartment or common areas of University Park, including the Community Center and any of the laundry/storage rooms.

SNOW REMOVAL

To better serve the University Park community and to facilitate snow removal, residents should PLEASE FOLLOW THESE INSTRUCTIONS CAREFULLY. Failure to adhere to snow removal guidelines may result in the lots at University Park remaining UNPLOWED after a snowstorm.

1. During and after a storm, the roads will be plowed by large snowplows.
2. Once main roads are cleared, walkways and parking spaces will be plowed. Your cooperation is needed to move your vehicle(s) when plowing takes place. This service will be provided between 9am and 5pm.
3. Vehicles must be removed from parking spots during snow removal operations or are subject to towing at the owner's expense. Watch for emails and/or texts (addresses provided by tenants) for when to move to available lots.
4. DO NOT LEAVE A VEHICLE ON THE ROAD AT ANY TIME. VEHICLES ON THE ROAD WILL INTERFERE WITH PLOWING AND MAY BE TOWED.
5. DO NOT LEAVE ANY VEHICLE NOT BEING USED DURING THE WINTER MONTHS IN UNIVERSITY PARK LOTS.
6. If you are planning to be away from the university for an extended period, check with maintenance for alternate parking as not to interfere with plowing.
7. Shoveling of walkways outside each apartment is the responsibility of University Park residents.

SOLICITATION

Any type of solicitation, regardless of purpose or organization, is prohibited. Normal residential deliveries initiated by the resident i.e., newspapers or diaper services, are permitted.

STORAGE OF PERSONAL ITEMS

Small storage bins are provided in the laundry areas of each one- and two-bedroom unit. Storage of personal items must be confined to the labeled bin and the storage area beneath it. Storage in other common areas is not permitted. Padlocks for the bins must be provided by the residents. **Storage of any combustible materials is prohibited in**

furnace rooms. Items left in storage areas may not block the heaters or electric meters. Items stored improperly will be removed. Construction of outside storage units is prohibited.

Areas outside of apartments are not storage areas. This space is limited to outdoor furniture, grills and bicycles.

NOTE: Gasoline or other flammable materials may not be stored at University Park. **No gasoline-powered vehicles or machinery of any kind may be parked or stored outside rental units, on walkways or on the grass.** All pesticides must be stored safely and cannot be stored outside. Keep all pesticides out of the reach of children.

SUBLETTING

Residents may sublet their apartments only during the period between May 15 and Aug. 15. The resident must have a current signed lease. Any sublease must meet all eligibility requirements for family housing. All sublet arrangements must be reviewed by University Park Family Housing at Property Management, located in 25 Androscoggin Hall. Subletters are subject to meet the same requirements as lease holders.

In all cases of subleasing, the rental bill will be made to the original resident. Any extra charges for repairs, damages, etc., will be billed to the original lessee.

SUMMER RESIDENCY

A resident who is eligible for continued occupancy may hold an apartment throughout the summer period under one of the following options: 1) by continuing occupancy and payment of full rental fees; 2) by retaining possession, although not actually living in the apartment, and payment of full rental fees; or 3) by retaining possession and subletting.

SWITCHING APARTMENTS

Residents wishing to move to another apartment must contact University Park Family Housing and request a switch application. Tenants may not switch during the first year of occupancy. Once the application has been approved, prospective movers will be placed on the appropriate chronological waiting list. Once a new apartment has been offered and the new lease signed, those moving will have five days to complete their move. When the move has been completed, the resident will be billed a \$50 administrative charge. Vacancies which occur are not automatically assigned to the switch list. New tenants, waiting lists, family size and time of year are considerations. In addition, in order to be considered, tenant must maintain eligibility requirements and accounts must be current.

TELEPHONE, CABLE TV AND INTERNET ACCESS

The University of Maine provides local and toll-free phone service along with voice mail to all residents. See Appendix II for information on telephone services. UMaine cable television service is an enhancement to your University Park living environment. Your apartment is equipped with phone and cable jacks located in the **living room area**. Look for a small plastic box, wall-mounted just above the baseboard heater. Note: the jack marked "Data" is not connected. Additional phone jacks you may find elsewhere in your apartment do not connect to the University phone system. Plug your touch-tone phone into the jack marked with either the word "PHONE" or a phone symbol. A touch-tone phone is required in order to access all features, including voicemail. A cable-ready TV is required in order to access the cable service. Coaxial cable is provided to connect your cable-ready TV to the wall jack. Simply connect the cable to the cable port on your cable-ready TV. If there's no coaxial cable in your apartment, or if you

need a longer cable than the one provided, please call the Technology Management Help desk at 207.581.4371. For telephone service, call the Information Technology Help line at 207.581.1609.

Tenants may not attach television antennas, satellite dishes or wireless cable antennas to the interior or exterior of the apartment.

Wired internet service is provided to the apartments and is incorporated into the rental rate. This free service is independent of the university internet service. If the cable television is not working, please contact Technology Management at 207.581.4371. For any internet issues contact Spectrum at 1-833-697-7328. Give them this information: University Park/UMaine Orono, Acct #202-712795101-001, Acct Phone #207-581-8873, and Acct Address – 29 Rhode Island St., Old Town, ME 04468. Be sure to give them your exact address as well.

UTILITIES AND SERVICES FURNISHED

The University will furnish rubbish removal, hot/cold water, heat, local telephone, wired internet, and cable service. Residents are expected to use utilities in a sustainable manor. Heat should be set at 68° degrees. Rubbish should be placed immediately in a dumpster and items cleaned and recycled as appropriate. Water usage should be conservative. Car washing is limited to 1 day/week.

WEAPONS

Guns and ammunition of all kinds are prohibited from campus apartments. This includes but is not limited to air soft guns, paint ball guns, pellet guns and bb guns. Bows and arrows, hunting knives and ammunition are not permitted at any time in campus apartments. Any of these items must be stored at the UMaine Police Building and retrieved only when exiting campus.

NON-DISCRIMINATION NOTICE

In complying with the letter and spirit of applicable laws and in pursuing its own goals of diversity, the University of Maine System shall not discriminate on the grounds of race, color, religion, sex, sexual orientation, national origin or citizenship status, age, disability, or veteran's status in employment, education, and all other areas of the university. The university provides reasonable accommodations to qualified individuals with disabilities upon request. Questions and complaints about discrimination in any area of the university should be directed to the Director of Equal Opportunity, The University of Maine, 5754 North Stevens Hall, Orono, ME 04469, telephone 207.581.1226 (voice and TDD).

NON-SEXIST LANGUAGE POLICY

The University of Maine, as an equal opportunity educational institution, is committed to both academic freedom and the fair treatment of all individuals. It therefore discourages the use of sexist language. Language that enforces sexism can arise from imprecise word choices that may be interpreted as biased, discriminatory, or demeaning even if they are not intended to be. Accordingly, all university proceedings, including classes and communications, whether delivered orally or in writing, shall be free of sexist language. Each member of the university community is urged to be sensitive to the impact of language and to make a personal commitment to eliminate sexist language. Guidelines on the use of nonsexist language can be provided by the Women in the Curriculum Program or Public Affairs.

APPENDIX I

Disney Environmental Services, Inc.
Post Office Box 87
Lisbon Falls, ME 04252.

LEAD INSPECTION FINAL SUMMARY REPORT

XRF Manufacturer:	Warrington, Inc.	XRF Model:	MICRO-LEAD
Operator:	Richard F. Disney, Sr.	XRF Serial:	651.4
License No.:	Maine-0002	Site:	U.M.O. Housing University Park
Inspection Date:	November 6-25, 1997		Orono, ME

Testing was accomplished in 47 units, common areas, and exterior surfaces within the above identified multi-family housing development. Lead in quantities greater than the HUD standard was detected on the following components:

<u>Substrate</u>	<u>Component</u>
Wood	Laundry Room- Window Sash
Wood	Exterior- Door Casing
Wood	Exterior- Drip Board
Wood	Exterior- Facia Board
Wood	Exterior- Soffit
Wood	Exterior- Upper Porch Trim
Wood	Exterior- Picture Window Sash
Wood	Exterior- Oil Tank Shed Trim
Steel	Porch Support Post

December 1, 1997

THE UNIVERSITY OF MAINE
University Park – Multi-Family Housing

INTERIOR

Lead-Based Paint Inspection – Component Type Report 
Date 12-1-97 XRF Serial No. 651.4 Inspector's Signature Richard F. Disney, Sr.

Surface Description	Total Number	Positive		Inconclusive		Negative		Final Classification
		No.	%	No.	%	No.	%	
Wall	353	0	0	0	0	353	100	NEGATIVE
Ceiling	191	0	0	0	0	191	100	NEGATIVE
Baseboard	264	0	0	0	0	264	100	NEGATIVE
Door	62	0	0	0	0	64	100	NEGATIVE
Door Casing	47	0	0	0	0	47	100	NEGATIVE
Picture Window Frame	51	0	0	0	0	51	100	NEGATIVE
Radiator	174	0	0	0	0	174	100	NEGATIVE
Cabinet	47	0	0	0	0	47	100	NEGATIVE
Cabinet Shelf	47	0	0	0	0	47	100	NEGATIVE
Cabinet Drawer	49	0	0	0	0	47	100	NEGATIVE
Door Jamb	127	0	0	0	0	127	100	NEGATIVE
Closet Shelf	122	0	0	0	0	122	100	NEGATIVE
Window Casing	80	0	0	0	0	80	100	NEGATIVE

THE UNIVERSITY OF MAINE
University Park – Multi-Family Housing

COMMON AREA
LAUNDRY ROOM

Lead-Based Paint Inspection – Component Type Report 
Date 12-1-97 XRF Serial No. 651.4 Inspector's Signature Richard F. Disney, Sr.

Surface Description	Total Number	Positive		Inconclusive		Negative		Final Classification
		No.	%	No.	%	No.	%	
Wall	6	0	0	0	0	6	100	NEGATIVE
Ceiling	6	0	0	0	0	6	100	NEGATIVE
Baseboard	6	0	0	0	0	6	100	NEGATIVE
Door	6	0	0	0	0	6	100	NEGATIVE
Door Casing	6	0	0	0	0	6	100	NEGATIVE
Window Sash	6	6	100	0	0	0	0	POSITIVE
Radiator	6	0	0	0	0	6	100	NEGATIVE
Cabinet	6	0	0	0	0	6	100	NEGATIVE
Oil Tank	6	0	0	0	0	6	100	NEGATIVE

THE UNIVERSITY OF MAINE
University Park – Multi-Family Housing

EXTERIOR

Lead-Based Paint Inspection – Component Type Report 
Date 12-1-97 XRF Serial No. 651.4 Inspector's Signature Richard F. Disney, Sr.

Surface Description	Total Number	Positive		Inconclusive		Negative		Final Classification
		No.	%	No.	%	No.	%	
Storm Door	14	0	0	1	7.1	13	92.9	NEGATIVE
Exterior Door	3	0	0	0	0	3	100	NEGATIVE
Door Casing	17	8	47	2	11.8	7	41.2	POSITIVE
Dripboard	34	16	47	8	23.5	10	29.5	POSITIVE
Facia	17	11	64.8	3	17.6	3	17.6	POSITIVE
Soffit	17	10	58.8	4	23.6	3	17.6	POSITIVE
Upper Porch Trim	11	5	45.5	0	0	6	54.5	POSITIVE
Porch Ceiling	11	0	0	0	0	11	100	NEGATIVE
Picture Window Sash	17	6	35.3	4	23.6	7	41.1	POSITIVE
Siding	34	0	0	0	0	34	100	NEGATIVE
Steel Support Post	11	11	100	0	0	0	0	POSITIVE
Oil Tank Shed Siding	5	0	0	0	0	5	100	NEGATIVE
Soil Tank Shed Trim	5	3	60	1	20	1	20	POSITIVE
Clothes Line Post	5	0	0	0	0	5	100	NEGATIVE

APPENDIX II

Consumer Product Safety Commission

Protect Your Family from Lead in Your Home

CPSC Document #426

U.S. Environmental Protection Agency Washington, D.C. 20460
U.S. Consumer Product Safety Commission Washington, D.C. 20207
EPA 747-K-94-001
May 1995

Simple Steps to Protect Your Family from Lead Hazards

If you think your home has high levels of lead:

- Get your young children tested for lead, even if they seem healthy
- Wash children's hands, bottles, pacifiers, and toys often
- Make sure children eat healthy, low-fat foods
- Get your home checked for lead hazards
- Regularly clean floors, window sills, and other surfaces
- Wipe soil off shoes before entering house
- Talk to your landlord about fixing surfaces with peeling or chipping paint
- Take precautions to avoid exposure to lead dust when remodeling or renovating (call 1-800-424-LEAD for guidelines)
- Don't use a belt-sander, propane torch, dry scraper, or dry sandpaper on painted surfaces that may contain lead
- Don't try to remove lead-based paint yourself

ARE YOU PLANNING TO BUY, RENT, OR RENOVATE A HOME BUILT BEFORE 1978?

Many houses and apartments built before 1978 have paint that contains lead (called lead-based paint). Lead from paint, chips, and dust can pose serious health hazards if not taken care of properly. By 1996, federal law will require that individuals receive certain information before renting, buying, or renovating pre-1978 housing:

LANDLORDS will have to disclose known information on lead-based paint hazards before leases take effect. Leases will include a federal form about lead-based paint.

SELLERS will have to disclose known information on lead-based paint hazards before selling a house. Sales contracts will include a federal form about lead-based paint in the building. Buyers will have up to 10 days to check for lead hazards.

RENOVATORS will have to give you this pamphlet before starting work.

If you want more information on these requirements, call the National Lead Information Clearinghouse at 1.800.424.LEAD.

IMPORTANT!

Lead from paint, dust, and soil can be dangerous if not managed properly.

FACT: Lead exposure can harm young children and babies even before they are born.

FACT: Even children that seem healthy can have high levels of lead in their bodies.

FACT: People can get lead in their bodies by breathing or swallowing lead dust, or by eating soil or paint chips with lead in them.

FACT: People have many options for reducing lead hazards. In most cases, lead-based paint that is in good condition is not a hazard.

FACT: Removing lead-based paint improperly can increase the danger to your family.

If you think your home might have lead hazards, read this pamphlet to learn some simple steps to protect your family.

LEAD GETS IN THE BODY IN MANY WAYS

One out of every 11 children in the United States has dangerous levels of lead in the bloodstream. Even children who appear healthy can have dangerous levels of lead. People can get lead in their body if they:

- Put their hands or other objects covered with lead dust in their mouths
- Eat paint chips or soil that contains lead
- Breathe in lead dust (especially during renovations that disturb painted surfaces)

Lead is even more dangerous to children than adults because:

- Babies and young children often put their hands and other objects in their mouths. These objects can have lead dust on them.
- Children's growing bodies absorb more lead
- Children's brains and nervous systems are more sensitive to the damaging effects of lead

Lead's Effects

If not detected early, children with high levels of lead in their bodies can suffer from:

- Damage to the brain and nervous system
- Behavior and learning problems (such as hyperactivity)
- Slowed growth
- Hearing problems
- Headaches

Lead is also harmful to adults. Adults can suffer from:

- Difficulties during pregnancy
- Other reproductive problems (in both men and women)
- High blood pressure
- Digestive problems
- Nerve disorders
- Memory and concentration problems
- Muscle and joint pain

Lead affects the body in many ways.

CHECKING YOUR FAMILY FOR LEAD

Get your children tested if you think your home has high levels of lead. A simple blood test can detect high levels of lead. Blood tests are important for:

- Children who are six months to one year old (six months is you live in an older home that might have lead in the paint)
- Family members that you think might have high levels of lead

If your child is older than one year, talk to your doctor about whether your child needs testing. Your doctor or health center can do blood tests. They are inexpensive and sometimes free. Your doctor will explain what the test results mean. Treatment can range from changes in your diet to medication or a hospital stay.

WHERE LEAD-BASED PAINT IS FOUND

In general, the older your home, the more likely it has lead-based paint. Many homes built before 1978 have lead-based paint. In 1978, the federal government banned lead-based paint from housing. Lead can be found:

- In homes in the city, country, or suburbs
- In apartments, single-family homes, and both private and public housing
- Inside and outside of the house
- In soil around a home (Soil can pick up lead from exterior paint, or other sources such as a past use of leaded gas in cars.)

WHERE LEAD IS LIKELY TO BE A HAZARD

Lead from paint chips, which you can see, and lead dust, which you can't see, can both be serious hazards.

Lead-based paint that is in good condition is usually not a hazard.

Peeling, chipping, chalking, or cracking lead-based paint is a hazard and needs immediate attention.

Lead-based paint may also be a hazard when found on surfaces that children can chew or that get a lot of wear-and-tear. Those areas include:

- Windows and window sills
- Doors and door frames
- Stairs, railings, and banisters
- Porches and fences

Lead dust can form when lead-based paint is dry scraped, dry sanded, or heated. Dust also forms when painted surfaces bump or rub together. Lead chips and dust can get on surfaces and objects that people touch. Settled lead dust can reenter the air when people vacuum, sweep, or walk through it.

Lead in soil can be a hazard when children play in bare soil or when people bring soil into the house on their shoes.

Call your state agency (see below) to find out about soil testing for lead.

CHECKING YOUR HOME FOR LEAD HAZARDS

Just knowing that a home has lead-based paint may not tell you if there is a hazard. You can get your home checked for lead hazards in one of two ways, or both:

- A paint inspection tells you the lead content of every painted surface in your home. It won't tell you whether the paint is a hazard or how you should deal with it.
- A risk assessment tells you if there are any sources of serious lead exposure (such as peeling paint and lead dust). It also tells you what actions to take to address these hazards.

Have qualified professionals do the work. The federal government is writing standards for inspectors and risk assessors. Some states might already have standards in place. Call your state agency for help with locating qualified professionals in your area (see below). Trained professionals use a range of methods when checking your home, including:

- Visual inspection of paint condition and location
- Lab tests of paint samples
- Surface dust tests
- A portable x-ray fluorescence machine

Home test kits for lead are available, but the federal government is still testing their reliability. These tests should not be the only method used before doing renovations or to assure safety.

WHAT YOU CAN DO NOW TO PROTECT YOUR FAMILY

If you suspect that your house has lead hazards, you can take some immediate steps to reduce your family's risk:

- If you rent, notify your landlord of peeling or chipping paint.
- Clean up paint chips immediately.
- Clean floors, window frames, window sills, and other surfaces weekly. (Use a mop of sponge with warm water and a general all-purpose cleaner or a cleaner made specifically for lead.

REMEMBER: NEVER MIX AMMONIA AND BLEACH PRODUCTS TOGETHER SINCE THEY CAN FORM A DANGEROUS GAS.

- Thoroughly rinse sponges and mop heads after cleaning dirty or dusty areas.
- Wash children's hands often, especially before they eat and before nap time and bed time.
- Keep play areas clean. Wash bottles, pacifiers, toys, and stuffed animals regularly.
- Keep children from chewing window sills or other painted surfaces.
- Clean or remove shoes before entering your home to avoid tracking in lead from soil.
- Make sure children eat nutritious, low-fat meals high in iron and calcium, such as spinach and low-fat dairy products. Children with good diets absorb less lead.

HOW TO SIGNIFICANTLY REDUCE LEAD HAZARDS

Removing lead improperly can increase the hazard to your family by spreading even more lead dust around the house.

Always use a professional who is trained to remove lead hazards safely.

In addition to day-to-day cleaning and good nutrition:

- You can temporarily reduce lead hazards by taking actions like repairing damaged painted surfaces and planting grass to cover soil with high lead levels. These actions (called “interim controls”) are not permanent solutions and will not eliminate all risks of exposure.
- To permanently remove lead hazards, you must hire a lead “abatement” contractor. Abatement (or permanent hazard elimination) methods include removing, sealing, or enclosing lead-based paint with special materials. Just painting over the hazard with regular paint is not enough.

Always hire a person with special training for correcting lead problems—someone who knows how to do this work safely and has the proper equipment to clean up thoroughly. If possible, hire a certified lead abatement contractor. Certified contractors will employ qualified workers and follow strict safety rules as set by their state or by the federal government. Call your state agency (see below) for help with locating qualified contractors in your area and to see if financial assistance is available.

REMODELING OR RENOVATING A HOME WITH LEAD-BASED PAINT

If not conducted properly, certain types of renovations can release lead from paint and dust into the air.

- Take precautions before you begin remodeling or renovations that disturb painted surfaces (such as scraping off paint or tearing out walls).
- Have the area tested for lead-based paint.
- Do not use a dry scraper, belt-sander, propane torch, or heat gun to remove lead-based paint. These actions create large amounts of lead dust and fumes. Lead dust can remain in your home long after the work is done.
- Temporarily move your family (especially children and pregnant women) out of the apartment or house until the work is done and the area is properly cleaned. If you can’t move your family, at least completely seal off the work area.
- Follow other safety measures to reduce lead hazards. You can find out about other safety measures by calling 1.800.424.LEAD. Ask for the brochure “Reducing Lead Hazards When Remodeling Your Home.” This brochure explains what to do before, during, and after renovations.

If you have already completed renovations or remodeling that could have released lead-based paint or dust, get your young children tested and follow the steps outlined above.

OTHER SOURCES OF LEAD

While paint, dust, and soil are the most common lead hazards, other lead sources also exist.

- Drinking water—your home might have plumbing with lead or lead solder. Call your local health department or water supplier to find out about testing your water. You cannot see, smell, or taste lead, and boiling your water will not get rid of lead. If you think your plumbing might have lead in it:

- Use only cold water for drinking and cooking.
- Run water for 15 to 30 seconds before drinking it, especially if you have not used your water for a few hours.
- The job—if you work with lead, you could bring it home on your hands or clothes. Shower and change clothes before coming home. Launder your clothes separately from the rest of your family's.
- Old painted toys and furniture
- Food and liquids stored in lead crystal or lead-glazed pottery or porcelain
- Lead smelters or other industries that release lead into the air
- Hobbies that use lead, such as making pottery or stained glass, or refinishing furniture
- Folk remedies that contain lead, such as "greta" and "azarcon" used to treat an upset stomach

FOR MORE INFORMATION

The National Lead Information Center

Call 1.800.LEAD.FYI to learn how to protect children from lead poisoning.

For more information on lead hazards, call the center's clearinghouse at 1.800.424.LEAD.

For the hearing impaired, call, TDD 1.800.526.5456 (Fax: 202.659.1192, Internet: EHC@CAIS.COM).

EPA's Safe Drinking Water Hotline

Call 1.800.426.4791 for information about lead in drinking water.

Consumer Product Safety Commission Hotline

To request information on lead in consumer products, or to report an unsafe consumer product or a product-related injury call 1.800.638.2772. (Internet: infor@cpsc.gov).

For the hearing impaired, call TDD 1.800.638.8270.

STATE HEALTH AND ENVIRONMENTAL AGENCIES

Some cities and states have their own rules for lead-based paint activities. Check with your state agency (see below) to see if state or local laws apply to you. Most state agencies can also provide information on finding a lead abatement firm in your area, and on possible sources of financial aid for reducing lead hazards.

State/Region

Phone Number

Maine

207.287.4311

EPA REGIONAL OFFICES

Boston, MA 02203

Your Regional EPA Office can provide further information regarding regulations and lead protection

617.565.3420

programs. Region 1 (Connecticut, Massachusetts, Maine, New Hampshire, Rhode Island, Vermont)

CPSC REGIONAL OFFICES

John F. Kennedy Federal Building
One Congress Street

U.S. CPSC Eastern Regional Center
201 Varick Street, Room 903
New York, N.Y. 10014-4811

Tel. 212.620.4120

Fax: 212.620.5388

APPENDIX III

Call Pilot Voicemail

Logging Into Your Mailbox:

1. Lift handset, press message key OR dial the appropriate access number below:

1-3001 if you are a staff member on the **Orono** campus.

OR If you are a staff member on the **Bangor** campus or a student living in a residence hall.

2. When you hear "Nortel call pilot" Enter your 5 digit phone number followed by the # sign. (**SHORT CUT:** If you are checking your messages from your own phone you may press the # sign after dialing the appropriate access number. You will immediately be prompted for step number 3. **Important:** this short cut only works when you are checking messages from your own phone).

3. When you hear "Password." Enter your password followed by the # sign. (If you are using your mailbox for the first time, the default password is your 5-digit phone number preceded by 58 (i.e. 581.XXXX or 582.XXXX if you are located on the Bangor campus). You will then be prompted to immediately change your password. Your password must be at least 4 digits long.

NOTE: The procedure for checking your messages from home or off campus is exactly the same, except you dial the entire 7 digit voicemail access number (i.e. 581.3001 or 581.3000).

Playing Your Messages:

After you log on to your mailbox, you are at your first new message.

1. Press 2 to play the current message.

2. Press 6 to go to the next message; or press 4 to go to the previous message.

3. To disconnect, press 8 3, or hang up.

While Playing a Message:

To skip back five seconds, press 1; to skip forward five seconds, press 3.

To play the message slower, press 2 1; to play the message faster, press 2 3.

To play the message softer, press 2 4; to play the message louder, press 2 6.

To pause, press #, to continue, press 2.

Deleting and Restoring Messages:

Before, during, or after playing a message, press 7 6 to delete it. To restore a deleted message, return to the message and press 7 6. **You can only restore a deleted message during the current voicemail session. Once you exit out of voicemail, you cannot restore deleted messages.**

Message Retention Rules for Staff Mailboxes: After you have listened to a message(s) it will remain in your mailbox for 5 consecutive days (including weekend days). After 5 days messages will automatically be deleted. This retention rule only applies to messages you have listened to. If you haven't listened to your message(s) they will remain in your mailbox indefinitely.

Message Retention Rules for Student Mailboxes: Messages that have been listened to are only stored for 1 day in a student mailbox. After one day they are automatically deleted. The system only deletes a message AFTER it has been listened to.

Responding to Messages:

Before, during, or after playing a message:

- **Contact Sender:** To contact the sender, press 9. Speak to the person or leave a message, and then hang up.

- **Reply:** To reply to a message, press 7 1, record a reply, then press 7 9 to send it.

- **Reply All:** To reply to the sender and all recipients of a message, press 7 4, record a reply, then press 7 9 to send it.

Composing Messages:

Messages are addressed to mailbox numbers, distribution list numbers.

1. While logged in to your mailbox, press **7 5**.
2. Enter the first 5-digit mailbox number or distribution list number, and then press **#**. Enter the next mailbox number or distribution list number followed by **#**. (To cancel a number, press **0 #**).
3. After you have finished, press **#** again.
4. Press **7 9** to send the message.

Express Messaging:

To send a message to another mailbox without logging into your own mailbox and without dialing the recipient's phone number:

1. Dial 1.3031 to send a message to an Orono staff member.
2. Dial 1.3030 to send a message to a Bangor campus staff member or an Orono student living in the residence halls.
3. Enter the 5-digit mailbox number, followed by **#**.
4. After you hear their greeting; wait for the tone, record your message, then hang up.

Changing your password:

1. While logged into your mailbox, press **8 4**.
2. Enter your current password, and then press **#**. NOTE: if you are logging into your mailbox for the first time, try using the default password which is your 5-digit phone number preceded by 58 (i.e. 581.XXXX or 582.XXXX if you are located on the Bangor campus).
3. Enter your new password, and then press **#**.
4. Enter your new password again, and then press **#**.

Call Pilot prevents you from using some passwords if they are too short (passwords must be at least 4-digits) or too simple, or if you have used the same one recently.

Recording Greetings:

You can record an external greeting (what off-campus callers will hear); an internal greeting (what on-campus callers will hear); or a temporary greeting (all callers hear this greeting if you record one). If you only want to record one greeting; record your external greeting. The external greeting will be played to all callers unless you have recorded a temporary greeting.

1. While logged into your mailbox, press **8 2**.
2. Press **1** for External Greeting, **2** for Internal Greeting, **3** for Temporary greeting, or **9** for Personal Verification
3. Press **5** to record. Wait for the tone then record your greeting.
4. Press **#** to end recording.
 - To review your recording, press **2**.
 - To delete a greeting, press **7 6**.
5. Press **4** to return to your messages.

When you record a temporary greeting, tell your callers the times or dates of your absence and when you will retrieve your messages. Set the month, day and time for the greeting to expire. If you do not set an expiry date, the temporary greeting stays in effect until you delete it.

Assigning a Customer Operator:

In your greeting you can offer callers the option of speaking or leaving a message with one of your assistants or colleagues. Record your greeting and tell callers to press zero if they wish to speak to this person in your absence.

1. While logged into your mailbox, press **8 0** for mailbox options, then **1** to review the current customer operator number.
2. Enter a new custom operator number (i.e. 5-digit phone number – 1.XXXX).

Blocking Messages:

You can temporarily prevent callers from leaving messages in your mailbox. As a courtesy to your callers, record a temporary greeting that provides details of your absence and their options.

1. While logged into your mailbox, press **8 0** for mailbox options, then **7** for Block Messages.
2. Turn message blocking on or off:
 - To turn it on all the time, press **1** (this means that no one will be able to leave a message).
 - To turn it off, press **2** (callers can now leave messages).
 - To block your messages only when a temporary greeting is in effect, press **3**.

3. Decide how to handle callers:

- To direct callers to the customer operator you assigned, press **1**.
- To disconnect callers after they hear your greeting, press **2**. (*This option is not recommended. Most callers will find it inconsiderate to be disconnected with no available alternatives.*)

Turning Auto login On or Off (optional feature):

You can be automatically logged into your mailbox (meaning you won't be prompted to enter your mailbox number or password). Please be aware this is a security risk when in effect. Anyone can go to your phone; press the message button and automatically log into your voice mailbox OR if your line appears on another phone, they can access your line, press their message button and automatically log into your mailbox.

1. While logged into your mailbox, press **8 0** for mailbox options, then **4** for auto login.
2. Press **1** to turn auto login on, or press **2** to turn it off.

Creating Distributions Lists:

You can create up to 99 unique personal distribution lists. Each personal distribution list can contain up to 200 entries. A distribution list enables you to compose and send a message to large number of mailboxes all at once.

1. While logged into your mailbox, press **8 5** for Call Pilot tools, then **5** for Distribution Lists.
 - To play a summary of all your lists, press *****.
2. Enter a number from 1 to 99, and then press **#**.
3. Press **9** if you want to record a name to help you identify this list in the future. At the prompt, press **5**. Record the list name, and then press **#**.
3. Press **5** to start entering addresses (i.e. mailbox numbers) into the list.
4. Enter the first 5-digit mailbox number, and then press **#**. Continue to enter mailbox numbers pressing **#** after each one.
 - To cancel the last number you entered, press **0 #**.
5. When the list is complete, press **#** again.
6. Press **4** to return to your messages.

Using Distribution Lists:

1. While logged into your mailbox press **7 5** to compose a message.
2. Enter the distribution list number, followed by **#**. If you are sending the message to more than one distribution list, separate each list number with **#**. When you are finished entering the list(s), press **#** again.
3. When it prompts you to begin recording, press **5**. When you've finished recording, press **#**.
4. To send the message, press **7 9**.

Message Forwarding:

To send a message from your mailbox to another mailbox:

1. While logged into your mailbox, listen to the message you want to forward.
2. Press **7 3**. When prompted enter the 5-digit mailbox number you want to forward the message to. If you want to send it to more than one mailbox, separate each entry with **#**. After you've finished, press **#** again.
3. At this point you will be given the opportunity to record message for the recipient to hear before the forwarded message is played. If you want to record a message for the recipient, press **5** and record your message; press the **#** sign when you're finished.
4. To forward the message, press **7 9**. If you do not want to record a message prior to forwarding the message, just immediately press **7 9** to skip this step.

DON'T FORGET TO CANCEL THE FORWARDING WHEN YOU RETURN TO YOUR APARTMENT – YOUR PHONE WILL NOT RING UNTIL THE FORWARDING IS CANCELLED.

Remote Notification (optional feature):

Call Pilot can notify you of new messages at a remote telephone or pager.

1. While logged in to your mailbox, press **8 5** for Call Pilot tools, then **2** for remote notification.
2. Press **1** to turn it on; press **2** to turn it off.
3. Press **4** to return to your messages.

To change your telephone or pager notification number, message notification type, notification days, and notification times:

1. In remote notification, press **5** to review your settings.
2. Press **5** again to change the first setting.

3. At each setting, change it if required, or press # to leave the setting without change. Press 3 to go to the next setting or press 1 to go to the previous setting.
4. Press 6 to exit setup change.
5. Press 4 to return to your messages.

EMERGENCY PREPAREDNESS

Emergency Numbers: Cell Phone and Pay Phones on campus: 207.581.4040
 University Park-From 581 phones: Police, Ambulance & Fire 911
 From 866 phones: Police, Ambulance and Fire 207.581.4040 or 911

Call boxes that connect you directly with UMaine Police Department are located throughout the campus. The call boxes are identified by a blue Emergency light & sign at outdoor locations and by a red 911 phone sign indoors. There are campus phones near the Maine Card readers at all residence halls.
Note: For those using VoIP (Voice over Internet Protocol) telephone service, dial 207.581.4040 for emergencies on campus. When off-campus, check with your local emergency service providers (as 911 will not work on VoIP telephones).

Type of Emergency	Number to Call
Bomb Threat	911
Chemical Spills	911
Children’s Center	207.581.4076
Criminal & Suspicious Acts	911
Emergency Action Plan	911
Explosion	911
Fire	911
Maintenance	Days: 207.581.6903; Nts & Wknds: 207.581.4040
Medical Emergency	911
Cutler Health Center	207.581.4000
Eastern Maine Medical Center	Emergency: 207.973.8000 Non-Emergency: 207.973.7000
St. Joseph Hospital	Emergency: 207.262.5000 Non-Emergency: 207.262.1000
Oil/Fuel Spills & Gas Leaks	911
Police	911
Radiation	911
Shelter-in-place emergency instructions	207.581.3473
Student Medical Aid	911 or 207.581.4000
Suspicious Mail	911
Utility Interruption	Days: 207.581.6903; Nts & Wknds: 207.581.4040

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University Park Maintenance Shop	207.581.6903 or 207.735.4357
University Park Family Housing	207.581.4444
Weather	207.581.SNOW (207.581.7669)
Workplace injuries & Illnesses	911 or 207.581.2367