Welcome Home!

Welcome to U of U at Block 44! We hope you enjoy being a resident in the heart of Downtown Salt Lake City, and take part in the beautiful city life. U of U at Block 44 offers a unique opportunity to live close to campus and explore what Salt Lake City has to offer like exhibits and events, the Salt Lake City Library, museums, restaurants, malls, and much more. The opportunities are endless, so take advantage of downtown city life.

**BLOCK 44 SERVICES**

**KEYS & DOOR ACCESS**

You will set up a personal PIN (through Dwelo) to access your apartment. You can enter this PIN onto the door keypad, or through the Dwelo app. Read more about Dwelo on page 3.

Your fob will allow you access to the levels of the building and building access after hours. The interior apartment doors do not have a lock on the outside of the door. Residents should not install locks on these individual apartment doors. Residents are not permitted to give their keys/access devices out to other individuals. Doing so is in violation of University of Utah policy and will result in a Student Conduct case. For everyone’s safety, turn in found keys to the Block 44 office. Keep your main apartment door locked at all times.

**If you become locked out of your apartment**

Enter your Dwelo PIN on your door. If you’ve forgotten your code, reset your code by visiting www.dwelo.com/support

**In case of emergency**

Between 8:00am-5:00pm: Call the PHC front desk for support in resetting your PIN
Between 5:00pm-8:00am: Contact your Community Manager to request access into your space.

Charges will be assessed to your HRE student account for access device replacement. If you lose your fob permanently, you need to report it to your Community Manager and pick up a new fob at the Block 44 Leasing Office. You will be charged $50 per lost fob. Do not call a locksmith if you are locked out.

**MAIL**

Block 44 will accept packages and deliveries from the U.S. Postal Service, UPS, Federal Express, florists, cleaners, or other service industries on resident’s behalf. Residents will receive one mail key per apartment. Please note the differences in envelope and package delivery services.

**PACKAGES**

Residents will be set up with Package Concierge (Package Locker System). Residents will use their normal shipping address online (including their apartment #) and carriers will deliver the packages to the Package Concierge boxes in Block 44. Students will receive a mobile notification (email) with an access code to enter into the touchscreen to pick up the package. Large packages that will not fit in the lockers will be kept in the leasing office as well as packages delivered when all of the lockers are full. Read more about setting up Package Concierge on page 3 of this guide.

**ADDRESS FOR MAIL AND PACKAGE DELIVERY**

Your Name
380 South 400 East Apt #
SLC, UT 84111

Insert your apartment number

**IMPORTANT CONTACTS**

**HOUSING & RESIDENTIAL EDUCATION**
Mon - Fri, 8am - 5pm
801-587-2002 | info@housing.utah.edu
www.housing.utah.edu

**PETERSON HERITAGE CENTER**
Open 24 hours | 801-587-2000
www.housing.utah.edu/living-the-u/peterson-heritage-center/

**WHAT IS BLOCK 44?**

These apartments are located very close to the main campus at 380 South and 400 East, in Salt Lake City, Utah. They are located close to light rail transit (TRAX) within the Block 44 apartment complex but are managed by Housing & Residential Education.

U of U apartments (on floors 3, 4, 5, and 6) have three Community Managers and one Assistant Area Coordinator (all hired and employed through Housing & Residential Education at the University of Utah) who support U of U residents and provide opportunities to connect residents with campus life.

Get social with HRE!
@UOFUHOUSING
TRANSPORTATION & PARKING

If you choose to bring a vehicle to campus you will need to purchase a parking pass from Commuter Services (located in the Annex Building). A variety of permits are available to housing residents. Residents are encouraged to utilize TRAX, UTA buses, and campus shuttles as a more sustainable form of transportation. For more information on parking or to purchase a parking pass online please visit Commuter Services’ website: www.parking.utah.edu.

PARKING AT BLOCK 44
All vehicles must have license plates and registration tags to be current and displayed at all times. Vehicles must be kept clean and in operable condition. Resident, other occupants and Resident’s guests who park in fire lanes, reserved parking or undesignated parking, or vehicles which are inoperable or without current registration tabs will be towed at owner’s expense. Parking of boats, campers, recreational vehicles and commercial purpose vehicles is prohibited. Vehicle repair is prohibited. Any vehicle that appears to be disabled, abandoned or cited will be towed at owner’s expense.

Each vehicle must be registered with HRE to provide HRE with a record to follow up with Resident in hopes of avoiding a costly tow, charged to the vehicle owner cited for violating Community parking guidelines. Students will complete a form application on our website to request a parking permit. Parking stalls will be assigned for $60/month. Student will be given a parking fob to access the garage and a permit tag to place in their vehicle. HRE reserves the right to change assignments and policies upon written notice to the Resident. Guests or residents without a Block 44 parking permit should use street parking, not the garage. Vehicles parked in the garage without a permit will be towed at the owner’s expense.

Resident is liable for any and all damage caused by Residents carelessness or negligent driving, which may result in the destruction of the storage and/or garage space or to any other vehicle near garage or storage space.

To receive a permit Resident will need to request a parking space from HRE. Requests can be made online. Each permit is required to be clearly visible at all times and should hang on the rear view mirror. It is the sole responsibility of the Resident to check regularly that each permit is secured on the appropriate vehicle and is visible. Failure to properly display parking permits may result in the vehicle towed at Resident’s own expense. Lost parking fobs can be replaced at a fee of $50.

SLC PUBLIC TRANSPORTATION
The Utah Transit Authority (UTA) provides both bus and train transportation. The buses can take you anywhere in the Salt Lake area, including the Salt Lake International Airport. TRAX has lines from campus to downtown Salt Lake and, from there, northern and southern routes along I-15.

The buses run around parts of campus and there are TRAX stations in front of the MHC and at the Rice-Eccles Stadium. All UTA services are free for U of U students with their UCard.

Your UCard is your free transportation pass for both the buses and TRAX. When boarding and exiting, tap your UCard at the scanners on either end of the TRAX platform or at the bus entrance.

Bus and TRAX schedules may be found on the buses, at the TRAX station, or online at www.rideuta.com. There is also a trip planner on the UTA website.

REMINDER: You must tap on and off when utilizing TRAX or the buses

Dining Services

While you are not required to have a meal plan when you live at Block 44, a meal plan offers the convenience of eating on campus and the opportunity to socialize with other residents. Meal plans designed for commuter students are also available! A common plan great for residents living in apartments is the 40 Block. It’s not too late to sign up for this plan.

PHC DINING ROOM
The PHC Dining Room offers buffet-style dining and has the most variety on campus. If you have a meal plan, you’ll mainly use your meals here, but anyone can eat at the PHC by paying at the entrance. Nearby is the Crimson Corner, a convenience store located on the main floor of the PHC. Students with a meal plan can purchase snacks and beverages using flex or dining dollars.

PHC DINING HALL HOURS
Monday-Thursday: 6:30am - 9pm
Friday: 6:30am - 9pm
Saturday: 8am - 2pm & 4:30pm - 9pm
Sunday: 9am - 2pm & 4:30pm - 9pm

TO-GO MEALS
Individuals with meal plans will be given a reusable plastic to-go container that can be used for two to-go meals a day at the PHC Dining Room.

TRANSFER MEALS
Sometimes busy class schedules makes it tough to get back to the PHC for every meal. Transfer meals allow students to use their meals at additional locations on campus, including the Honors Market, Miller Cafe, The Hive, and Crimson View. A transfer meal can be used for up to $5 value at breakfast and $7 value at lunch and dinner.

THE HIVE
We are excited to announce the newest dining location in Heritage Commons. The Hive is a late-night pizza join located just south of Benchmark Plaza. The Hive will be open from 7pm-2am. Meal plans will be accepted.

OTHER DINING OPTIONS
There are a variety of other dining locations on campus to fit your needs, including the Union Building Food Court, Einstein’s Brothers Bagel, Crimson View restaurant, England Hub, Mom’s Cafe, the Honors Market, Freshen, Miller Cafe, and so much more!

Dining Services
801-581-7257 | dining@utah.edu
www.dineoncampus.com/utah
Dwelo is the service you will use to access your apartment. As previously mentioned, you will not use a hard key to access your apartment, rather, you will always use your personal Dwelo pin. You are able to set up your pin prior to Move In Day (August 30), and will receive an email from Dwelo prompting you to set up your account (login, password, and pin). If you don’t see the email, check your spam folder. Follow the instructions in the email to set up your Dwelo profile and pin. Ultimately, once you move in, the pin can be entered directly on the door keypad of your apartment or, it can be entered on your smart phone through the Dwelo app.

**USING YOUR DOOR CODE**

**With a Smart Phone**
If you plan to use Dwelo from a smart phone, we encourage you to set up your profile and pin on a laptop, computer or iPad. Once you have set up your pin, memorize it! Whenever you need to access your apartment, you will enter this pin on the door keypad above your door handle. After August 30, you can continue to access Dwelo via a laptop, computer or iPad to update your profile. In your Dwelo profile, you will see a variety of functionalities (after August 30):

A. **Lights, Locks, and Climate** The center area of the screen gives you access to each apartment function. This is where you can adjust the temperature of your apartment, or turn the lights on or off.

B. **Dwelo Mode Settings** In the top left corner, you can configure home, away, and night modes. This includes setting for the thermostat, lights, and lock settings. Toggle between modes by tapping on the orange button at the bottom of the main app screen. We recommend configuring these settings with the other residents you will be sharing an apartment with (upon move in).

C. **Profile Settings** This is where you can view or reset your door pin, and edit your profile.

**Without a Smart Phone**
If you do not have a smart phone or do not plan to use one for this purpose, proceed in following the instructions in your email (sent to you between now and August 30) to set up your Dwelo account and pin on a laptop, computer or iPad. Once you have set up your pin, memorize it! Whenever you need to access your apartment, you will enter this pin on the door keypad above your door handle. After August 30, you can continue to access Dwelo via a laptop, computer or iPad to update your profile. In your Dwelo profile, you will see a variety of functionalities (after August 30):

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C. **Profile Settings** This is where you can view or reset your door pin, and edit your profile.

**Getting Connected**

**Cable**
As part of your residence hall benefits, cable television is provided to all rooms in Block 44. Each room has a cable connection and a cable box, but you are responsible for providing your own television and coaxial cable to connect to the outlet. If your connection is not working or if the outlet is damaged, contact the Block 44 Leasing Office. More information about the channel lineup can be found here: housing.utah.edu/living-the-u/getting-connected-cable-internet

**Internet**
There is wired connection and high speed wifi at Block 44. To use wired connection, you will need to supply an ethernet cable. Internet is monitored for users causing slowdowns as a result of file sharing, viruses, or other violations. If a resident causes a slowdown for any of the above mentioned reasons, the applicable internet port will be disabled and corrective action will occur. ANTI-VIRUS and FIREWALL SOFTWARE are required to be loaded and maintained on all computers connected to this service. To connect to the wired or wifi internet at Block 44, consult with your Community Manager.

**Internet Tips - Be A Good Wireless Steward**

<table>
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<tr>
<th>DO</th>
<th>DON'T</th>
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<tr>
<td>- Use wired connection</td>
<td>- Bringing personal wifi routers &amp; hotspots</td>
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<tr>
<td>- Contact Fastel at 801-322-3278 or <a href="mailto:customerservice@fastel.com">customerservice@fastel.com</a> for help with connect issues or outlet damage</td>
<td>- Use wireless printers</td>
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<td>- Connect wireless media players (Apple TV, Chromecast, etc.) as wired</td>
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**Receiving Packages at Block 44**
To receive a package of U of U at Block 44, you may utilize a system called “Package Concierge”.

**How It Works**
- You will place an order online or other, using the mailing address mentioned on page 1
- The carrier will deliver the package to Block 44
- You will receive an instant notification of delivery
- You will then be able to retrieve your package, at any time of day 7 days a week, with barcode or username

**How to Register**
- On or shortly after August 30, you will receive an email with your username. You will use the link provided to create your PIN and register for your account. Please note that the system will prompt you to enter a credit card number. This will be used to charge an activation fee of $20, which HRE will credit to your account during the following billing cycle. The only time your credit card will be charged is if you do not pick up packages within a five day window, see below. If you do not wish to enter a credit card number, you may opt out of Package Concierge entirely by not completing this registration and informing the Block 44 Leasing Office of your intent to opt out. Please note that if you choose to opt out of Package Concierge you will not be able to receive packages at Block 44.
- When a package has been delivered, you will receive an instant notification via email, text message, or push notification and/or phone call.
- To retrieve your package, you will go to the lobby and enter your username or scan your barcode, then enter your pin. All lockers containing your packages will automatically open. Lockers are located kiddy corner from the leasing office.
- Packages not picked up within a five day window will be charged a storage fee of $3 per day.

We encourage you to download the free mobile app to manage your account on the go! For support, you may call 888-989-7225 or email support@packageconcierge.com.

**Important to Know**
Inside your apartment, a Dwelo hub will be set up near your media box. Your media box is where your internet and cable come into the unit, and feed your apartment with these services. Do not unplug or move the Dwelo hub or the media box as this will interfere with your ability to access your apartment. In the event you are locked out, do not call a locksmith. There is a $200 fee for attempting to manually unlock your door. Utilize the instructions on page 1 if a lock out occurs.
MAINTENANCE

As with any building, residents are expected to take care of their space. Please familiarize yourself with the following information and guidelines.

GUIDELINES AND EXPECTATIONS
- Appliances shall not be removed from the premises. Residents are responsible for any repairs or damage resulting from the misuse and shall reimburse for necessary expense incurred in the repair of such equipment. Residents will be charged for unclogging plumbing equipment in the event that a foreign object used by Resident caused a malfunction or damage to the equipment. Do not destroy, deface, damage or remove any part of the apartment, common areas, or grounds.
- The disposal should be used for the purpose in which it was constructed. The following items should not be put in the disposal, to include but not limited to: metal, string, grease, coffee grounds, nut shells, fruit pits, corn on the cob, potato peels, paper, wire, stringy foods, bones or non-food items.
- The following items should not be disposed of in the toilets, to include but not limited to: diapers, paper towel, sanitary napkins, tampons, food, toilet wipes, baby wipes and rags.
- Dishwashers should not be overloaded and only detergents made for automatic dishwashers should be used. A rinse agent to improve drying and reduce spots and build up in dishwasher is recommended.
- To keep the oven clean, use mild detergents following each use and do not use hard abrasives on chrome or glass parts of the oven. Never place foil under the burner pans.
- Do not overload the washer or dryer and do not use it wash and/or dry bulky items such as comforters. Leave the washer door open after each cycle for better ventilation.
- Always clean the lint screen prior to using the dryer and never operate it without a lint filter.
- Never dry items that come in contact with flammable substances (e.g., cooking oil, gasoline, paint thinner, or alcohol.)
- Decorations: Residents may only use adhesive hangers when hanging pictures, mirrors, etc. DO NOT use nails and regular hangers.
- Keep the apartment clean.
- Use all appliances, fixtures, and equipment in a safe manner and only for the purposes for which they are intended.
- Do not litter on the grounds or common areas.
- In the event there of any defects in the plumbing, fixtures, appliances, heating and cooling equipment, or any other part of the apartment or related facilities (including any observation of mold or mildew on the premises), residents should give Block 44 prompt written notice. Placeholder: How? What is the process?
- Do not make any repairs within the apartment yourself.
- Maintain a minimum of 55 degrees inside the apartment at all times to prevent water lines from freezing during winter months.
- Patios and balconies are to be kept neat and orderly at all times.
- Do not hang fabrics is not allowed on the patio or balcony.
- The installation of sunshades, blinds or hanging fabrics is not allowed on the patio or balcony.
- No storage of any personal property or trash containers is allowed on the patio or balcony.
- All plants must be free-standing and have saucers underneath them. Hanging plants are not permitted on the patio or balcony.
- No bikes and/or motorcycles are allowed to be kept on any patios or balconies at any time on the patio or balcony. Unapproved bike hooks are not permitted and will be removed.
- Only furniture designed for outdoor use is permitted on the patio or balcony.
- Fish tanks sized 29 gallons or smaller are allowed.

WHAT IF SOMETHING IN MY ROOM IS BROKEN?
Resident is responsible to notify Block 44 in writing if a maintenance issue arises in or around the leased premise (except in the event of an emergency). This would include anything specific to the building such as the heating and cooling system, appliances, etc. Maintenance requests will be handled after office hours only if an emergency.

Routine notices and request for repairs may be served on management by delivering a copy of the notice to a property representative at the on-site office and submitting a maintenance request on the office iPad, or by sending it by certified mail return receipt requested to the property manager. You may also make your request online at www.liveatblock44.com under the Residents tab on the far right. You will receive an invitation via email to use “Rent Cafe”, prompting you to set up a user name (use the same email) and password. If you have any issues setting up this system, please stop by the leasing office for assistance.

In the event of an emergency, call 911 directly for help. Notify the HRE on-call staff and Block 44 immediately thereafter.

GAS RANGE
Your apartment has a gas range. Please take precautions to operate this appliance safely.
- Use the right size pot for the burner, the flame shouldn't extend past the sides of the pot
- Do not allow food to boil over, this will put out the flame while leaving the gas on
- Don't line the burners with foil
- Don't leave flammable materials near the stove
- To troubleshoot issues with your stove, submit a maintenance request to the Block 44 Leasing Office (online or in person)
- If you smell gas, immediately contact your Community Manager or the Block 44 Leasing Office depending on the time of day.
**GARBAGE & RECYCLING**

Trash and recycling containers are located at various places throughout the Community. Residents shall secure trash and place it in a designated container. Do not place trash on the ground if dumpster is full, rather please proceed to the next closest container to dispose of the trash. Large articles, such as furniture, should not be placed in trash. Boxes should be broken down before disposal. Resident shall not dispose of hazardous materials in any container or other location at the Community. Resident shall only dispose of refuse in compliance with applicable laws. Resident may be charged a fee for not following these guidelines. Do not store trash on porches, balconies or in the hallways.

**FIRE SAFETY**

Resident apartments are equipped with smoke detectors. Resident shall not disable smoke detector. It is the responsibility of Resident to periodically self-test the smoke detectors to ensure its proper operation and notify Block 44 maintenance of any malfunction.

**FAMILY EDUCATIONAL RIGHTS & PRIVACY ACT (FERPA)**

If you would like to allow individuals to access your Housing U account to pay your bill, you will need to release your FERPA rights through Housing U in CIS. Once logged in, select “FERPA Consent Release Form”, check Housing and Residential Education as an area of release, and create a pin. Please remember to share your pin with anybody that you would like to have access to your account. Contact the Office of the Registrar for more information about FERPA.

**PAYING HOUSING BILLS**

Fall 2018: HRE bills students on a monthly basis. Pay via Housing U or in Central Office.

Spring 2019: Introduction of new system called “One Bill” (tuition, housing, & meal plans all in one place). Look for an update and instructions about the “One Bill” transition this fall. Please call 801-587-2002 with any questions.

Renter’s Insurance is required for residents of U of U at Block 44. Proof of renter’s insurance can be submitted through the Housing U application in Section 4.

**UNIVERSITY POLICE & SECURITY**

University Police & Security are here to help make your experience on campus a safe and pleasant one by doing patrols, safeguarding your security, and offering programs and resources.

**SAFETY ESCORTS**

Oftentimes, students and employees need to be on campus at night or during odd hours of the day and would feel more comfortable having someone to walk with them. If you need a Safety Escort, please call the University Police dispatch at 801-585-2677. Tell the dispatcher where you are and request an escort to a campus location. They will dispatch a security officer to walk with you or give you a ride to your desired location. Escorts are not provided to or from locations off campus.

In the event of an emergency at U of U at Block 44, call 911 or Non-Emergency Dispatch for Salt Lake City (801-799-3000)

**STAY UP TO DATE**

The Campus Alert System is a messaging service that alerts students to potential safety threats, weather conditions, and other emergencies that may occur on campus. This system also provides notification to residents in case of an emergency within HRE facilities and serves as a means to distribute special directions to residents as needed. University of Utah students are automatically signed up for this service.

Visit [http://campusalert.utah.edu](http://campusalert.utah.edu) for more information.

**UCARDS**

You’ll need your UCard for a lot of things on campus! To get your UCard or replace a lost UCard, please stop by either of the UCard locations on campus: in the Union Building, room #158, or at the University Hospital, room #AC143C (use the south entrance).

**TOBACCO FREE CAMPUS**

Effective July 1, 2018, the University of Utah is a tobacco-free campus. Smoking and the use of any tobacco product is prohibited on all university property and in any outdoor area controlled by the University. These areas include all university residence hall and apartment buildings. This rule is applicable 24 hours a day, 7 days a week and applies to U of U at Block 44 residents and guests. Block 44 is a smoke-free community for all residents, whether affiliated with the University or not. For more information, please visit: [tobaccofree.utah.edu](http://tobaccofree.utah.edu)

**Policies**

All students have the responsibility to abide by university and HRE policies and to report safety concerns and policy violations that are taking place in their room, suite, floor, and/or building. You should know that there are consequences for making choices that violate community standards.

You are responsible for all policies outlines on our website and housing contract. More information about the student conduct process and our policies can be found in the Residence Hall and Apartment Policies section of our website at [housing.utah.edu/living-the-u/resident-policies-responsibilities/](http://housing.utah.edu/living-the-u/resident-policies-responsibilities/). You are also responsible for following the University of Utah’s Student Code, which can be viewed at [http://deanofstudents.utah.edu/conduct/](http://deanofstudents.utah.edu/conduct/).