Laundry Room Etiquette

Laundry is personal! Everyone does it, and everyone has their own thoughts on how it should be done. It is one of the most common disputes between neighbors in our community. In an effort to help eliminate conflicts, I’ve outlined below our community expectations regarding laundry room usage:

- Laundry should be done between the hours of 8:00am and 10:00pm, (because quiet hours are from 10:00pm-8:00am).
- Remove your laundry promptly, so others can use the machines without having to handle your items.
- Be respectful of other people’s belongings:
  - Never put someone else’s clothes on the floor.
  - Don’t remove clothes before a cycle is complete.

Take care of our machines by following these guidelines:

- Never use dye in the washer.
- Remove lint from the lint tray after using the dryer.
- Leave machine doors open after use to prevent mildew.
- Do not overfill the machines. Overfilling the machines does not allow them to work efficiently and causes wear over time.
- UA machines are High Efficiency (HE), which means you should use detergents labeled High Efficiency. If you are using standard detergents, you can use less detergent to accommodate the HE machines.
- When washing small items (baby socks, wash cloths, etc.), please use a garment bag to corral them so that they don’t get lost.

Please help keep the laundry room clean! You can help keep the laundry room clean by wiping/sweeping spills, picking up trash, recyclables, or lint, and wiping the machines or other hard surfaces.

Finally, if something is broken, please let us know by filling out a request online (http://repairs.housing.wisc.edu) or by calling the Apartment Facilities Office at 608-262-2037. Please be sure to include what number is on the unit that is not working (numbers are posted on each individual machine). If you have time, please post an “Out of Order” sign on the machine so that others know it’s not working properly.

Is it okay to remove other people’s clothes from the machines?

If someone leaves their items in the machine for a long time, it is okay to remove them. We ask you to be respectful when handling someone else’s items, and only do it when you have given them time to come collect them on their own. If you do not want people to touch your items, we recommend setting a timer and being early to get your items out of the machine.

Can people wash their shoes in the machines?

If your shoes are labeled as machine washable, then it is okay to wash them in the machines. In general, if you have items that are labeled as “machine washable,” it is okay to wash them in our machines.

Can people wash undergarments in the shared machines?

Yes. We expect that people will need to wash their undergarments, and it is okay to wash them here at UA.

Can people wash reusable/cloth diapers in the machines?

Remove all solids and flush them down the toilet. Rinse diapers before putting them into the machine. Be sure not to overfill the machine, as this may cause the machine to not work effectively, thus your diapers may not come fully clean and be sanitary.

Can people wash comforters, quilts, and other large items in the machines?

If the item is machine washable, and fits in a standard size load, then yes. If the item is large or bulky, we recommend going to a local laundromat to use a larger, industrial size machine.

Is it okay for people to store their laundry equipment (detergents, baskets, etc.) in the laundry room?

Some people choose to do this, and that is okay with us. We are not responsible for lost, damaged, or stolen items.

If you have questions, comments, or suggestions about laundry, please contact the Resident Manager assigned to your area.
YOUR RESIDENT MANAGER
Helpful Tips from the RM Team

The Resident Manager team is made up of seven staff members who live in the community. They have many responsibilities, but being on-call is what they are most known for, and is one of the largest parts of their job as RMs. You can reach the RM on-call (available 5:30pm-8am on weekdays and 24 hours on holidays) by calling or texting 608-444-9308. Due to reception concerns, texting is typically more reliable.

The RM on-call helps residents with a variety of issues while on-call including lockouts, emergency maintenance concerns, rentals at the Community Center, and answering questions. In the past year (May 2016-May 2017), they have responded to over 1200 calls and texts from residents! With that much experience, we’ve come up with a few tips and helpful hints we’d like to share.

To Help Prevent a Maintenance Emergency
Let us know when things break by filling out an online form for routine repairs (like slow leaks or drips, broken blinds, bent curtain rods, loose cabinets, etc.) as soon as you notice it. This allows us to address it before it grows into a bigger problem. You can find that form here: [http://www.housing.wisc.edu/apartments-services-maintenance-request.htm](http://www.housing.wisc.edu/apartments-services-maintenance-request.htm). If it is a maintenance emergency, like an overflowing sink, clogged toilet that you cannot plunge yourself, or a fire alarm sounding, please call us!

To Hear Less “Chirping”
Chirping is what happens when smoke or CO2 detector batteries go bad. We actually offer free batteries to residents at the Community Center. When you hear chirping, you can call an RM (after office hours) to come replace the battery; you could also get and keep one or two batteries at home so you can change them yourself as needed. Of course, if you don’t feel comfortable doing it or don’t know how to, please call us. We are happy to come help!

To Reduce Kitchen Sink Clogs
Garbage Disposals (the thing in the sink that collects food particles and chops them up) are meant only for small particles of food, like crumbs from when you wash your dishes. Please place larger food in the garbage before running your disposal. It will run more effectively and be less likely to clog or back up into you or your neighbor’s apartments.

To Avoid Lockouts
- Always check that you have your keys when you leave your apartment!
- If you do realize that you have left your keys at home or in your office, try to make arrangements before you get home by calling your roommate (if you have one) to see if they will be home.
- If you cannot make other arrangements and the Community Center office is closed, call or text the RM on-call and they will meet you as soon as they can.
- During office hours, you can come to the Community Center and we will lend you a spare key to your apartment.

• You will need to show ID to staff to be let in to your apartment or to get a spare key.
• It is worth noting that if UA Staff enter your apartment when you are not home (which we only do to fulfill maintenance requests or in emergencies), we will lock the door behind us. You should always lock your door, but even if you choose not to, we recommend that you take your keys in case we lock it for you!

In addition to being on-call after hours and on-weekend, RMs also live in and serve specific areas of the community, which you can see below. You can contact your RM for non-urgent issues like:
• If you have an idea for a neighborhood or community event;
• Questions or concerns about parking, laundry, or quiet hours;
• Information about campus, the larger Madison community, etc.

To find out who the RM in your area is, refer to this chart:

**Resident Managers in Your Area**

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<td><a href="mailto:daniel.corral@housing.wisc.edu">daniel.corral@housing.wisc.edu</a></td>
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Hello all! My name is Lauren Roberts, and I am the new intern here at University Apartments this summer! I am currently a Master’s student at the University of South Florida in the College Student Affairs Program. I did my undergraduate degrees in both history and biology at Denison University, in Ohio. You will see me wandering around the Community Center until the beginning of August and hosting a few programs here as well! Don’t be afraid to say hello! I would love to get to know as many people as I can while I’m here. Thank you for welcoming me into the community! It has been amazing so far. See you around! 

**Staying Grounded with the Grounds Department**

**Parking**

Garden parking in Eagle Heights Drive will be closed for road construction. Please read your parking policy in your move-in packet or go online to find it. Parking in a visitor stall more than 2 days may result in a $40.00 citation. Please obtain a visitor parking pass from the community center office if parking more than 2 days.

**Construction**

Construction will begin on Eagle Heights Drive starting 06/26/2017 and ending sometime by the end of summer or early Fall. Please be patient, follow road signs and allow yourself more time to get where you are going. Eagle Heights Drive will be one way during most of the project, so use alternative routes to get to where you are going.

**Garbage**

Please put garbage in the dumpster, not on the ground unless it’s furniture or metal. Clothing can be put in the donation box at the community center. Do not leave it by the dumpster or it will be thrown away. Please donate bikes to kids’ organization. Do not leave them in the bike racks when moving out.

**Boats and Canoes**

Please put canoes on racks in Lot Z or garden area behind University Housing. Park Boats in Lot Z. Boats and canoes must be registered with our office and have property labels on them. Please secure them to avoid wind or theft.

**Property**

Please do not store any property in the fire rescue platform hallways. This is against the City of Madison Fire Code and property will be removed.

Property labels expired at the end of June. Please pick up new ones at the community center office with an ID. All property outside must have a property label on it. Please do not put labels on indoor furniture because it cannot be stored outside. Please read your storage policy before labeling property.

On July 13th, we will be tagging bicycles that do not have a current yellow label on them. If they do not have a current yellow label on them by July 17th, they will be considered abandoned and the lock will be cut off and the bicycle removed. If you do not want your bike, donate it to a kids’ organization or put it by the dumpster so we do not have to store it for 30 days.

**Swimming Pools**

Swimming pools may not be left in lawn area or left unattended.

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**NEW FACE AT UNIVERSITY APARTMENTS**

**THIS SUMMER: Meet Lauren Roberts**

Hello all! My name is Lauren Roberts, and I am the new intern here at University Apartments this summer! I am currently a Master’s student at the University of South Florida in the College Student Affairs Program. I did my undergraduate degrees in both history and biology at Denison University, in Ohio. You will see me wandering around the Community Center until the beginning of August and hosting a few programs here as well! Don’t be afraid to say hello! I would love to get to know as many people as I can while I’m here. Thank you for welcoming me into the community! It has been amazing so far. See you around!
Microwave Giveaway

Need a microwave? University Apartments and University Housing have 35 gently used and donated microwaves to give away this summer. If you are in need of or would like a microwave, please use our signup form to reserve one.

Microwaves will be distributed on Friday, July 14th between 10:00am and 12:00pm in room 139 of the Community Center. If you do not pick up your reserved microwave in that time window, it will be given to someone else. If you are on the waitlist, we will call you that afternoon if a microwave is available for you. You will have to pick it up within 24 hours or it will be given to someone else.

If you have questions, please contact Maggie at maggie.higgins@housing.wisc.edu

Do You Have Your Yellow Property Stickers?

If you will be traveling for extended periods this summer, please make sure your property stickers/labels are up to date (including on your bicycle) before you leave. It is important that all property stored outside of your apartment has a current yellow sticker displayed.

The old property stickers (green) expired at the end of June. Everyone needs to place new stickers on their stored items. You can pick up new property stickers at the community center.

TEACHER FEATURE: Wonhee Chung

Eagle’s Wing is so very pleased to share Wonhee Chung with you. Wonhee has been with us since 2005 and is one of our dedicated Early Childhood Teachers. Wonhee quietly works her magic with young children. She is loving and caring and helps even the most anxious of children to know that here they are cherished, they are safe, that they can make friends, and have lots of fun! All of Wonhee’s colleagues admire her calm, nurturing and gentle spirit.

Wonhee was born and raised in Daegu South Korea. There she attended the university for her bachelors degree. Later she obtained her Masters in Fine Arts in Ohio. Wonhee also holds a Wisconsin Department of Public Instruction teachers license.

Family is very important to Wonhee. It was in South Korea that Wonhee met her husband – his older sister introduced them to each other. They have been married now for over 30 years. Together she and her husband have 3 children, two sons and one daughter, all grown. All three live in New York and have started their professional careers. Their first son has recently graduated with his masters from Columbia and is in Computer Sciences. Their second son works with 3D animation and their daughter is an accounting consultant.

Wonhee loves to travel, so now has a reason to visit New York annually. They love to spend Thanksgiving in New York and the children all come back to Madison for the Christmas holidays. Besides traveling, Wonhee loves to listen to music and take walks. You’ll often see her taking a quick walk around University Apartments during her breaks.

Wonhee works with her Yuwa Room 2, 3 and 4 year olds in the mornings. During the academic year, you will find Wonhee with our Glider, after-school children. During the summers, Wonhee works with our preschool children in the Nijji Room in the afternoons. She gets the best of all worlds with toddlers, preschoolers and school-agers, all of whom she is very skilled in working with. Wonhee has said that what she loves best about working with Eagle’s Wing is the teamwork that is enjoyed by the staff. “They take good care of each other and have such good relationships with the children.”

With all of her experience as a mother and a teacher, Wonhee’s best advice to parents is to “love your children consistently”. We are so very fortunate to have Wonhee with us, where she demonstrates every day her consistent love for children!
You can sign-up for our events on our website located at [www.housing.wisc.edu/apartments-resident-news](http://www.housing.wisc.edu/apartments-resident-news). Please follow the instructions on the page to sign-up.

### EVENTS THIS MONTH

**Cooking Class**  
*Starting July 11 on Tuesdays, 12 p.m.-2 p.m.*  
**Eagle Heights Community Center**  
We are bringing back our community cooking classes! Residents will be teaching other residents how to cook a dish in our Community Center kitchen. If you would be interested in teaching a small group of fellow residents how to cook a dish, register at the link below. The ingredients will be provided. If you are not interested in teaching, but would like to attend a class to learn how to cook a dish, keep an eye out for sign-ups in the next few weeks.  
*Registration Required:* [https://docs.google.com/forms/d/e/1FAIpQLSc379FrUu5dIlrMzbAkyNIkRkyWcdgybS87VQd9iSsq9e8s52Q/viewform](https://docs.google.com/forms/d/e/1FAIpQLSc379FrUu5dIlrMzbAkyNIkRkyWcdgybS87VQd9iSsq9e8s52Q/viewform)

**Zumba**  
*Saturdays, July 1, 15, & 22, 9:45 a.m. - 10:45 a.m.*  
**Eagle Heights Community Center Gym**  
Please note that there is no class on July 8.  
*No Registration Required.*

**Chicago Trip**  
*Saturday, July 8, 6 a.m. - 11:30 p.m.*  
Still a few seats available! Join us for our annual Chicago Trip! We will have stops at the Navy Pier and Grant Park. You can go shopping at the Magnificent Mile; explore Chicago’s art museums, restaurants, and cultural centers, visit Shed Aquarium and more!  
*Registration Required*

**Mindfulness for Middle Schoolers**  
*Tues/Wed/Thurs, Aug. 22-24, 29-31, 4 p.m. - 6 p.m.*  
**UW Health at the American Family Insurance Center**  
4602 East Park Blvd, Madison, WI 53718  
*Fee: $225*  
A fun supportive group to practice skills that help understand and manage stress. Class specifically designed for students in grades 6 - 8. Questions? Call the Mindfulness Program at (608) 265-8325.  

**New Parent Group**  
*Fridays, 10 a.m.*  
**Eagle Heights Community Center Room 133**  
Come meet other new parents at the Community Center. Talk about the joys and challenges of having little ones. We generally are a group of parents and kids under one year, but we will not turn anyone away. We are excited to have had Dads and pregnant women join us, so please come!

**STRESS Mindfulness for Teens**  
*Tues/Wed/Thurs, July 18-20, 25, 26*, & 27, 1 p.m. - 3 p.m.*  
**UW Health Research Park Clinic Room 1111A**  
621 Science Dr., Madison, WI 53711  
*Fee: $290*  
A fun supportive group to practice skills that help understand and manage stress. Class is specifically for high school teens. Mindfulness practice can help with challenges and stressors involved with family, school, relationships, focus and concentration, headaches, sleep disruption, pain, digestive upset, and anxiety and general well-being. Questions? Call the Mindfulness Program at (608) 265-8325.  

**Dane County Farmers Market**  
*Saturdays, 6:00 a.m. - 12:30 p.m.*  
**Capitol Square**
COMMUNITY CENTER OFFICE HOURS:

- **Monday**: 7:45 a.m. to 5:45 p.m.
- **Tuesday**: 7:45 a.m. to 5:45 p.m.
- **Wednesday**: 7:45 a.m. to 7:45 p.m.
- **Thursday**: 7:45 a.m. to 9:00 a.m. / 10:00 a.m. to 5:45 p.m.
- **Friday**: 7:45 A.M. to 5:45 p.m.
- **Saturday**: 9:30 a.m. to 12:30 p.m.

CONTACT INFORMATION:

**Rent a Community Center Room**
[https://housing.ems.wisc.edu](https://housing.ems.wisc.edu)

Do you have an upcoming event? The Community Center has space for you! The cost is more affordable than many other locations, and it is easy to find out what space is available, and how much it would cost. If you have a UW NetID, you will sign in with that. If you do not have one, there is no problem! Sign in as a guest!

**Contact the Leasing Office**
[Leasing@housing.wisc.edu](mailto:Leasing@housing.wisc.edu)

Do you have a question for Peggy? Do you need to talk to Leasing for any reason? Email first! She will be able to answer your questions, or make an appointment for you. That way, you won't be disappointed if she is already busy with other residents when you stop by.

Your lease, roommate policies, transfer and termination information, and more can be found on the University Apartments section of the Housing website.
[http://www.housing.wisc.edu/apartments.htm](http://www.housing.wisc.edu/apartments.htm)

**Eagle’s Wing Child Care**
[EaglesWing@housing.wisc.edu](mailto:EaglesWing@housing.wisc.edu)

Do you have questions about child care in the Community Center? We welcome any and all questions, comments and suggestions. Based on the topic, your email will be forwarded to the right person to answer your question. To put your child’s name on a waiting list for Eagle’s Wing and/or other campus child care, you can do so at: [www.housing.wisc.edu/](http://www.housing.wisc.edu/)

**Request Repairs Online**

If something in your apartment doesn't work, let us know right away. Repairs will be made even if you are not at home.

Night, weekend, and holiday repairs are only made in urgent situations. If you put in a repair request as soon as you notice a problem, it may keep the problem from getting worse at a time no mechanic is available.

When you need a non-emergency repair, use the Repair website. Only request one repair on each form. The Repairs webpage also has some instructions on small repairs you can make yourself.

**To Contact Resident Managers**

A Resident Manager is on-call from **5:30 p.m. to 8 a.m.** on weekdays, and **24 hours** a day on holidays and weekends. No Resident Manager is on Duty at other times, when the University Apartments Office (in the Community Center) is open.

Due to problems with cell reception (sometimes the Resident Manager on Duty is in a basement) the most efficient and effective way to contact the Resident Manager on Duty is sending a text. Texts or calls should be placed to **608 - 444 - 9308**.

**CONTACT US:**

611 Eagle Heights
Madison, WI 53705-1501
608-262-3407
TTY/TDD: 608-262-6840
[universityapartments@housing.wisc.edu](mailto:universityapartments@housing.wisc.edu)

University Apartments
University of Wisconsin-Madison