Thank You, Jeff

For over 7 years*, Jeff Hinz has brought events, programs, classes, and adventure to the University Apartments Community. Jeff will be leaving at the end of December, 2015. He calls it retirement, but he has so many plans and projects that doesn’t seem like the right word.

If you have ever participated in something sponsored by University Apartments, you probably were enjoying some of Jeff’s efforts. With the Recreation Staff, Jeff began or expanded: art classes, martial arts, and field trips for kids and for adults; sewing; Women’s Tea and Talk; training for volunteers; tutoring; Kids’ Night Out; Halloween in the Residence Halls; Wisconsin Fest; Bike Fest and Ice Cream Social; Winter Fest; adult biking outings; music; playground improvements; work with the Assembly on special projects and grants; and much more. In addition to being a senior member of the Community Services team, he has also worked on planning some of the major improvements to playgrounds and playing spaces in the community.

We wish Jeff the best of luck, and expect he will enjoy every second of his time with grandkids, wife, and projects.

*Jeff also worked with the Residence Halls for two years, planning some very exciting aspects of their new Residence Halls. He worked with the 11 sovereign nations to design a fire circle and plant a sacred white oak outside DeLope Hall; planned programs in honor of Vel Phillips; and coordinated the building of a traditional birch bark canoe.
Helpful Tips from Your Resident Manager 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 may be more reliable.

The RM on-call helps residents with a variety of issues while on-call including lockouts, basic maintenance concerns, rentals at the Community Center, and answering questions. In the past year (October 2014-2015), they have responded to over 1500 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 Keep Warmer in your Apartment
- Moving your furniture away from vents increases the circulation of heat in your apartment.
- Similarly, keeping the heat vents clean and free of lint and dust helps keep heat circulating. It’s also good for your health!
- In Wisconsin it is not realistic to wear shorts and tee shirts at home during the winter. You should plan to cover all your skin, even indoors, to stay warm. Wear pants, long sleeves, and socks to stay warm. Slippers might be a good investment.
- Know how to use you thermostat (Eagle Heights & Harvey Street) and danfoss valve (University Houses)
- Residents in Eagle Heights and Harvey Street can control the heat by using the thermostat located on the wall in the living room or hallway. The thermostat features an indicator of current temperature and an adjustable dial that can be set to a desired temperature between 68°-72° range.
- In University Houses, residents can control the amount of heat coming from the radiators by using the “danfoss valve,” located at the base of most of the radiators. These valves have a dial from 1 to 5 with 1 being the least amount of heat.

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!

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 Prevent a Maintenance Emergency
- Let us know when things break by filling out an online form for routine repairs (like broken blinds, bent curtain rods, loose cabinets or closet doors, 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.
- 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!

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.

Like many people, RMs prefer email communication for routine issues but you can certainly call if you do not have access to email or if that is easier for you. If it’s an issue that needs immediate attention between 5:30pm and 8am on weekdays and 24 hours on weekends and holidays, call or text the RM on-call at 608-444-9308.
When RMs are not on-call (M-F, 8am-5:30pm), staff in the Community Center can help too! You can stop by the Community Center office, which is open 7:45am-5:45 Monday-Friday, and later on Wednesdays until 7:45pm, for assistance. You can also call the office at 608-262-3407.

Community Center staff can answer anything you might call an RM on-call for, and they can also help with:

- Lending you equipment like moving carts
- Helping you acquire a Paid Parking Pass if you have an additional car
- Putting in a work request
- Suggesting fun events for you at the Community Center or around town
- Getting you a battery for your smoke or CO2 detector
- And any other questions you may have!

To summarize, the staff at University Apartments is here to help you! The Community Center is open Monday-Friday from 7:45am-5:45pm and until 7:45pm on Wednesdays. There is an RM on-call from 5:30pm-8am on weekdays, and 24 hours on weekends and holidays. Please let us know how we can help you!

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

### Resident Managers for Each Area

<table>
<thead>
<tr>
<th>Area</th>
<th>RM</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>100s &amp; 200s</td>
<td>Diamond</td>
<td>608-265-5846</td>
<td><a href="mailto:diamond.howell@housing.wisc.edu">diamond.howell@housing.wisc.edu</a></td>
</tr>
<tr>
<td>300s &amp; 400s</td>
<td>Hossein</td>
<td>608-265-5845</td>
<td><a href="mailto:hossein.panahi@housing.wisc.edu">hossein.panahi@housing.wisc.edu</a></td>
</tr>
<tr>
<td>500s &amp; 600s</td>
<td>Richardson</td>
<td>608-265-5848</td>
<td><a href="mailto:richardson.addaimununkum@housing.wisc.edu">richardson.addaimununkum@housing.wisc.edu</a></td>
</tr>
<tr>
<td>700s &amp; 800s</td>
<td>Ivan</td>
<td>608-265-5847</td>
<td><a href="mailto:ivan.cabrera@housing.wisc.edu">ivan.cabrera@housing.wisc.edu</a></td>
</tr>
<tr>
<td>901-923 &amp; U-Houses 1-19</td>
<td>Claire</td>
<td>608-265-5844</td>
<td><a href="mailto:claire.tran@housing.wisc.edu">claire.tran@housing.wisc.edu</a></td>
</tr>
<tr>
<td>924-926 &amp; U-Houses 20-41</td>
<td>Ruben</td>
<td>608-265-5843</td>
<td><a href="mailto:ruben.franco@housing.wisc.edu">ruben.franco@housing.wisc.edu</a></td>
</tr>
<tr>
<td>Harvey Street</td>
<td>Tolu</td>
<td>608-265-8221</td>
<td><a href="mailto:tolu.eyesanya@housing.wisc.edu">tolu.eyesanya@housing.wisc.edu</a></td>
</tr>
</tbody>
</table>

Eagle’s Wing Students Enjoying the Winter Weather

Photos by Joel Ninmann
**EVENTS THIS MONTH**

*Events Requiring Sign-up must have the required paperwork filled out, signed and returned prior to the deadline. Forms can be obtained at the Community Center or by emailing us at: recreation.assistant@housing.wisc.edu. These programs are free unless otherwise stated below. Recreation Assistants only work in the evening. You will usually receive a response the next business day.*

**Kids Night Out, Friday, December 4th, 6 – 8:45 p.m., Community Center**
The Campus Women’s Center will be providing volunteers to host Kids Night Out, at the Community Center for children, ages 3-12 years old. They will be providing games, crafts and activities, for your children with assistance from the recreation staff. Light snacks are also provided. Spots fill-up fast, so sign-up early. Priority will be given to families who did not have a child at the November, Kids Night Out event. Sign-up at: recreation.assistant@housing.wisc.edu.

**UW Women’s Hockey Game, Saturday December 5th, game time, 3 p.m.**
See the four time NCAA (and WHCA Playoff Champs) Lady Badgers face-off against Big Ten rivals the Minnesota Gophers! Live and full of high flying action fun at the LaBahn Arena on campus. Ticket Fees, UW students, youth ages (3-17 years) and seniors (55 plus) are $2 each, adults-$4 each. Transportation is the #80 bus from the Community Center to the arena and returning, led by a recreation staff person. Be a part of the ice showdown in Badgertown! Request a form today at recreation.assistant@housing.wisc.edu.

**ADULT Game Night, Friday, December 11th, 7-9 p.m., Community Center**
We are offering a game night for adults, to show off your skills playing the following electronic games: FIFA 2015, Halo Reach, Super Smash Brothers, Mario Kart and Rock Band. Some of these games are rated for “Mature Audiences”, or unsuitable for people under the age of 17. If there’s a different electronic game that you enjoy playing, besides the ones listed, let us know and we can see if we can get the game. The games will be set-up in the gym and side rooms and we will also arrange some tournament play on some of the games, to win prizes! If you are over 21 years of age, you can bring your own beer and wine for your own consumption.

**Teen Night, Friday, December 18th, 6:30 - 9:30 p.m.**
Middle and High School Teens. Join us, at the Community Center, for an evening of basketball, dodgeball, and soccer sporting fun. Hang out with your friends while enjoying music, a movie, pizza, snacks and drinks. This is a free, drop-in event open to all teens. Sign-ups are not necessary and non-resident friends are also welcome. If you’d like to help plan the event, e-mail us at: recreation.assistant@housing.wisc.edu.

**BINGO Game Night, Monday, December 21st, 6 - 8 p.m., Community Center, Large Gym**
Kick-off winter break with an evening of game night fun at the Community Center playing BINGO! This is a game in which players mark off numbers on cards that correspond to a column with a letter on the top of the card. The numbers are drawn randomly by a caller and the winner is the first person to mark off five numbers in a row, column, or diagonal pattern. Win prizes, including board games, sporting balls, movies, a popcorn machine or store gift cards. You can win more than once, but your second win will be a gift from a second tiered prize group. Snacks and refreshments are also provided. Two Bingo cards will be given per person. This a free drop-in event for all ages.

**December 24th and 25th, Community Center Closed**
The Community Center will be closed for the Christmas Holidays.

**Market Square Movie Night, Friday, December 2th, 4 p.m. show time**
Enjoy the light hearted, family comedy, adventures of Disney/Pixar’s animated feature “Inside Out” or the hilarious monster sensations of Sony’s “Hotel Transylvania 2”. The movie will be determined upon availability at time of showing. Fee: $6 per person, includes transportation, movie, popcorn and a drink. E-mail: recreation.assistant@housing.wisc.edu to sign up.

**December 31st and January 1st, Community Center Closed**
The Community Center will be closed for the New Year’s Holidays.
Community Center Office Hours:

<table>
<thead>
<tr>
<th>Day</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>7:45 a.m. to 5:45 p.m.</td>
</tr>
<tr>
<td>Tuesday</td>
<td>7:45 a.m. to 5:45 p.m.</td>
</tr>
<tr>
<td>Wednesday</td>
<td>7:45 a.m. to 7:45 p.m.</td>
</tr>
<tr>
<td>Thursday</td>
<td>7:45 a.m. to 10:00 a.m. / 11:00 a.m. to 5:45 p.m.</td>
</tr>
<tr>
<td>Friday</td>
<td>7:45 A.M. to 5:45 p.m.</td>
</tr>
<tr>
<td>Saturday</td>
<td>9:30 a.m. to 12:30 p.m.</td>
</tr>
</tbody>
</table>

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/EaglesWing](http://www.housing.wisc.edu/EaglesWing)

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.

[www.repairs.housing.wisc.edu](http://www.repairs.housing.wisc.edu)

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 - 9808.

[Contact us](mailto:universityapartments@housing.wisc.edu)