Welcome, New Residents

Thank you for making Family & Graduate Housing (FGH) your new home. We hope your stay will be both comfortable and enjoyable. We offer a variety of programs designed especially for our apartment residents. This special issue of the Neighborly News is just one part of a series of newsletters you will receive as an Orchard Downs resident. Please review your monthly Neighborly News as it will list all of the upcoming program details and activities planned for apartment residents and their families. Programs include celebration of cultural festivals, educational programs, fun activities like game nights, social hours, ice cream socials, and out-of-town trips to Springfield, Chicago, etc., to name a few. I hope you will find time to participate in the many community opportunities available each month to University apartment residents. Residents consistently say that the beauty of our community is the rich diversity and the opportunity to meet people from around the world. Family & Graduate Housing is truly “A World in One Community.” Welcome, and enjoy the experience!

Sincerely,
Jeanette Weider
Associate Director of University Housing for Family & Graduate Housing

On-Call Staff

University Apartments has a staff member on call to assist you with a question, emergency, or other concern. Residents are welcome to call the office during the day at (217) 333-5656, or when the office is closed you can call (217) 649-7705. A member of the Family & Graduate Housing staff will answer your call and/or call you back.

Apartment Resident Handbook

The Family & Graduate Housing Handbook for apartment residents is located online at [http://go.illinois.edu/FGHHandbook](http://go.illinois.edu/FGHHandbook). All residents are required to review this handbook within the first week of moving in to their apartment. The handbook contains very important information regarding apartment services, programs, resources and policies.

Newsletters

Family & Graduate Housing is happy to provide a monthly newsletter, the Neighborly News. You will find information about items such as maintenance, exciting programming for your whole family, community and health resources, and information about the Family Housing Council. We highly recommend saving each month’s newsletter in a file. To access the newsletter online, you can visit [www.housing.illinois.edu/neighbor](http://www.housing.illinois.edu/neighbor).

Smoke-Free Campus

The University of Illinois is a smoke-free campus. Smoking, both indoors and outdoors, is prohibited on all University property including University apartments. Visit [http://go.illinois.edu/SmokeFree](http://go.illinois.edu/SmokeFree) for more info about the policy and smoke-free resources.
**New Resident Edition**

**Student Involvement**

The Family Housing Council (FHC) is a group of residents who work to support the interest of Orchard Downs residents. Council officers are listed on the back page of every Neighborly News. The council holds a monthly meeting on the second Friday of each month at 5:45 p.m. in the Community Center, and all residents are invited to attend. The FHC enjoys the participation of residents in their programs and services. The council manages the garden plots located in the Orchard South area, funds community programs, collaborates with Family & Graduate Housing to serve residents, and provides a sewing room every Saturday from 9 a.m. to 11 a.m. at 2044-A (Learning Resource Center), and much more. Please contact the FHC for specific times the sewing room will be open. The FHC wants to improve the community life at Orchard Downs and encourages you to become a part of your community. Check out their website at www.housing.illinois.edu/FHC.

**Facilities – How to contact Maintenance?**

University Housing is pleased to offer comprehensive maintenance services, including 24-hour emergency service, to our Family & Graduate Housing residents. Residents are encouraged to file an online maintenance request. Please follow these easy steps to submit an online maintenance request:

1. Go to http://go.illinois.edu/maintenance
2. Select “Submit a Work Request”
3. Under “Select Complex,” please select Orchard Downs
4. Then select your building
5. Type in your basic information and the nature of your request in the spaces provided and click submit

Please contact the Family & Graduate Housing office at apartments@illinois.edu at any time if you have questions.

Maintenance can be contacted at (217) 333-2779 during business hours 8 a.m.–4:30 p.m., Monday–Friday. Contact Maintenance to have your air conditioner installed, report pest problems, report Internet problems, or for any other facilities-related concerns. Please note that pest control will conduct regular treatments in all apartments with at least 24-hour advance notice. If you are locked out of your apartment after 5 p.m. or during weekends and holidays, please call (217) 649-7705. For 24-hour emergency response, please review the materials you received in your check-in packet for details.

**Who is my Community Aide?**

One of the most delightful aspects of living in Family & Graduate Housing is getting to know your Community Aide and participating in your neighborhood events and activities.

The Orchard Downs community is divided into 13 neighborhoods and each is served by a Community Aide. New residents will soon be meeting their Community Aide for the first time! New residents may ask, “What role does a Community Aide have in this community?” Here is a brief answer for you!

Community Aides...

- greet and welcome new residents with a welcome packet
- inform residents about the Family & Graduate Housing community and uphold policies and procedures
- serve as a link between you and the FGH office
- encourage resident interaction
- plan and organize a variety of programs for and with residents
- promote a positive attitude in the community
- promote community pride
- answer questions and address concerns about Family & Graduate Housing services
- answer questions about the University and the Champaign-Urbana community
- handle complaints and help resolve problems such as neighbor conflicts, noise, and maintenance issues
- conduct weekly neighborhood checks

Community Aides are here to help acquaint you with your new community! Please take some time to talk with your Community Aide when they visit you. They are available to help you with many aspects of living in Family & Graduate Housing. Information on Community Aides is available at www.housing.illinois.edu/CommunityAides.

**Cable Television**

Each apartment is equipped with a basic cable television package. Feel free to email your feedback and suggestions to FGH at apartments@illinois.edu.

We recommend www.screenit.com as a good resource for identifying what specific content of a movie could be controversial or alarming for viewers. Checking screenit.com before viewing a movie will help residents make better decisions about which movies are appropriate for them and their families.

To report a problem with your cable service, please submit a request at http://go.illinois.edu/comcasthelp or call the Family & Graduate Housing office at (217) 333-5656.
Family & Graduate Housing Services at the Office

The Family & Graduate Housing office is located at 1841 Orchard Place, Urbana, IL, 61801. The office is open Monday through Friday, from 8 a.m. to 5 p.m., including the lunch hour. Residents may stop by the office during these hours, call our office at (217) 333-5656, or email at apartments@illinois.edu to utilize a variety of services.

Information and Community Services Offered: Community activities, Bus-trip Signups, the Pre-School, free after school program for school aged children (Kid’s Club), Community Aides, the Computer Center, Study Room (apt# 2102-104), car wash, and more.

Fax Services: If you need to send a fax, you can now come to the office during regular business hours and request to send a fax. The office staff will send your fax to a 1-800 or local phone number within 24 hours of your request.

Reservations: Residents can reserve the Orchard Downs Community Center (510 George Huff Drive) for special events and parties. The Learning Resource Center (2044-A) can be reserved for group study or other academic purposes. Simply visit http://space.housing.illinois.edu.

Equipment Check-out: Our office is pleased to offer the following items available for check-out with a photo I.D. for our residents in Family & Graduate Housing during normal business hours: moving carts, air pumps for bicycles, emergency jump starter to start car batteries, tools, and children’s and pre-teen DVDs. Residents are required to return the equipment to the office within a specific time period.

Technology Options at Orchard Downs

University Housing offers great technology options at Orchard Downs. Internet connection is provided at all Orchard Downs apartments. Information can be found at www.housing.illinois.edu/technology. There is no need to leave Orchard Downs to go to a computer lab, since there is one located right here in Orchard Downs in 2030-A (the phone number is (217) 265-5607). Additionally, wireless Internet is available in both our computer lab and our quiet study room located at 2102-104 South Orchard Street. Residents of Orchard Downs will be able to access these facilities with their laundry key. Facilities are open on evenings and weekends, as well as during the day. Some of the software on the computer center computers includes: Microsoft Office Suite (including Access, Excel, FrontPage, PowerPoint, and Word), Adobe Photoshop, Illustrator, PageMaker, and ImageReady, AutoCAD, Mathematica, MatLab, and many utility applications such as web browsers, UI Direct, and Acrobat Reader. In order to log on to the computers in the center you will need your Net ID and password. When using the computer lab, please remember to be courteous and considerate of others who are studying and working on the computers, as well as the residents living nearby. Children must be supervised at all times in the computer center. In addition, during busy times of the semester, please limit the time you use the computers so all residents may have an opportunity to use this resource.

We hope you enjoy this facility, and if you have questions about the computer lab please call the Family & Graduate Housing office at (217) 333-5656 or email apartments@illinois.edu. For log-on problems, please contact Technology Services at https://techservices.illinois.edu/get-help.

Child Care Resource Service

The Child Care Resource Service (CCRS) offers parents information on childcare options, childcare subsidy and payment assistance, and guidelines for selecting quality care. It also provides professional assistance in evaluating child care needs, with current and detailed information on childcare options that include: child care centers, before- and after-school programs, family child care homes, pre-school options, in-home care providers, and Head Start programs. They can also tell you if you qualify for subsidized childcare. Check out the CCRS website at http://ccrs.illinois.edu, or contact them at (217) 333-3252 or visit them at 314 Bevier Hall, 905 South Goodwin Avenue, Urbana.

Laundry Services

Two laundry facilities are conveniently located within the Orchard Downs community. The North Laundry is located near apartments 1902, 1904, and 1906. The South Laundry is located near apartments 2030, 2032, and 2034. You were issued a laundry key when you checked in to Family & Graduate Housing. Please follow common courtesy and remove your clothes from the washer and dryer as soon as the machine’s cycle is complete. Please do not leave your belongings at the laundry unattended. Laundry service is supplied by the CSC company. Residents may report a maintenance issue one of three ways: 1) using the CSC Service Works app, 2) through the Housing website www.housing.illinois.edu laundry or 3) they can call the CSC toll free support line 1-877-264-6622.

Postal Service

United States Postal Service (USPS) mailboxes are conveniently located in or near each apartment building. The mailboxes are blocked together with individual boxes. At Orchard Downs, the mailbox system gives residents the option of receiving USPS packages by a secured package mailbox at each location. If you receive a USPS package, a key to the secured box will be placed in your personal mailbox. After obtaining the package from the mailbox, the key will remain in the package box lock. The banks of mailboxes also have a slot for outgoing mail. The Postal Service will deliver all first-class mail to your mailbox on a daily basis (excluding Sundays and some holidays).
The International Hospitality Committee

Founded in 1952, the International Hospitality Committee (IHC) organizes volunteer programs to help international University of Illinois students, faculty, staff, and their families during their stay in the Champaign-Urbana community. The goals of IHC are to promote an enjoyable cultural and educational experience for international visitors, to facilitate their adjustment to their new environment, and to aid them in improving their English skills. IHC organizes the following programs, all of which are free and may be joined at any time. For information on IHC, please contact Mary Kruse at mary.kruse1@gmail.com.

Friendship Groups: These are informal groups of Americans and international visitors who meet on a regular basis (at least once a month).

The International Friends Program: This program offers an international visitor the opportunity to learn more about American life and culture. Local families invite their host student to participate in various events such as holiday celebrations, outdoor activities, day trips, etc. If you would like a host family, call the Office of International Student & Scholar Services (OISSS) at (217) 333-1303.

The Lending Storeroom: Various household articles are loaned for free on Saturdays from 9 a.m. to 11 a.m. To help accommodate new residents, during the month of August, the Lending Storeroom will have additional hours on Wednesdays from 7pm-9pm. The items can be used for as long as you stay with the University. The Storeroom is located at 2044-A Orchard Street, Urbana. Feel free to borrow items for your use and of course return it back safely to the lending storeroom upon departure. For questions please contact your Community Aide. If you are interested in volunteering at the Lending storeroom, please contact Mary Kruse at mary.kruse1@gmail.com.

English Conversation Classes: These are informal groups of international men and women who meet weekly with volunteer leaders from IHC to gain practical experience speaking English. Look for the class schedule in the Neighborly News, or you can get a schedule at the FGH office or at the Office of International Student & Scholar Services (OISSS). For more information, contact Vivienne Mackie at (217) 328-1569 or by email vivienne.mackie@gmail.com.

Local Urbana Public School Information

School-aged children who live in University Apartments attend Urbana Schools in District 116 (www.usd116.org). You can access the Urbana school calendar online at http://www.usd116.org/calendar/. If you are new to Urbana, you should go to your child’s school to enroll him/her. You will need to bring proof of your residence (your apartment lease), your child’s birth certificate or passport, physical examination, and child’s social security card. Updated physical exams are required before school begins for students who are new to Illinois, and all students in grades K, 5, and 9.

Urbana School District offers centralized registration for all grades. You can register all of your children for the school year in one convenient time and place! Information about the Urbana Schools annual registration for any school year for all students can be found at www.usd116.org. Native Spanish speakers in grades K-5 who need English as a Second Language services will attend Leal School at 312 West Oregon Street (phone: [217] 384-3618).

Urbana School Health Center (USHC) is located at the Urbana High School, 1002 South Race Street. Look for the outdoor awning sign that says “Student Health Center.” The USHC serves all students enrolled in the Urbana School District ages 3-18. Please visit their website for details at www.cuphd.org/urbana-school-health.html. To make an appointment for Urbana school physical examinations for your child, please call (217) 239-4220.

Please visit the Unit 116 website at http://www.usd116.org/parents to learn more about the school registration process, specific requirements to pay fees online, view the school Office Phone Numbers for all Urbana Schools:

King .......................... (217) 384–3675 Leal ..................... (217) 384–3618
Prairie .......................... (217) 384–3628 Thomas Paine ........... (217) 384–3602
Before/After-School Program (217) 384–3536 Yankee Ridge .......... (217) 384–3608
Urbana High School .......... (217) 384–3505 Urbana Middle School (217) 384–3685

Looking for Child Care?

Orchard Downs Pre-School & Jr. Club

With its multicultural setting and unique blending of social and cultural backgrounds, Orchard Downs Pre-school provides a stimulating environment for children ages 3 to 5. The children participate in many activities which enhance their social, physical, emotional, and educational development. As FGH subsidizes the fees for residents, the program offers a high quality, low-cost education for children of University Apartment residents. The Pre-School operates a half-day class from 9 a.m. to noon and a full-day class from 8:30 a.m.–3:00 p.m. Jr. Club, the after school program for pre-school, operates extended child care hours until 5:30 p.m. and is available at no cost to our residents. Lunch is provided for full-day students. Orchard Downs Pre-School follows the University of Illinois calendar. To register your child, call (217) 333-3497 or the FGH office at (217) 333-5656. Registration forms are available at the pre-school, the FGH office, and on the University Housing website at www.housing.illinois.edu/ODPS. The Pre-School is located in the Orchard Downs Community Center on 510 West George Huff Drive, Urbana.

Looking for After-School Care?

Kids’ Club

Kids’ Club is an after school care program for children ages 5 and entering kindergarten to 12 years old. The program meets Monday through Friday from 3 to 5:30 p.m. at the Orchard Downs Community Center. Children participate in social, recreational, and educational activities. Snacks are served daily. Kids’ Club is free to University Apartment residents and follows the University of Illinois calendar. For more information contact the FGH office at (217)333-5656.