As we approach the closing weeks of Fall, it is customary to keep in mind all of the things for which we are thankful. Here at the Employee & Family Housing office, we are thankful for the opportunity to provide housing and customer service to you. We would also like to give a big “Thank You” to you for your flexibility during the various events throughout the year that may have caused disruption to your regular routines, especially on Move In Day.

May the Holliday Season be filled with joy, hope, and peace for all.

PROJECT UPDATES

University Park North Windows
The final phase of the living room window replacement project at University Park North is quickly approaching. We anticipate starting the replacement of living room windows in all 3-bedroom high-rise units in the next few months. Households that are directly impacted will be receiving specific information about the project timeline in the coming weeks.

University Park North Breezeway Railings
We anticipate replacing the University Park North breezeway railings on the backside of each high-rise in the coming fiscal year. Information about the project timeline and impacts will be forthcoming.

Landscape Improvement Project
Landscape renovations will continue at University Park North. The next phase is focused on the corner of Winston Drive and Buckingham Way. This project is set to expand throughout University Park North and South.

University Park South Apartment Repairs
You may have noticed that a few of the apartments at University Park South have been cordoned off for exterior repairs. We are happy to announce that our Facilities team will be making repairs to these units in the coming months.

HOLIDAY OFFICE CLOSURES
The Employee & Family Housing Office will be closed on the following days:

- Nov. 28—29 | Thanksgiving
- Dec. 24—Jan. 2 | Winter Break

UNIVERSITY HOUSING IS NOT RESPONSIBLE FOR LOST OR STOLEN PACKAGES
To help ensure that you receive your package, schedule a drop-off time with the courier, use tracking to receive notification that the package is dropped off, or ship to a secure package pick up location. To report a stolen package or suspicious activity, please call UPD’s non-emergency line at (415) 338-7200. We are exploring a package locker solution, which we hope to implement in 2020.

NEW SERVICE REQUEST SYSTEM
The Facilities group has finalized their migration to a new software called Metabim that will improve the way work orders are created, tracked, and completed. To submit a service request online go to https://sfsu.metabim.com or contact the Customer Service Center at (415) 338-1568.
Employee & Family Housing residents make up a mixed community of faculty, staff, students, and legacy residents. It is important that we respect the policies of the License Agreement so as to create an environment of comfortable living for all. Here are some policies that help all residents continue to enjoy living in our community:

- The use of amplified equipment in community buildings, with the exception of stereos, or any disruptive level of noise is prohibited at all times.

**Quiet Hours** are in effect from 10:00 pm to 8:00 am every day. The level of noise during this time should be low enough to be conducive to peaceful enjoyment of the community.

- The storage of personal items in the hallways and on patios is prohibited and may not inhibit emergency exits or any pedestrian ingress/egress. Shopping carts from nearby businesses are not allowed inside the building and cannot be abandoned on the property. Any items deemed by the University to be a hazard or visual detraction from the property may be removed at Primary Licensee’s expense and/or disposed of.

- Posting unapproved signs, advertising and notices around the property is prohibited. If you would like the community to be made aware of something, please notify the Employee & Family Housing Office at (415) 405-4000.

**TRIVIA CHALLENGE**

Be one of the first five residents to answer all questions correctly and win a prize!

1) What was San Francisco called before its current name?
2) Who is the famous Roman leader that proclaimed “alea iacta est” or “the die is cast” upon crossing the Rubicon river in 49 BCE?
3) What is the popular television show that features six main characters in their 20s and 30s living in Manhattan, New York?
4) Which famous actor/activist who starred in Angels in the Outfield and the Lethal Weapon series is an SF State alumnus?
5) What city state of Ancient Greece is renowned for art and education?
6) Which year was the Giants first season in San Francisco?
7) How many years did it take to build the Golden Gate Bridge?
8) Which Russian tsar is responsible emancipating the serfs in 1861, resulting in millions of people receiving their liberty?
9) What famous type of bed was invented at SF State?
10) Who is the fifth-century BCE Chinese philosopher known for his system of ethics emphasizing morality, structure within social relationships, justice, and compassion?

**KNOW THE ANSWERS?**

Send your responses to employee_housing@sfsu.edu. Winners will be notified via email by December 1, 2019.