

Bayou Oaks Townhouse Manual

Center for Fraternity and Sorority Life
University of Houston

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2. Introduction to Bayou Oaks Townhouses

- Bayou Oaks, built in 2003, is a vibrant on-campus townhouse community that proudly houses fourteen of UH's Greek chapters. Blending the charm of traditional chapter houses with the convenience of modern apartment-style living, Bayou Oaks offers fraternity and sorority members a unique opportunity to foster deep connections and lifelong bonds, all within walking distance of the UH campus. Each townhouse is supported by a dedicated manager who works alongside the Fraternity & Sorority Housing Coordinator to ensure every chapter's housing needs are met with care and efficiency.
 - There are also non-Greek affiliates townhomes/apartments at housed at Bayou Oaks and that this gives Greek affiliated residents a unique opportunity to not only grow as a chapter, but to connect with other Greek organizations and a larger population of UH residents outside of Greek life as well.
 - Bayou Oaks currently houses 11 chapters from our HPC and IFC communities:
 - Sigma Chi
 - Delta Gamma
 - Alpha Chi Omega
 - Phi Mu
 - Delta Zeta
 - Chi Omega
 - Zeta Tau Alpha
 - Pi Kappa Phi
 - Sigma Alpha Epsilon
 - Alpha Sigma Phi
 - Tau Kappa Epsilon
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3. Key Contacts and Resources

- Center for Fraternity and Sorority Life:
 - Melina Barboza
 - Fraternity/Sorority Housing Coordinator
 - 832-842-6266
 - mbarboz2@central.uh.edu
 - CFSL
 - CFSL@central.uh.edu
 - Cassandra Joseph
 - Director
 - 832-842-4951
 - cfjoseph@Central.UH.EDU
 - Bayou Oaks - Housing
 - Kaitlyn Hyde
 - Resident Life Coordinator - Bayou Oaks
 - 713-743-9573
 - khyde@Central.UH.EDU
 - Melita Eyvazian
 - Supervisor of Residential Desk Services - Bayou Oaks
 - 713-743-6095
 - meyvazia@Central.UH.EDU
 - Andre Webb
 - Assistant Director of Residential Life - Bayou Oaks
 - 712-7432802
 - awebb5@Central.UH.EDU
 - Additional Housing Staff
 - James Aguanno
 - Program Manager 2, SHRL Facilities
 - jvaguann@Central.UH.EDU
 - James is particularly helpful for TH renovation requests
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4. Policies and Expectations

Housing Policies

- Overview of general housing rules and expectations.
 - All exits are expected to be clear of clutter and easily accessible at all times.
 - All common areas in the townhouse must be upkept.
 - Trash should be disposed of in trash bags/cans within a timely manner.
 - This includes all food and drinks.
 - Utilize storage rooms for extra items.
 - The common areas are not a storage space.
 - Town house exterior doors and pedestrian gates cannot be propped open at all.
 - We have noticed that propping open doors have been one of the leading causes for pest concerns, biological growth in the house, and safety (non-residents would be able to gain access to either the Bayou Oaks property or the individual house)
 - Additionally, do not prop open the main gates of Bayou Oaks
 - This is for the safety of all residents.
 - Please see below on how to get access for non-residential members.

Event Policies

I. Indoor Social Events/Parties:

1. All Bayou Oaks townhouse social events/parties must be registered and must comply with any applicable federal, state, and local laws as well as any applicable University policies.
 - a. Social events/parties must be registered with the Fraternity/Sorority Housing Coordinator at least 20 business days in advance of the proposed event through the Bayou Oaks Social Event Registration Process.
 - Organizations carrying a past due balance with Student Housing and Residential Life at least 20 business days prior to their anticipated event will be ineligible to host said event.
 - b. Hosting organization is responsible for all planning, management and oversight, including the safety and security of the event.
 - c. Event security, managed by UHPD, will be required for all registered social events with alcohol for a minimum of 5 hours. Security will not be responsible for the safety and security inside of the event unless emergency circumstances arise. Security officers will be arranged through Special Event Request within the Bayou Oaks Social Event Registration.
 - d. Social events/parties registered in the Bayou Oaks townhomes are permitted on Thursdays, Fridays, and Saturdays only.
 - e. Registered social events/parties at Bayou Oaks are not permitted when the University is closed, during inter-session time periods, and during the following time periods:

- The first full week of the academic year (until the
 - Monday of the second week of each semester)
 - Winter break
 - Spring break
 - Move-in/out days
 - Final exam periods
 - Frontier Fiesta
- f. No more than four (4) social events/parties hosted within the townhouses will be approved for any evening.
 - g. Registration of social events/parties will be reviewed on a first come, first served basis.
 - h. The maximum attendance permitted for events or activities taking place in the Bayou Oaks townhomes is as follows: 85 persons for a 13-occupant townhome, 95 persons for a 15-occupant townhome, and 115 persons for a 21-occupant townhome.

II. Off Campus Social Event/Parties

1. The following regulations apply to events hosted off-campus that necessitate bus/coach transportation:
 - a. Bus/coach pickup and delivery must be registered with the Fraternity/Sorority Housing Coordinator at least fifteen (15) business days in advance of the proposed event through the Off-Campus Social Event Bus Transportation process.
 - b. No more than four (4) registered bus/coach events will be allowed each evening.
 - c. Registration of Alcoholic Beverage Distribution forms will not be approved for the purposes of “pre-partying”, “after-partying” or consumption of alcohol prior to a scheduled off-campus social event. Townhomes are to be used as a pick-up/drop-off location only.

III. Outdoor Events or Activities

1. Reservations for outdoor space located in the Bayou Oaks housing complex must be made with through the Bayou Oaks event registration process with CFSL and the Bayou Oaks Management and must comply with all applicable University policies.
 - a. The grounds of Bayou Oaks may be reserved per the Freedom of Expression Policy, MAPP 13.01.01.
 - b. Outdoor events or activities that include amplified sound must be registered with the Bayou Oaks Management and may occur between the hours of 11:30 a.m. to 1:30 p.m. and from 4 p.m. to 12 a.m. Monday through Friday and between the hours of 8 a.m. and 12 a.m. on non-class days. The maximum allowed decibels is 70, measured at 50 feet from the source.
 - c. Events which include the possession, consumption, or distribution of alcoholic beverages must be registered with the Dean of Students Office at least twenty (20) business days in advance.

- Organizations carrying a past due balance with Student Housing and Residential Life at least 2015 business days prior to their anticipated event will be ineligible to host said event.
- d. Outdoor events or activities that include the possession, consumption, or distribution of alcoholic beverages must comply with applicable federal, state, and local laws.
- e. The distribution of alcoholic beverages at registered outdoor events or activities at Bayou Oaks must comply with the “Distribution of Alcoholic Beverages” in the UH Student Handbook.
- f. The University of Houston Police Department (UHPD) must be contacted to provide security at events where alcohol is served or where the attendance is expected to exceed 300. Police/Security needs will be determined by UHPD on an as needed basis utilizing anticipated attendance a previous organization behavior.
- g. The maximum attendance for events held in both outdoor courtyards at Bayou Oaks is 600 participants when the events do not include staging, dancing, and/or inflatables and 300 participants for events that include staging, dancing, and/or inflatables as allowed by Fire Marshal’s Office.

IV. Alcohol Policy:

1. All residents of the Bayou Oaks townhomes and their guests are required to comply with federal, state, and local laws regarding the possession, distribution, or consumption of alcoholic beverages. Residents and their guests must comply with the following:
 - a. All residents and guests must be 21 years of age to purchase, possess, and consume alcoholic beverages.
 - b. No resident or guest may make alcoholic beverages available to anyone under the age of 21.
 - c. No resident or guest may falsely state that they are 21 years of age or present any document which falsely indicates that they are 21 years of age or older to a person selling or serving alcoholic beverages.
 - d. No resident or guest may appear in public under the influence of alcohol to the degree that they endanger themselves or others.
 - e. No resident or guest may operate a motor vehicle in public if they are intoxicated.
 - f. The sale of any type of alcoholic beverage is prohibited unless the seller possesses a valid license or permit. Selling includes, but is not limited to, including the price of alcoholic beverages in an admission price and/or giving away alcoholic beverages while charging for food or entertainment.
 - g. Individuals/groups that violate federal, state, and local laws regarding the possession, distribution, or consumption of alcoholic beverages may be subject to criminal prosecution.
2. All sororities should keep in mind that they are dry houses meaning no alcohol should be in the townhouse at any time. Failure to comply may

result in contacting your HQ.

- a. Some chapters have exceptions for wine, please educate yourselves on your policies.
3. Most fraternities do not have national dry house policies, however, make sure to stay up to date and educated on your organizations policies.

V. Alcohol Distribution:

1. Social events/parties which involve the consumption or distribution of alcoholic beverages held inside the Bayou Oaks townhomes must comply with the following:
 - a. The distribution of alcoholic beverages in the Bayou Oaks townhomes must comply with the University of Houston "Distribution of Alcoholic Beverages" policy published in the UH Student Handbook.
 - b. The event sponsor must obtain an approved Registration of Alcoholic Beverage Distribution Form from the Dean of Students Office at least twenty (20) business days in advance of the proposed event. A copy of the signed alcoholic beverage registration form must be available at the event as proof that registration was made.
 - c. Persons distributing and/or consuming alcoholic beverages must be 21 years of age or older.
 - d. Persons distributing alcohol must check a valid driver's license or Texas ID for proof of age and identify legal age residents by the use of a hand stamp or wristband.
 - e. Hosting organization must post a sign at the point of distribution indicating, "No alcoholic beverages may be consumed by anyone under the age of 21."
 - f. Hosting organization must have nonalcoholic beverages available and displayed throughout the event as prominently as the alcoholic beverages. If the alcoholic beverages are being distributed free, a nonalcoholic beverage other than water must be available at no charge.
 - g. Events/parties which involve the consumption or distribution of alcoholic beverages must end no later than 1:00a.m. Hosting organization must stop serving alcoholic beverages one hour before the event's scheduled conclusion or at 12:00a.m. (midnight), whichever is the earlier time.
 - h. Hosting organization must cease serving alcoholic beverages to any person who appears to be under the influence of alcohol or any other intoxicating substance, to the degree that he or she may endanger him/herself or another.
 - i. Hosting organization must take other appropriate steps to encourage the responsible use of alcoholic beverages at their event.
 - j. Hosting organization must provide food items in sufficient amounts for the number of persons attending the function.
 - k. The consumption, possession, or distribution of alcoholic beverages in Bayou Oaks townhomes must comply with the fraternity's/sorority's national alcohol policy

VI. Other Behavioral Policies:

1. All residents of Bayou Oaks are subject to the stipulations set forth in the Student Housing and Residential Life Service Agreement.
2. All residents and chapter members are subject to the stipulations set forth in the Bayou Oaks Master License Agreement.
3. All residents of Bayou Oaks are subject to the behavioral expectations set forth in the UH Student Code of Conduct.
4. All groups hosting events/parties are required to comply with the risk management policies established by the Fraternal Information and Programming Group (FIPG) which can be found at the FIPG webpage: <http://www.fipg.org/>
5. A guest list is required for all Bayou Oaks townhouse events at which alcohol is present

First-Year Policy

- University Housing policy for Bayou Oaks limits residency to students with sophomore standing or 20 years old by September 1 of the academic year. With an approved exception to policy, Sorority and Fraternity Chapters and House Corporations will be allowed to have a second semester First Year Student move into the house if they meet the following criteria:
 - The House Corporation has no outstanding balances and is not on probationary status.
 - The Chapter's prior spring semester GPA is 3.0 or higher.
 - The second semester First Year Student's fall GPA is 3.0 or higher The University will confirm eligibility based on the Chapter's prior spring semester GPA no later than the start of the fall semester.
- The University (CFSL) will confirm eligibility based on the Student's fall GPA immediately following the grade report deadline, on or about December 21st each year.

Townhouse Modification Process

- **SHRL Policy:**
 - Student Housing & Residential Life (SHRL) allows tenants of Bayou Oaks Townhouses to request modifications to individual units. All modifications are overseen by the University of Houston Facilities Services department. Townhouse Corporations are responsible for all associated costs, including quote fees, administrative fees, and modification costs. No modifications may be initiated outside of this policy.

Types of Allowable Modifications Include (but are not limited to):

- **Painting:**
 - Interior walls
 - Accent walls
 - (See Major Modifications for additional painting)

- Please also be aware that this policy only applies to the common spaces, not individual bedrooms. Individual bedrooms are not a part of the modification process.
- **Décor:**
 - Hanging pictures and composites
 - Installing shelving units
 - Other wall-mounted decorations
- **Electrical:**
 - Installing or relocating additional outlets
 - Installing new lighting fixtures
- **Security:**
 - Installing locks on non-entry doors

Major Modifications

(These items will be competitively bid or performed by University of Houston Facilities Services.)

- Painting of one or more entire rooms
- Flooring
- Countertops
- Cabinetry
- Plumbing fixtures & sinks
- Recessed lighting

Process for Requesting Modification:

1. Submission:

- The Townhouse Corporation Advisor submits a Townhouse Modification Request Form directly to:
 - Program Manager for SHRL Facilities
 - Assistant Director for Residence Life, Bayou Oaks
 - Director for the Center for Fraternity and Sorority Life
- The form must be completed in detail and signed by the current Townhouse Corporation Advisor.

2. Review:

- SHRL reviews and responds to the request within 5 business days of submission.

3. Notification:

- The Townhouse Corporation Advisor is notified by SHRL of the modification request status.
 - **If approved:**
 - A quote is requested for all work to be completed by University of Houston Facilities or outside contractors. Allow up to 15 days for quote processing.

- The Townhouse Corporation receives a Townhouse Modification Approval Form containing the estimated cost, timeline, and a \$50.00 invoice for the quote (for major modifications).
- The Townhouse Corporation reviews and returns the signed Approval Form to schedule the work.
- An invoice for 50% of estimated costs is issued. Once payment is received, the work is scheduled and performed.
- Upon completion, a final invoice for the remaining balance is issued.
 - Final cost includes: UH Facilities' current billable labor rate, materials (if not purchased by the Townhouse Corporation), and a 5% administrative fee paid by SHRL to Facilities Services.
 - SHRL does not profit from modification requests; only actual costs billed to the department are charged.
- **If denied:**
 - SHRL notifies the Townhouse Corporation after review.

Major Modifications Policy:

- "Major" modifications are defined as any process that modifies the existing building.
- Requests are submitted and approved using the same process and form as described above.
- Townhouse Corporations may hire consultation services (e.g., decorators) to assist with the process.
- University of Houston Facilities Services oversees all modifications.
- If the work cannot be completed by University staff alone, the process will be competitively bid.
- Townhouse Corporations may not hire their own contracting services.
- Quotes are furnished for approval before proceeding.
- All proposed modifications must meet UH guidelines, standards, and applicable building codes.
- If a modification cannot be completed due to code violations, SHRL will notify the Townhouse Corporation and present further options.

Timeline:

SHRL supports the personalization of houses. University Facilities Services supports the entire campus; therefore, major modifications may take several weeks to complete. Your patience is appreciated.

4. Facility Management and Maintenance

Townhouse Manager Responsibilities

- Conduct daily walk-throughs of the property.
- Serve as the main point of contact for maintenance issues.
- Coordinate with UH FIXIT or facilities for service requests.
- Maintain a log of work orders and updates.
- Hold monthly housing/resident meetings.

Resident Responsibilities

- Clean up personal items in shared spaces.
- Report maintenance issues immediately.
- Do not tamper with smoke detectors, fire equipment, or security features.
- Keep hallways, stairs, and exits clear.
- Attend scheduled house clean-up days.

Cleaning & Maintenance Expectations

- **Daily Tasks:** Trash emptied, kitchen cleaned by users.
- **Weekly Tasks:** Bathroom checks, floors mopped/vacuumed.
- **Monthly Tasks:** Air filter check, light fixture and pest control review.
- **Seasonal Tasks:** HVAC checks, pipe protection in winter, roof/gutter inspections.

Move-In / Move-Out Procedures

- Inventory checklist and walkthrough with advisor/university rep.
- Documentation of pre-existing conditions and damage.
- Charges issued for excessive wear and tear.

Cleanliness Programs

- **Optional House Points System:** Rewards for clean rooms, upkeep, and participation in cleaning days.
- “Cleanest Room” or “Most Improved Space” monthly awards.

Sustainability Practices

- **Recycling:** Bins labeled and placed in high-traffic areas.
- **Energy Efficiency:** Encourage use of LED bulbs and turning off unused electronics.
- **Water Conservation:** Prompt reporting of leaks, running full loads only.

How to Submit a FIXIT Work Order Request:

1. Submit a Service Request

- a. You can initiate a service request through any of the following methods:

- i. **Phone:** Call 713-743-4948 (or 3-4948 from a campus phone).
 - ii. Email or Text: Send a message to fixit@uh.edu.
 - iii. Online: Access the FIXIT portal via AccessUH by clicking on the FIXIT
 - b. Ensure your request includes:
 - i. Your name and contact information
 - ii. Building and specific room or area
 - iii. Detailed description of the issue
- 2. Request Processing**
 - a. Once submitted, your request is entered into the Facility Management Enterprise (FME) system. It is then reviewed and assigned to the appropriate maintenance shop or team based on the nature of the issue.
- 5. Acknowledgment and Tracking**
 - b. You will receive an email confirmation with a work request number for tracking purposes.
- 6. On-Site Assessment**
 - c. A FIXIT Frontline team member, often arriving via a recognizable UH golf cart, will visit the reported location within 24 business hours to assess and triage the issue.
- 7. Work Execution**
 - d. The assigned maintenance team carries out the necessary repairs or services. For billable services, the Plant Operations finance office verifies the details and processes charges accordingly.
- 8. Completion Notification**
 - e. Upon completion of the work, you will receive an email notification confirming that the service request has been fulfilled.

For more detailed information or to submit a request, visit the UH FIXIT website.

If you need assistance with a specific type of request or have further questions, feel free to ask (either the CFSL Fraternity/Sorority Housing Coordinator or the Bayou Oaks Residence Life Coordinator)!

6. Leadership and Governance

Chapter Leadership Roles Related to Housing and CFSL

- **House Manager:** Oversees physical operations and resident expectations.
 - FIXIT Report submissions and follow up.
- **Chapter President:** Liaison between residents, advisors, and university offices (CFSL and SHRL).
 - This officer works in conjunction with the House Manager to ensure any issues are being properly addressed and the state of the townhouse is up to proper standards.
 - This officer will also work with the Risk Management/Standards officer(s) to ensure all policies are being enforced and followed. As well as following through with accountability.
- **Risk Officer:** Monitors adherence to safety and health policies.
 - If policies are not being followed this officer should work with the above officers to work on a plan for accountability.

Resident Accountability & Conduct

- House behavior should reflect organizational values.
 - *You always represent your fraternity/sorority.*
 - *Your townhome reflects your organization.* Take care of it.
- Violations (damages, disrespect, non-cooperation) are subject to the chapter's internal accountability system and university housing policies.
 - Damage charges will be charged to the entire fraternity/sorority and/or their residents depending on the extent of the damage
 - A single resident/member may be charged if there is evidence that their actions led to the damage.
 - CFSL and SHRL will work with chapter officers and Housing Advisor/Corporation for any/all violations.

Damage & Maintenance Reporting

- Use a standardized form (Google Form, paper binder, or FIXIT system).
 - This allows for your chapter to have a paper trail to revisit or share with SHRL if necessary.
 - This would document when you submitted the report for your issue and SHRL will be able to help you follow through with the issue and get additional updates.
- The House Manager or designated officer should track follow-ups.
 - This is where the internal tracking system comes in handy.

Policies on Modifications & Decor

- No structural changes or painting without written approval via the university's townhouse modification process.
- Wall decor should use approved hanging methods (no damage to drywall or paint).
- Furniture and common areas must stay within fire code requirements.

Internal Annual Review & Planning

- At the end of each academic year, internally conduct:
 - Resident feedback survey.
 - Walkthrough with advisor/university.
 - Strategic planning for repairs, furniture replacement, or improvements.
 - This is also a plan you can share with the TH Application Review Committee during the review process, they may be able to help you enhance this plan if necessary.
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7. Safety and Emergency Procedures

Emergency Contact Posting

- All units must have emergency contact information visibly posted, including:
 - UH Police Department
 - FIXIT (713-743-4948)
 - Chapter Advisor(s)
 - Facilities Emergency Line

Fire Safety

- Open flames, candles, and incense are prohibited from being used inside of the townhome.
- Check fire extinguishers regularly to ensure they are not expired or don't work due to being low on fluid.
- Never block fire exits or tamper with alarms.
 - Examples:
 - Fire exits on the ends of the second and third floors must be clear of items or any clutter.
 - Smoke detectors should never be tampered with, covered, or removed. These actions are fire code violations

Health & Safety Checks

- Regular checks by House Manager or Advisor for:
 - Working smoke detectors
 - Clear exits
 - No pest/cleanliness issues
- Something that is important to note is being aware of residents severe allergies and how to help in the instance of an emergency, this way you are prepared to help if needed.

Security Protocols

- Always keep exterior doors locked.
- Do not share keys or access codes.
- Report lost keys immediately.
- Do not prop exterior doors.

Severe Weather & Emergency Preparedness

- Share UH's emergency protocols with residents and members each semester.
 - The F/S Housing Coordinator can help with gathering this information for you to be more prepared to share.

- Identify shelter-in-place locations within the house.
 - Make sure members are aware of the safe spaces in the townhome in the instance of various weather emergencies.
 - Make sure to have basic emergency supplies readily available if needed: flashlights, first aid kits, water.
-