



This table is designed to help you know where to call/go if you have a question or need assistance regarding any issue in Family and Graduate Student Housing.

Family Resource Center 719 N. Walnut (405) 744-6539	Housing Office 100 Iba Hall (405) 744-5592	Facilities Management Office 120 Brumley (405) 744-8510
Apartment transfers and Primary changes	Billing issues	All maintenance issues and concerns
Keys (pick up/drop off door and mail keys, lock outs, etc)	Housing contracts	Appliance concerns/problems
Check-out inspections (scheduled online on the FGSH Website)	Vacating notices	Pest control
Turn in Room Occupancy Check (ROC) forms	Delinquent account and non-enrollment issues	Clogged toilets and drains
Activating student ID for LaundryMart and FRC computer lab access	Providing required verification and documentation	Air conditioning and heater problems
Questions about FRC programs and FRC employment opportunities	Furniture change requests	
Brumley Community Center reservations and questions	FGSH parking permits	
Air conditioning contracts	Add/remove a secondary or family member from housing contract	
Issues with neighbors or roommates	Summer Storage contracts	
Disturbances and complaints	Storage unit contracts	
Garden plot reservations and questions	Rental reference and address verification requests	
FGSH apartment tours		
Light bulbs (Replacement bulbs are free!)		

If you have an **emergency**, please contact the OSU Police Department at (405) 744-6523.

If you have problem with your **cable TV** services, go to <http://reslife.okstate.edu/maintenance/> and click on the link next to 'Cable Issues'.

For questions about **mail** services or deliveries, contact the US Postal Service or other delivery service (i.e., Fed Ex, UPS, etc.).

For questions about **neighborhood grill** usage and reservations, contact your neighborhood Apartment Assistant.

FGSH Policies and Procedures can be found at <http://www.reslife.okstate.edu/fgsh>