

Frequently Asked Questions

GENERAL

Q: How do I rent an HISD facility?

Answer: Visit our website at HoustonISD.org/Rentals and click [HISD Facility Rentals Application](#) under “Application Process” to submit a rental application.

Q: How long does it take to get a rental contract?

Answer: Please allow 10 business days to process your [HISD Facility Rentals Application](#) and finalize your rental contract.

Q: What is the status of my application?

Answer: To check the status of your rental application, please call Facilities Services Customer Support at (713) 556-9400, or submit a status request via the [HISD Rental Inquiry Form](#) available at HoustonISD.org/Rentals.

Q: When do I make payment for my rental event?

Answer: When you sign the contract, no later than 2 business days prior to the event date.

Q: What are the acceptable forms of payment?

Answer: You may pay by cash, money order, business or cashier's check. Personal checks are not accepted.

Q: Where do I make a payment?

Answer: To make a payment visit the Treasury Department on the 1st floor of the Hattie Mae White Educational Support Center located at 4400 West 18th Street Houston, TX 77092.

Q: How do I make changes to my application or event details?

Answer: You may submit a change request via the [HISD Rental Inquiry Form](#) available at HoustonISD.org/Rentals.

Q: How do I cancel my rental request?

Answer: Cancellations may be submitted via the [HISD Rental Inquiry Form](#) available at HoustonISD.org/Rentals. Any expenses incurred due to cancellations submitted less than 72 hours in advance of the event date shall be deducted from any credit or reimbursement due as a result of the cancellation.

Q: How do I report a staff-related issue that I experienced during my event?

Answer: You may report staff-related issues via the [HISD Rental Inquiry Form](#) available at HoustonISD.org/Rentals.

Q: How do I request a credit or reimbursement?

Answer: You may submit a request for a credit or reimbursement via the [HISD Rental Inquiry Form](#) available at HoustonISD.org/Rentals.

Q: How long does it take to receive my reimbursement?

Answer: Reimbursements take 10-12 business days to process from the date a reimbursement request is submitted.

Q: Can I use your kitchen facilities?

Answer: No. Use of kitchen facilities is not permitted.

Q: Can I use the concession stand?

Answer: No. Concession stands are not available for rent.

Q: Can I sell tickets during my event?

Answer: Ticket sales are not allowed at the door.

Q: Can donations be collected in lieu of selling tickets?

Answer: Yes, however, access to your event cannot be limited only to those who have made a donation.

Q: What is the cost to rent outdoor spaces (e.g. parking lots, athletic fields)?

Answer: There is no charge to rent outdoor spaces. However, fees will be assessed for custodial and security staff coverage.

Q: How do I get into the building for my event?

Answer: A custodian will unlock the facility for you. For security purposes keys are not issued to organizations renting facilities.

Q: Are custodians and police officers required to be present during every event?

Answer: Yes, a custodians and police officers must be present in order to open and close the building and ensure a safe environment.

Q: How do I get a cost estimate for my event?

Answer: Visit our website at HoustonISD.org/Rentals to review the Rental Rates Quick Estimate sheet.

Q: Can I rent any school facility?

Answer: Available facilities for use can be found on the [HISD Facility Rentals Application](#).

Q: Can I hold a photoshoot or film a commercial at an HISD facility?

Answer: Yes, but only with the approval of HISD's Communications Department. Please note that the time needed to process such requests will increase beyond our standard 10 business days. If you would like to contact the Communications Department prior to submitting an [HISD Facility Rentals Application](#), please email Media@HoustonISD.org.

Q: May we advertise our event on campus?

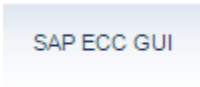
Answer: Yes, but only on the day of the event, after school hours. You may distribute publications and post signage on District property the day of your event, as long as the signage does not cover any school signage. Event-related signage must be removed from District property at the conclusion of your rental.

EMPLOYEE**Q: How do I check the status of my time entry and payment?****Answer:**

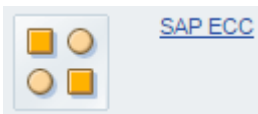
1. Visit OneSource.HoustonISD.org
2. Login using your User Name and Password



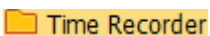
3. Click the “SAP ECC GUI” tab



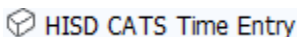
4. Click the “SAP ECC” link



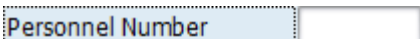
5. Double-click the “Time Recorder” folder



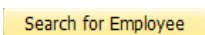
6. Double-click the “HISD CATS Time Entry” icon





7. Enter your Employee ID# in the “Personnel Number” field



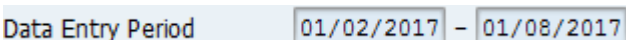
8. Click the “Search for Employee” button



9. Double-click your name when it appears

10. Use the left and right arrows   to find the week that you worked the event to see if your time was entered for the day of the event

- a. The “Data Entry Period” shows the beginning and end date of the week

**Q: How do I update the Rentals Department with information regarding scheduling?**

Answer: You may submit scheduling and employee availability updates to the Rentals Department via the [HISD Rental Inquiry Form](http://HoustonISD.org/Rentals) available at HoustonISD.org/Rentals.

Q: How do I report organization-related issues that I experienced during an event?

Answer: You may report facility misuse such as unauthorized use of facilities not included with rental; organization accessed facility earlier/later than scheduled; excessive trash/waste after facility use; or any other such issue via the [HISD Rental Inquiry Form](http://HoustonISD.org/Rentals) available at HoustonISD.org/Rentals.

PRINCIPAL

Q: Do I have to rent my facility?

Answer: No. You have no obligation to rent your facility.

Q: Am I responsible for submitting HVAC/Lighting requests for an upcoming rental?

Answer: No. The Rentals Department submits HVAC/Lighting requests for all rental requests.

Q: What if my campus employees are unable to work the event?

Answer: The Rentals Department is capable of scheduling custodians from other facilities to work any event.

Q: What if I do not have an officer assigned at my campus?

Answer: The Rentals Department schedules police officers for events, regardless of whether or not a police officer is assigned to the campus.

Q: What do the rental fees cover?

Answer: Rental fees cover the operational cost of the event. Fees are deposited to the General Fund to cover expenses such as utilities and supplies.

Q: Do I get a copy of the rental agreement?

Answer: Yes. You will receive a copy of the fully executed rental contract via email the same or next day it is signed by the lessee (organization renting the facility). Typically, this is 1-2 business days prior to the event date.

Q: How do I report facility misuse?

Answer: You may report facility misuse such as unauthorized use of facilities not included with rental; organization accessed facility earlier/later than scheduled; excessive trash/waste after facility use; or any other such issue via the [HISD Rental Inquiry Form](#) available at HoustonISD.org/Rentals.