

# California State University San Marcos

## UNIVERSITY VILLAGE RESIDENT HANDBOOK



“Experience is not what happens to you; it's what you do with what happens to you.” –Aldous Huxley

Over the course of this year, you will spend many hours on campus, in class, listening to lectures, participating in group activities and service projects. You will spend many hours studying. You will also spend many, many hours in University Village meeting new people, and learning about yourself and the world around you. You will have many opportunities to become involved and engaged in your community and we hope that you take full advantage of those opportunities! You will experience a lot over the course of a year and it is what you do with that experience that matters the most.

By focusing on the total student experience, life at University Village reinforces the student's educational goals and the University's mission, as well as our commitment to community service and development. Through cultural and developmental programs coordinated by the staff of University Village, residents can participate in a wide variety of activities, including seminars, community outreach programs, social events, and campus service projects.

University Village's professional staff are in close contact with the CSUSM Student Affairs Division to help you have the best experience possible. University Village is managed by EdR, in partnership with CSUSM and San Marcos University Corporation.

There are many staff members here to help you throughout the year. There are a number of professional staff members as well as Resident Advisors (RAs) who live on the floors and work closely with the residents. The RAs are here for you and one of their main roles is to be available for you and to spend time getting to know you. Also, the RAs help with communication between you and the professional staff, make sure there are activities and things to do, and help with ensuring the safety of the building.

## Welcome to University Village!

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## Emergency Contact Information

University Village Apartments (760) 750-3711

University Police (760) 750-4567

Community Safety Officers/Night Escort Info (760) 750-4915

**University Village Apartments Resident Advisor On-Call (760) 750-6400**

## University Contact Information

Associate Students, Inc. (760) 750-4990

Bookstore (University) (760) 750-4730

Career Center (760) 750-4900

Clark Field House/Student Union (760) 750-7400

Cougar Central (760) 750-4848

Dean of Students (760) 750-4935

Disabled Students Center (760) 750-4905

Educational Opportunity Program (760) 750-4861

Financial Aid (760) 750-4850

Gender Equity Center (760) 750-4988

Help Desk (760) 750-6505

IITS (760) 750-4775

International Student Advising (760) 750-8821

LGBTQA Pride Center (760) 750-3077

Library Hours (760) -750-4340

Math Lab (760) 750-4101

Parking and Commuter Services (760) 750-7500

Student Life and Leadership (760) 750-4970

Veteran's Center (760) 750-4827

Writing Center (760) 750-4168

## 2012-2013 Important Dates

### FALL 2012 Semester

August 25 (Sat)	UVA Move In Day
August 27 (Mon)	First Day of Classes
September 3 (Mon)	Labor Day (Office & Community Center Closed)
September 10- 14 (Mon-Fri)	Swap Week
October 23 (Tues)	Homecoming CougarFest
November 12 (Mon)	Veteran's Day (Office & Community Center Closed)
November 22-25 (Thurs-Sun)	Thanksgiving Break (Office & Community Center Closed)
December 10-15 (Mon- Sat)	Final Exams
December 24 -25 (Mon-Tues)	Office & Community Center Closed
December 31 - January 1 (Mon-Tues)	Office & Community Center Closed

### SPRING 2013 Semester

January 21 (Mon)	Martin Luther King Jr. Day (Office & Community Center Closed)
January 22 (Tues)	First Day of Classes
April 1-5 (Mon-Fri)	Spring Break
April 1 (Mon)	Cesar Chavez Day (Office & Community Center Closed)
May 11-17 (Sat-Fri)	Final Exams
May 17 (Fri)	UVA Move Out Day by <b>Noon</b>
May 18 (Sat)	Commencement

## University Village Staff

### Director

Sarah Wibe-Norris – 760-750-3711 [snorris@csusm.edu](mailto:snorris@csusm.edu)

The Director is responsible for all departments and their respective staffs and reports to the Regional Director in the home office at EdR. This includes all administrative, maintenance, and live-in staff and employees. She facilitates smooth and prompt action in all areas of operation. The Director is responsible for budget preparation, personnel policies, planning capital improvement projects, and reporting to owners and home office personnel and overall community management. RAs should feel free to discuss building operations and other matters with the Director after first exhausting options with the Residence Director (RD).

### Associate Director of Residence Education

Leslie Nevins – 760-750-3711 [lnevins@csusm.edu](mailto:lnevins@csusm.edu)

The Associate Director of Residence Education (ADRE), reports to the Associate Dean of Co-Curricular Education and, in collaboration with representatives from Student Affairs, EdR, and the University Corporation, will develop and manage University involvement in all aspects of the Residence Education program.

The ADRE is responsible for designing, overseeing and assessing the implementation of a comprehensive residential education program which is congruent with strategic priorities and initiatives of the University, the Division of Student Affairs, and EdR. In partnership with EdR, the ADRE will provide supervision of residence life staff and also administer the university student conduct process for cases arising out of on-campus or university-affiliated housing. The Associate Director will be responsible for the assessment of living in residence halls on the academic and personal development of students, focusing particular attention on the climate of the resident community with respect to representation and inclusiveness of student and staff diversity.

### Residence Directors

Alisa Patterson (UVA) – 760-750-3711 [apatters@csusm.edu](mailto:apatters@csusm.edu)

G. Scott Dills (The QUAD) – 760-750-3732 [sdills@csusm.edu](mailto:sdills@csusm.edu)

The RDs are responsible for the planning and implementation of all residential life programming that further the mission of the University and promote the educational, physical, cultural, environmental, social, and recreational needs of the UVA community. The RDs are responsible for the selection, training, and supervision of the Resident Advisors and facilitate the student conduct process.

### Leasing and Marketing Manager

Lindsay Love – 760-750-3711 [llove@csusm.edu](mailto:llove@csusm.edu)

The Leasing and Marketing Manager (LMM) manages all leasing and marketing efforts. The



LMM is responsible for the development and implementation of the marketing plan. The LMM manages the production and implantation of all online and print advertising and marketing collateral materials, including the University Village web page. The LMM maintains all University Village leasing statistics using management software and other techniques.

### **Resident Services Manager**

Katie Atkinson – 760-750-3711 [katkinso@csusm.edu](mailto:katkinso@csusm.edu)

The Resident Services Manager (RSM) is responsible for all accounts receivable and payable, including rent and fees. The RSM is always available to answer questions about your rent, fees, and fines.

### **Resident Advisors**

The RAs are student members of the staff who works closely with University Village residents. As a staff member, RAs will work to build community, maintain communications between management and residents, and assist in a multitude of administrative tasks. The RA is responsible for the development of a residential community that enhances the total college experience and facilitates resident growth. The majority of the RA's responsibilities involve direct contact with residents. RAs are here to assist you with roommate conflicts, issues with neighbors, and provide opportunities for you to get to know of other students.

### **Maintenance Manager**

Saul Garcia - 760-750-3711 [sgarcia@csusm.edu](mailto:sgarcia@csusm.edu)

The Maintenance Manager is directly responsible for all mechanical operations and physical upkeep of University Village. He is the direct supervisor of the maintenance staff employees and reports directly to the Director. RA communication with maintenance should be done submitting work orders via e-Service and/or the property website, except in emergency situations. All emergency situations should be reported to the Director to contact maintenance personnel.

### **Maintenance Technicians**

The Maintenance Technicians assist the Maintenance Manager with all mechanical operations and physical upkeep of University Village. The Maintenance Technicians handle service requests and repairs in a timely and accurate manner.

### **Office Receptionist and Leasing Professional**

UVA - 760-750-3711

The QUAD - 760-750-3730

The Office Receptionist and the Leasing Professional provide customer service for the Community Center, University Village Apartments and The QUAD. They also provide administrative support for the office and University Village Apartments.

## **Community Building and Common Area Facilities**

### **The Community Building Common Area Facilities and Amenities**

The community building is the place to go for great amenities. Most of the events and activities hosted by the community take place in and around the community building. All rules governing common area amenities will be enforced by UVA staff and are subject to periodic review and revision. The facilities available at the community are for the exclusive use of community residents. A resident must accompany all guests at all times. The maintenance and care of those facilities is every resident's responsibility; therefore, abuses may result in facilities closing. Damages may result in fines to the entire community.

The community building is closed on Federal and University Holidays. Several facilities are located in the community building, including: business office, game room, study room, and classroom.

### **Bocce Ball Court, 9 Hole Putting Green, and Pickleball Court**

The bocce ball court, 9 hole putting green, and pickleball court are available to all residents and guests. Guests must always be accompanied by a resident. Please see posted times and rules and regulations for each recreational area. Common areas damages may be billed.

### **Classroom**

The classroom is available for residents use. Any residents or groups wishing to reserve the classroom should contact the office. Please report any problems to the office immediately.

### **Common Area Furniture**

For your comfort while studying, socializing, or watching TV, the community has provided furniture in the community building and patio area. This furniture is meant to stay in the designated areas so that all residents can enjoy its use. Please do not take the common area furniture into your room; there will be a moving charge for removing furniture from any public area. All missing furniture should be reported immediately to community personnel to assist in recovering the missing furniture.

### **Elliptical, Spinning and Yoga Rooms**

No food is allowed in the fitness rooms. Please limit drinking only water while in the fitness rooms. Proper athletic attire is required. Shirts and shoes must be worn at all times. Please report maintenance problems to community personnel immediately. Do not repair equipment yourself. Use equipment in the manner in which it was intended. Use of the fitness center is at your own risk. Anyone beginning an exercise program should consult a physician first. In order to use the spinning room, residents must first watch a video.

## Front Desk

The front desk is staffed Monday – Wednesday 8:30am – 11:00pm, Thursday – Friday 8:30am – 1:00am, Saturday 12:00pm – 1:00am, and Sunday 12:00pm – 10:00pm. Front desk staff is available to provide you with access to services, answer questions, and provide other information. Various recreation items are available at the front desk.

## Game Room

Equipment for the game room is located in the community building. Residents should bring their ID to the office in exchange for game room equipment. Any damaged or unreturned games or movies will result in fines.

## Laundry Rooms

Laundry rooms are open 24 hours a day for your convenience. The facilities are for resident use only. Dying of fabric or other materials is not permitted. Please remove your laundry when the cycle is complete and check your clothing frequently as the community is not responsible for lost or damaged items. If there is an issue with machines contact WEB Multifamily Laundry Systems at [www.fixlaundry.com](http://www.fixlaundry.com) or call 1-800-421-0575. Please report all laundry room malfunctions to the office immediately. Laundry cards can be purchased in the community building for \$5.00 and may be reloaded as needed. Money can be added to cards by cash or credit card in the community building.

## Leasing Office

The leasing office is located in the community building. Leasing office staff is available to help residents with renewing resident leases/license agreements, collecting rent payments, answering questions about the lease/license agreement, and addressing issues as needed.

## Mail

Each apartment is assigned a mailbox to be shared with your roommates. Residents should check their mailboxes frequently and ensure mail is distributed to the appropriate roommates as soon as possible. UVA will contact you through the mail for payment information and to alert you regarding conduct meetings, activities, inspections, and upcoming events. The responsibility falls on the resident to check her or his mail if it is time sensitive.

Mail is delivered Monday through Friday by the USPS and all mail vendors. Packages are only available for pick up during business hours from 8:30 am to 5:00 pm, Monday-Friday. UVA staff will act as a receiving agent for your signature required mail and will place notification of packages and special deliveries in your mailbox. Mail will not be forwarded from UVA by USPS and it is your responsibility to change your address upon moving out. UVA will hold residents mail for two weeks and forward if you provide a prepaid self addressed envelope when moving out. On campus mail slots may be found outside of the third floor of Craven Hall and outside the second floor Science Hall 2. Mail is picked up at these locations at 3:00 pm, Monday-Friday.

Your address:

Your Name  
305 Campus View Drive  
Apt # \_\_\_\_\_  
San Marcos, CA 92078

## Payments

You will not receive a bill or invoice for any installment amount due. We do not provide payment slips, payment reminders, etc. It is your responsibility to make the payments by the assigned date based on the payment plan you chose by referring to your copy of the lease/license agreement. Pay online, deliver the payments to the office, or mail the payments.

Please mail payments to:

University Village Apartments  
Attention: Student Accounts  
305 Campus View Drive  
San Marcos, CA 92078

(PLEASE INCLUDE RESIDENT'S NAME AND APARTMENT NUMBER ON THE PAYMENT)

Please also note that if you choosing the installment option, these payments are installment payments, not monthly rent payments. This statement means that each payment is part of the installment amount not a particular month's rent. Students do not move in on the first of the month and do not move out at the end of the month. A monthly installment is just 1/10 or 1/12 of a total cost for a 9.5 or 11.5 month contract.

If you do not make the payments by the designated due date or carry over a balance on your account you will be assessed a \$25.00 late fee on the sixth of the month. Installment payments are due on the first or by the fifth. Note: if you have more than two late payments you will not be permitted to return to UVA the following year.

### *Rent Payment*

Payments are due on the first day of the month. You can pay the rent at the community building or take advantage of one of our online advantages.

### *Forms of Payment*

After the first payment, which must be made by check or money order, online payments are accepted. You may pay your rent online by credit card or echeck. You may pay your rent by check, money order or cashier's check. **Cash will never be accepted.**

### *ECheck*

Through the UVA's online resident portal, eCheck payments will be deducted from a checking account. There are two options for eCheck: the first option is to make a one-time payment at an amount specified by you; the second option is to set up recurrent installment payments

(ACH Payments) that are automatically processed on the first business day of each month. There will be a fee associated with each transaction.

#### *Credit Card*

Credit card payments can be made on a one-time basis or set up recurrent installment payments. This service includes a convenience fee for each transaction.

#### *Late Payment and Returned Checks*

If your rent payment is received on or after the fifth day following the agreed upon due date specified on the lease/license agreement, you will be charged a \$25 late charge as stated in the lease/license agreement. A returned check fee of \$25, plus applicable late charges will be assessed on all checks returned within 48 hours of notification. Late charges will be charged from the first late day. After two returned checks, we will no longer accept checks for your rent payment or any other charges owed.

It is your responsibility to ensure that all rent payments and other charges are paid on a timely basis. All monies received from you will first be applied to any outstanding debts such as delinquent rent, late fees, NSF's, utilities, charges for damage repair, etc. Any remaining monies will then be applied to the current month's rent. If any amounts are deducted to cover a balance, your current month's rent will not be considered paid in full and late fees will be assessed.

#### *After-Hours Payments*

Payments can be made after hours by dropping off your check, money order or cashier's check in the night drop box at the community building. Be sure to include your name and unit number on the check, money order or cashier's check to ensure timely processing. If late charges are applicable, they will be assessed to your account and/or the payment returned. We have the right to refuse any payment that does not pay your balance in full.

### **Study Lounges**

Study lounges are available throughout the community. Lounges are reserved for studying. Eating, drinking, smoking and mobile phones are prohibited.

### **Swimming Pool**

The pool is open when the community building is open and closes at 10pm. Please be advised that the pool is not designed for diving. Pool furniture is not to be removed from the designated area. Personal floatation devices or rafts may not be permitted in the pool area. The area may close occasionally for maintenance purposes and during specific community repair projects. Please bring proper ID with you to the pool. Only residents and their guests are permitted to use the pool. Residents must accompany guests at all times. At no time shall glass or alcohol be permitted at the pool area.

## Vending Machines

Access to snack and drink machines in the community building is for your convenience. If you lose money in a vending machine or there is a malfunction, please notify the front desk. You will need to request a refund in-person at the Big Cat Market in the CSUSM Dome or by calling 760-750-4751.

## University Village Facilities Information

University Village facilities and services are for the exclusive use of residents, accompanied guests, and University community members. Common area spaces may be reserved by outside groups through CSUSM Events and Conference Services. The maintenance for and care of these facilities is every residents' responsibility. Please report any issues to the front desk.

### Apartment Entry

We respect your right to privacy. Without prior written consent, no one is given access to your apartment. However, our staff may enter your apartment as follows:

- in case of emergency
- when you have abandoned or surrendered the apartment
- to attend to requested repairs
- to test smoke detectors and complete health and safety inspections
- to show the community to prospective or actual purchaser
- routine inspections
- with your prior permission
- as otherwise allowed by law

Except in cases of emergency and as required by law, we will provide you with reasonable written notice of our intent to enter and entry will be during normal business hours. You may be present; however, entry is not conditioned upon your presence. In case of emergency, we may enter the unit at any time without prior notice. In such situations, you do not have the right to refuse to open a door and you must allow access.

### Damages

Residents are responsible for the condition of their apartment and all furniture. Any repairs needed within apartments must be performed by authorized maintenance personnel. Residents will be charged for the repair of any damages upon vacating the apartment.

Residents agree to be jointly responsible for protection of common area property including but not limited to fire extinguishers, furniture, fixtures, appliances, hall signage and room plates, elevator equipment, bulletin boards, and exit signs. Charges for the damages or loss of common area property shall be equally divided among all members of the building.

### Dishwasher

In order to reduce maintenance problems with dishwashers the following guidelines should be used: scrub dishes first, especially if it will be a few days before you run the load. Use only liquid dishwasher detergent. Be sure the product is advertised as an automatic dishwasher detergent, not one for hand-washing dishes. Do not put products like Dawn in the dishwasher, it will make the dishwasher overflow and residents will be charged for any damages. Once a month, pour a cup of distilled vinegar in the dishwasher and run it empty 2-3 times.

## Fire Safety and Decorating

In order to comply with local fire codes (which are created ultimately for your own protection and safety), certain policies apply toward the condition of your apartment. In addition, decorating guidelines have been established in order to prevent damage to the apartments.

All furnished apartments are to remain furnished, with beds on their frames and furniture on the floor (e.g., no beds on top of desks and dressers, no desks or dressers stacked or turned on end). For safety reasons, cinder blocks are not permitted. Furniture may be rearranged in your apartment provided it is not removed from the apartment and is returned to its original position prior to check-out. The following must also be adhered to:

- Fire warning devices and safety equipment are to be used only in case of emergency. The sounding of the fire alarm should be taken seriously and residents should proceed according to the instructions posted in and about the property. The intentional sounding of an alarm in non-emergency situation will be considered a criminal offense and the person or persons responsible will be treated accordingly. Tampering with fire safety equipment will result in fines, disciplinary action and possible prosecution under the law.
- Multiple outlet “octopus” plugs are not permitted. Surge protected power strips with circuit breakers are permitted. All extension cords must be of the grounded, three-prong type and be UL approved.
- No bunk beds, homemade lofts, or waterbeds are permitted.
- No construction, wall partitions, paintings, or any similar structures are permitted.
- Dartboards are not permitted due to damage to walls and doors.
- Any alterations or modifications that pose a threat to safety, health, physical unit damage, comfort of others, etc., are not permitted.
- NO ITEMS ARE PERMITTED ON THE CELINGS. This includes: nails, stickers (reflective stars), bottle caps, posters, sheets, parachutes, fishnets, tape and poster putty. Damage to ceilings will result in a repair charge.
- No additions to the original surface are permitted on the doors, windows, blinds, or furniture.
- No decorations are permitted on the windows, including: posters, window marker/paint, lights and flags.
- All decorations must be temporary so as not to permanently deface or damage unit furnishings.
- Only official University Village documents may be posted on the interior and exterior of the entrance door.
- Live holiday decorations such as trees/wreaths are prohibited.
- For fire safety reasons, candles, incense, hookahs, spray paint, propane, space heaters, hot plates, cooking grills (including George Foreman grills), BBQ’s, lighter fluid, and other combustibles are not allowed in the apartments.
- Please do not put tape of any kind on the carpet, linoleum or any kind of flooring.
- No curtains may be hung on the windows or from the ceiling.



- Residents shall not erect any exterior wires, aerials, signs, satellite dishes, etc. about the premises or property. Residents shall not place nails, hooks, etc. in the walls or ceilings. Room entrance doors, windows, drapery rods and hardware shall remain free of nails.

## **Food Waste Disposal**

Each apartment is equipped with a food waste disposal in the kitchen sink. Please use common sense when operating this appliance. Do not insert hand into disposal. Turn on cold water full flow (water should remain on during complete disposal operation and for a sufficient time after grinding is completed to ensure all waste is flushed away). Turn the switch to the "On" position to start disposal. Feed the food waste into the disposal while it is running; do not dispose of huge quantities at once. Do not turn off the motor or water until grinding is complete. Do not dispose of potato peels or grease using the disposal.

## **Heating and Cooling Unit**

Efficiency of your heater is dependent upon complete air circulation. It is important to keep all vents in every room open. In addition, please ensure that return air vents are left unobstructed. We replace the filters every month during apartment inspections. The thermostat should not be set lower than 68 degrees to prevent the AC from freezing. Close all apartment windows when operating the heater or AC. Turn off the heater or AC when no one is home.

## **Lights and Fixtures**

It is the responsibility of residents to replace all standard light bulbs. Please submit a maintenance request if any florescent light bulbs need to be replaced in your apartment.

## **Maintenance**

All maintenance concerns in your bedroom, your apartment, or elsewhere on the community should be submitted using our online maintenance request form. Please provide us with all the information pertaining to your maintenance request in order for us to most efficiently respond to your issue. For emergency maintenance issues, our maintenance staff is on call. After regular business hours you should contact the community's answering service or RA On-Call. Please use good judgment when deciding to contact staff after hours. Examples of maintenance emergencies include: flood, broken window in a first-floor apartment, front door lock malfunction, or fire.

Upon submission of the request, the maintenance staff will undertake corrective measures as quickly as possible. You will be notified when the work has been completed or if more time is needed to correct the situation.

## **Smoke Detectors**

The smoke detectors in your apartments are very sensitive. When taking a shower, close the bathroom door to ensure the steam does not affect the detector. When cooking, be sure to use the fan above the stove. If your detector makes a beeping or chirping sound, you must complete a work order immediately to have the battery replaced. Any time a smoke detector sounds an alarm, you should respond to it as an emergency and proceed in a safe manner.

Never disconnect the smoke detectors. Sometimes you may experience a “false alarm.” The smoke detectors can be set off by dust, an insect or just may need routine cleaning. Opening windows (to allow fresh air into the apartment) may stop the false alarm. Opening the front doors can set off additional alarms. Tampering with fire safety equipment is a violation of state and federal laws and will result in fines, eviction, and possible arrest.

## Toilets

Do not flush paper towels—they do not degrade. Never flush feminine hygiene products, regardless of what the packaging states. If your toilet does overflow or clog up, turn off the water supply immediately. There is a water shut-off valve next to the toilet on the lower left side of the wall. Residents are required to plunge their own toilet prior to calling in maintenance. Residents will be responsible for any toilet damages/overflows that are the result of improperly disposed articles.

## Utilities

The UVA will furnish the following utilities: basic cable TV package, electricity, gas, water, sewer, air conditioning, self service laundry machines (cost of laundry paid for by resident), garbage removal (resident must bring garbage to appropriate trash receptacle). If your utility use exceeds the allotted amount, you will be invoiced for and required to pay the overage. If your electric bill for the apartment is in excess of \$200 in a billing cycle for a 2 bedroom apartment and \$250 in a billing cycle for a 4 bedroom apartment, the excess charges will be equally divided among the residents of the apartment. Your portion of the excess of the utility bill will be due within five (5) days upon receipt of invoice. All utilities may be used for only normal household purposes and must not be wasted. You must comply with all the rules and regulations of the cable, internet or other service provider. You and your roommates are jointly liable for the payment of utilities not provided by UVA.

Whenever you save energy, you not only save money, you also reduce the demand for such fossil fuels as coal, oil, and natural gas. Less burning of fossil fuels also means lower emissions of carbon dioxide (CO<sub>2</sub>), the primary contributor to global warming, and other pollutants. You do not have to do without to achieve these savings.

The average American produces about 40,000 pounds of CO<sub>2</sub> emissions per year. Together, we use nearly a million dollars worth of energy every minute, night and day, every day of the year. By exercising even a few of the following steps, you can cut your annual emissions by thousands of pounds and your energy bills by a significant amount. These steps include:

- Whenever possible use outside fresh air to control hot temperature conditions instead of air conditioning.
- Use fluorescent lighting whenever possible. The same amount of light can be obtained with only 1/3 the wattage. Change to lower wattage where possible.
- Keep all lamps and lighting fixtures clean. Dirt absorbs the light.
- Check the accuracy of HVAC system thermostats.
- Report water leaks in bathrooms and apartments the same day when possible.

- Turn your refrigerator down. Refrigerators account for about 20% of household electricity use. Use a thermometer to set your refrigerator temperature as close to 37 degrees and your freezer as close to 3 degrees as possible.
- Set your clothes washer to the warm or cold water setting, not hot. Switching from hot to warm for two loads per week can save nearly 500 pounds of CO2 per year if you have an electric water heater or 150 pounds for a gas heater.
- Make sure your dishwasher is full when you run it and use the energy saving setting, if available, to allow the dishes to air dry.

## Utility Closets

The utility closets housing water heaters and HVAC equipment are not to be used for storage.

## Vacant Bedrooms

Current residents must make every effort to welcome a new roommate as long as there are empty bedrooms or bed spaces in the apartment. It is a violation of your license/lease agreement to tell a potential roommate that you do not want a roommate or that there are no vacant beds. It is also a violation of your license/lease agreement to double occupy a bed space. You may have the opportunity to lease open bed spaces. Please contact the office for more details.

## Washers/Dryers

Laundry facilities are provided for your use. All appliances should only be used in the manner for which they were intended. No dyeing of fabric or other materials is ever permitted. In the event you should need instruction on how to use the machines, please contact your RA. For more information, refer to the laundry room section under Community Building and Common Area Facilities section on page 11.

## Windows and Exterior Ledges

It is important that the window screens and blinds remain in good functional condition. They are not to be removed, tampered with, and/or detached in any manner. The window ledges are for decoration only and objects should never be placed on this ledge, this includes individuals standing. Removal or damage to window screens will result in fines.

Residents may not exit an apartment through windows unless there is a fire. Hangings, partitions, or curtains of any type may not be used in a way that inhibits exit of an apartment and/or common area in the event of an emergency. Unauthorized entry into any portion of the community via window, roofs, ledges, and locked areas is prohibited.

## **Resident Services**

### **Bicycle Storage**

Bicycle parking is provided in front of the community building. We advise you to provide your own vandal proof bike lock. University Village is not responsible for lost or damaged bicycles. Bicycles need to be registered with CSUSM within one week of moving in. In following uniform fire code, bikes should be stored only in areas provided and not inside the building. Bicycles parked and/or locked in any hallway, etc., will be removed upon sight and impounded. In order to maintain Fire Code Standards, we are required to take measures needed to remove bicycles from unauthorized areas immediately (e.g., cutting locks, etc.) at the owner's expense. For information regarding impounded bicycles, please contact the front desk. Repeat offenders are subject to disciplinary action.

### **Community Building**

Refer to Community Building and Common Area Facilities Section on page 10.

### **Custodial Services**

University Village provides janitorial service for the community building, interior building hallways, and grounds. Residents are responsible for the cleaning and upkeep of their apartment. For your convenience there are trash chutes located on each floor. Recycle bins can be found in the trash rooms and throughout the University Village grounds. It is everyone's responsibility to keep the community clean and free of trash and cigarette butts. Do not leave trash on the stairwell or in the hallways. If trash is found in inappropriate locations, your account can be charged trash removal fees and you may face disciplinary action.

### **Data Services**

All apartments have a data port in each bedroom. For questions or issues concerning service, please call IITS at 760-750-6500 or ext. 6500. No hubs of any kind are permitted. Internet service will be cancelled if hubs are discovered.

### **Elevators**

Elevator equipment is a necessity in a multi-level building such as University Village. Tampering with the elevators, including falsely sounding the alarm, vandalizing the elevator, leaving bodily fluids in the elevator, forcing the door open or any action that threatens normal operation of the elevator is extremely dangerous. Any resident or guest who engages in such an activity may face disciplinary action, prosecution, repair fees and possible eviction.

### **Keys and Lockouts**

Each resident is issued an apartment/individual room key, an access card and a mail key. For lockouts, please contact the front desk at 760-750-3711. The RA On-Call will escort you to your apartment upon presentation of your ID. There is a charge of \$15 per lock out. We will issue a new bedroom key for \$45, and a new front door access card for \$25. New keys and cards are generally available within 24 hours or the next business day. New mail keys will be issued for

\$25.00. Failure to turn in your keys when you check out will result in replacement charges for each item.

Residents are required to contact the UVA office immediately when they lose their keys and have them replaced. Taping or jamming the lock is prohibited. If your keys are stolen, you may present a copy of the police report for free replacement. Charges not paid by the sixth, will result in a late fee. If your key breaks **not due to wear and tear**, you will need to pay to have it replaced. You have one hour to find your keycard for a refund (minus a \$15 lock-out fee) and 24 hours for your room key.

## Laundry

Refer to this information under the Community Building and Common Area Facilities section on page 11.

## Lost and Found

Lost and Found is maintained at the front desk. Items are held for 30 days.

## Mail and Packages

Refer to this section under Community Building and Common Area Facilities on pages 11-12.

## Maintenance

Refer to section under University Village Facilities Information on page 17.

## Meeting Rooms

University Village provides furniture outside and in other areas of the community building and meeting rooms on each floor. This furniture is meant to stay in the designated areas so that **all** residents can enjoy its use. Please do not take the public area furniture into your room; this will result in disciplinary action, and moving charges. Please report missing furniture immediately.

## Parking

Shuttle services from UVA to Kellogg Library and the Sprinter are available when classes are in session. Parking is solely controlled by CSUSM Parking Services. Permits can be purchased at CSUSM Parking Services. If you have questions or concerns about parking or the parking lots on campus, please call 760-750-7500. Keep your car locked and your valuables out of sight. University Village and CSUSM are not responsible for any damage or loss to your motor vehicle or its contents. Fifteen minute parking is strictly enforced. If you lose your parking permit, you must have it replaced at Parking Services. Do not park behind our green gate in the employee lot. If you do so and the gate is locked, you must pay a \$200 lockout fee and you may be ticketed or towed.

## Photo Release

You give your permission to University Village staff to use any photograph or photographic image including video or video stills taken of you while you are in any public spaces, grounds, offices at University Village or any community sponsored events in the community or otherwise.

You understand that your photograph or photographic image will be used for nothing other than legitimate business purposes.

## **Programming**

It is said that approximately 80% of what students learn takes place outside the classroom. RA's programming is integral in a student's learning process. Programming compliments, supplements, and enriches life in our community. Support and participation in programs will help you make friends, share personal experiences, develop new interests and have fun! Programming helps University Village staff develop a sense of community and make your experience at University Village more positive. Residents who would like to volunteer to assist with functions should talk to their RA.

## **Resident Surveys**

To solicit your valuable comments, surveys are distributed to the residents during each semester. In this way, we have your assistance in helping us provide the best services possible. In addition, the RA staff offers regular meetings to discuss suggestions and/or concerns you may have regarding our programs, services, housekeeping, maintenance, and other services. Please see your RA if you have any ideas, suggestions, etc.

## **Vending Machines**

Refer to the section under Community Building and Common Area Facilities on page 14.

## Community Living

Learning to live in a community environment requires maturity, an examination of values, and assessing how one's behavior affects others. The specific rules and regulations that exist at UVA are detailed in the Rules and Regulations section of your license agreement and this Handbook. Take time to review your license agreement and familiarize yourself with the rules and regulations. You and your guests are responsible for following them. Failure to do so may result in disciplinary action including termination of residency. The underlying assumption at UVA is that residents have the capacity and desire to be self-directing and responsible members of their community. Residents enter the community as adults who are responsible and in search of opportunities for development and learning. Your apartment is yours to use, but not to abuse. You have the freedom to make it work for you, coupled with the responsibility to keep it working for others.

### Getting Along With Your Roommates

Living with others requires maturity, patience, open communication, willingness to compromise, and respect for others. No matter how compatible roommates are, there is always the potential for conflict. Culture, cleanliness, sleeping patterns, habits, and hobbies are some examples of things that can be different among roommates. These differences can serve to be positive learning opportunities for people living together, or they can create a negative atmosphere within the apartment that can seem intolerable. You and the attitude that you take in communicating with your roommate will determine whether or not your situation will be positive or negative. The RA staff is committed to facilitating communication between and among roommates. Work with your RA to accomplish this goal; it can make the environment in your home even better!

### Helpful Hints for Living with Roommates

- Treat your roommates as equals. Don't give orders, make unreasonable demands, or expect favors. Try to put yourself in the shoes of your roommate to determine if what you are doing (or not doing!) is reasonable.
- Respect your roommates' right to privacy. Don't pry into their private affairs or expect to share in their activities unless invited.
- Keep borrowing to an absolute minimum. Avoid trying to "reform" or correct your roommate(s). Don't expect them to conform to your standards or accept your beliefs.
- Work out mutually agreeable divisions of chores. Don't wait for your roommate to take care of the housekeeping.
- Make a sincere effort to be friendly. Don't withdraw into a shell or forget common courtesy, which is unfortunately not "common" enough!
- Accept routine inconvenience without complaint. Don't gripe continuously about little annoyances that are insignificant. If they are significant, talk to your roommate right away, and not to anyone else.
- Keep your promises and commitments without exception. Don't break appointments or break your word on agreements.

- Respect the efforts of others to study. Don't cause interruptions or make unnecessary noise.
- Prepare and live with a realistic budget.
- If you have a disagreement with a roommate, talk about it as soon as possible. Do not let your anger or frustration build up until you explode. Your RA is available to support and mediate if necessary.
- Have a discussion and agree to boundaries about various relevant items.

## Roommate Agreements

Your RA will be stopping by during the first weeks of school to help you and your roommates talk about aspects of community living that can sometimes create conflict. All residents should complete a Roommate Agreement. This is an agreement between roommates to ensure that basic needs have been discussed. Roommates should discuss each topic and come up with guidelines all roommates agree to. Each time there is a new resident added to an apartment, we will ask that you fill out a new Roommate Agreement for your apartment. An RA will help you facilitate this discussion. Transfer requests will not be considered unless a completed roommate agreement has been completed.

There will be a template roommate agreement with the following guidelines:

### Cleaning Up

- How important is a clean room?
- Who should do which jobs?
- How often should we clean the bedroom/common areas/bathroom?
- Who will buy the cleaning supplies?

### Alcohol/Tobacco

- Do you drink alcohol?
- How would you feel if I drink?

### Noise

- When can music/TV be played at a higher level?
- Are there hours when the unit should be extra quiet for studying?

### Personal Activities

- Do we plan on doing things together?
- What do you do for fun?

### Sharing Things

- Do you mind lending personal articles, such as clothes, money, notes, books, food, toothpaste, and other items?
- What items are for both (all) of our use?
- What items are "off limits?"



### Sleeping

- When do you like to go to sleep?
- When do you get up in the morning?
- Can you sleep with the lights or music on?

### Study Habits

- Do you study in the room?
- How often and how long do you study?
- Do you study with/without music on?
- Do you study with the door open?

### Visitors

- When do you have friends come over and visit?
- How do you feel about overnight guests (of same and/or opposite sex)?
- How well do you deal with guest problems?

## Roommate Conflicts

University Village has programs in place to mediate if you and your roommates are not getting along. The most important step you can take is to discuss your concerns with your roommate. Frequently, conflict occurs because one roommate assumes the other should know he/she is upset, but the roommate does not actually realize there is a problem. It is difficult to commit the time necessary to work through the conflict, but the skills learned in the process will serve you for the rest of your life. Take advantage of the situation to become more skilled at working with others. If you do not feel you are able to handle the situation yourself, consider talking with your RA who can assist in roommate mediation. If that doesn't work, you can speak with the RD.

## University Village Policies and Regulations

As a member of the University Village community, you are entitled to many privileges and rights of living here. You also have several responsibilities while you are a resident of University Village. Those responsibilities include following both the University Village Housing Standards as well as the CSUSM Code of Student Conduct. Students and their guests are expected to comply with the directives of any University Village staff member made in the course of exercising their duties. Students shall observe and respect the rights of others occupying and/or visiting University Village.

As in all living situations, we have a set of policies and guidelines for the community which must be adhered to. It is very important that you familiarize yourself with all rules and regulations and the material contained in this handbook and in your lease/license agreement. Since every resident will have received these rules, this is considered your “first warning.” Part of the RA’s job involves making sure that the rules of the community are followed.

The community operates in an adult atmosphere, thus most residents will never find themselves involved with disciplinary action. Any or all of the following may occur: written warning (with copies to your file and guarantor of the lease/license agreement), restriction from areas or events, relocation within the community complex, referral to the Director and/or, University official, contract probation, eviction, and/or criminal prosecution.

### Aiding and Abetting

Aiding and abetting means you personally are responsible if something is happening in your apartment that you know of, are present for, or assist in. This also applies anywhere on campus if you are present during a policy violation. You are equally as responsible for the violation if you fail to report the violation. One example of this may be a roommate having a cat. All roommates would be held responsible for this policy violation because they are aware of the violation and did nothing about it. Alcohol, drugs and parties that carry heavy penalties can have a great effect on roommates. If you know that a roommate has or uses drugs in your apartment, you can also be held responsible for those drug violations.

To avoid being in violation for aiding and abetting, you need to immediately report violations. Leave the apartment if needed and tell a RA. If staff responds to a violation and you are in the apartment while it is occurring, your name and situation will be documented. This documentation will be used for a conduct meeting (see section on when policies are broken).

### Alcohol

The decision to drink and how much is a personal one. Possession and consumption of alcoholic beverages in the apartment and everywhere in University Village must be in full compliance with University, local, state and federal laws and regulations, and is limited to beer

and wine. Conduct that infringes upon the rights of others to a quiet, orderly living environment is not acceptable under any circumstances and is expressly prohibited. Open containers containing any alcoholic beverage are not permitted anywhere within University Village outside of an apartment where all residents and guests are 21 years of age or older. Alcohol is not permitted in common areas (e.g., pool, stairwells, hallways, parking lots, and community building). Common source alcoholic beverage containers (e.g. kegs) are prohibited everywhere in University Village and the sale of alcoholic beverages is prohibited. The possession of beer bong, party balls, etc. is prohibited at any location on the premises. University Village staff may confiscate any alcoholic beverage that is present anywhere in University Village in a manner that violates these rules and regulations or University, state, local or federal laws. Students who are under 21 years of age may not be in the presence of alcohol, unless assigned to reside in a space in which one's roommate is 21 years of age or older. Students who are under the age of 21 are not permitted to store or display empty alcohol containers in their unit. Alcohol violations can result in the loss of your ability to reside in University Village, but does not forfeit the financial obligations of the license agreement.

## **Apartment Transfers**

During the year, if you wish to move to another apartment, you must contact your RA who will assist you in completing the appropriate form and procedure. Before an apartment transfer will be considered, RA's will perform a mediation, update a roommate agreement, and if that doesn't work, meet with the RD. If an apartment transfer is still necessary it must be approved and will be subject to a \$75 fee. Transfers are not allowed to take place in the first three weeks of school, and not allowed until a roommate agreement has been completed. After the third week of school, Swap Week will occur, in which residents can switch rooms without the proper procedure or paying the \$75 fee.

## **Assault**

The threat of physical abuse of any community member or guest is forbidden. Threats of any kind, racial or sexual harassment, malicious pranks, or abusive name-calling, is not permitted.

## **BBQs, Fire Pits, Open Flames, and Fireworks**

Fires in community designated fire containers are the only types allowed. Grilling is only allowed on the UVA provided BBQs. This rule is necessary for the safety of our residents, their property and the community. Charcoal grills and personal grills are not permitted.

- Someone must stay with or be able to see the fire at all times.
- Fire pits, BBQs dug in the ground, or any type of fireworks are not allowed at any time.
- The UVA fire pit in the pool area is the only allowed fire pit. It should not be cooked on and nothing should be put in it.

## **Bicycles**

Bicycles should be stored in designated or approved areas. We advise residents to provide their own vandal-proof bike lock and to always lock your frame and wheels to the racks. The community is not responsible for lost or damaged bicycles. Following uniform fire code, bikes

should be stored only in areas provided and not inside the building. Any bicycles parked and/or locked in any hallways, stairwells, or in the community building, will be removed upon sight and impounded. All bicycles must be registered within one week of the resident moving in.

## **Building Exteriors & Interiors**

Residents will not erect any exterior wires, aerials, signs, satellite dishes, etc., in the units or anywhere in University Village. Unit entrance doors, ceilings, windows, drapery rods and trim should remain free of nails. All decorations should be of a temporary nature and not permanently deface or damage the unit. No posters, sheets, parachutes, fishnets, stickers or materials of any kind are allowed on ceilings or in the windows. Adhesive materials may not be attached to any surface of the unit. Window ledges are for decoration only and objects should never be placed on window ledges.

## **Carts**

If you need to check out one of our carts, please provide a driver's license. Ralph's carts or any other shopping cart is not permitted in an apartment and is considered stolen property. They must be returned immediately. Students will be fined for bringing carts into the UVA.

## **Check-in/Check-out**

A Check-in/Check-out Room Inventory & Condition form is completed on your move in day with your RA. Please take the time to make all the comments and notations concerning your room and return it to your RA. Please make sure this form is an accurate listing of your room, as it could protect you from being charged for any damages which may have occurred before you moved in. It is the responsibility of the resident to complete the form within 48 hours of moving in.

Prior to check-out at the end of the year, an email will be sent to you notifying you of all the steps involved in checking out, including: having your room inspected and turning in your keys. It is required that each resident make an appointment with his or her RA for check-out.

For early check-outs and room changes, residents must contact the RA and schedule an appointment. Any resident that fails to check out properly will be assessed a \$75 improper check-out fee. You may also complete an express check-out. Please read the terms of the express check-out before signing it.

If your academic load falls below 12 units, you will be required to move out, but will still be responsible for your contract. If you are disenrolled, or no longer a CSUSM student you will be required to move out, but will still be responsible for your contract.

## **Commercial Businesses**

Residents will not use any part of University Village for any commercial business or purpose. Residents will use and occupy University Village in compliance with all applicable CSUSM, local, state, and federal laws and any rules and regulations of any governmental board having jurisdiction. The internet connection provided as part of the lease/license agreement may not

be used for any commercial or profit-making enterprise. (Also see Housing Acceptable Network Use Policy).

## **Conduct**

By signing your lease/license agreement, you agree to follow the policies in the lease/license agreement and this resident handbook. Any violation of the lease/license agreement or resident handbook policies will be handled through the conduct process. All members of the community have an obligation to uphold community standards.

## **Damages**

Residents are responsible for the condition of apartment furnishings and will be billed for all repair and/or replacement costs. Any and all repairs needed within units and other areas must be performed by authorized maintenance personnel. Residents will be charged for the repair of any damages for which they or their guests are responsible.

## **Disruptive Behavior**

Residents are expected to act in a manner that will not disturb the academic pursuits or infringe upon the privacy rights, health or safety of other persons. Understand that any activity that has a negative impact on the roommates or neighbors will not be tolerated at any time of day. Disruptive noises or odors of any kind are prohibited anywhere in University Village. Residents and guests must, at all times, maintain order in the apartment and throughout University Village. Loud, offensive or boisterous activities or odors or other conduct that in staff's opinion disturbs the comfort, sleep or enjoyment of other residents or their guests in University Village (including unreasonable uses of televisions, video games, radios, guitars, stereo systems and computers) are not permitted in University Village.

## **Drugs and Drug Paraphernalia**

No drugs, narcotics, controlled substances or drug paraphernalia may be possessed, used, sold or distributed at the community. Persons who violate this policy will be subject to disciplinary action and arrest, including immediate eviction. Possession of a medical marijuana card does not override the lease/license agreement provision prohibiting the use of marijuana on the premises.

Students at the university are encouraged and supported in any effort to maintain good health and well-being. The use and abuse of alcohol and illicit drugs impairs both and puts your health at risk. The sale, manufacture, distribution, possession or use of any controlled substance as defined in the California Health and Safety Code is illegal. Such laws are strictly enforced by the University Police Department. Violators are subject to criminal prosecution. University students and employees are also subject to disciplinary action.

It is explicitly illegal to use, possess, manufacture, or sell drugs or other controlled substances in both public and private spaces. Residents using, possessing, or selling drugs will be subject to disciplinary and/or criminal actions, including immediate eviction. Substance abuse prevention

and assistance programs are available for residents. Residents should contact the Director for information about programs.

Residents are not permitted to possess or permit any guest to possess in the apartment or anywhere in University Village any illegal drug, drug paraphernalia, flammable items, substances or devices of an illegal or dangerous nature. Drug paraphernalia is including but not limited to: water bongs, pipes, marijuana bubblers, vaporizers, marijuana grinders, hookahs, etc.

### **Electrical Safety**

No modifications to, or changes in, electrical wiring are permitted. No "splices," "octopuses" or modification devices of any kind may be used to add plugs in your unit. UL approved, grounded power strips with circuit breakers may be used only for computer and computer related hardware. A maximum of two power strips may be used per room. Extension cords are not permitted.

### **Elevators**

If an elevator malfunctions, press the alarm button and stay inside until help arrives. Do not attempt to pry open doors or climb out. Residents will be charged the cost to retrieve items dropped down shafts or repairs due to resident negligence or damage.

### **Explosives/Flammables/Incense**

The burning of any materials, including incense, is prohibited, except when a written request is made and prior approval is granted by UVA staff for the purpose of religious or spiritual observance only. Residents shall not possess any explosive, fireworks, ammunition, gasoline, or other highly flammable material. Violation of this policy may result in criminal prosecution. See also Weapons Policy.

### **Failure to Comply/Identify**

Each resident is required to follow all directives of University Village and University staff and act in an appropriate and civil manner. Failure to accurately identify oneself to staff or comply with staff requests and directives will result in disciplinary action. All residents and their guests are required to carry an ID on them at all times and must show ID immediately upon request.

### **Financial Aid**

The financial aid office does not automatically disperse financial aid checks to the community. It is your responsibility, as the recipient, to use your financial aid to cover your educational and/or housing costs. If you have questions about your financial aid, please call the financial aid office.

### **Fire Hazards**

Hot plates, candles, halogen lamps, incense, hookahs, space heaters, cooking grills, lighter fluid, or anything with an open heating element or flame are not allowed within the unit or University Village. Personal grills are not permitted at University Village. At no time will residents possess or permit any guest to possess either in the unit or anywhere in University Village any materials

defined to be hazardous under any University, state, federal or local environmental law, rule or regulation.

## **Fire Safety Devices**

Fire warning devices and safety equipment are to be used only in case of emergency. The sounding of a fire alarm should be taken seriously and residents must proceed according to the instructions posted in and about University Village. The intentional sounding of an alarm, or tampering with any smoke detector or any other safety equipment, outside of an emergency situation will be considered a criminal offense and the person or persons responsible will be treated accordingly. Do not temper with or hang items on sprinklers.

## **Furniture**

No furniture/appliance should be removed from the apartment or from any other part of University Village.

## **Gambling**

Gambling is prohibited on the community, including all units, common areas and grounds.

## **Guests**

All University Village residents and their guests must comply with these Rules and Regulations and with posted Rules and Regulations. Policies and procedures related to guests and visitors exist to allow residents to have guests in a manner that does not infringe upon the comfort and rights of other residents, and maintains an appropriate level of safety and security in University Village. The following general policies apply to all guests:

- Regardless of the length of his/her stay, the guest is expected to abide by all University Village and CSUSM policies, procedures, regulations, and standards.
- Guests should in no way become a nuisance to the neighbors/roommate(s). A roommate(s) has the right to object to future visits and staff will mediate any concerns regarding the presence of guests.
- The host is responsible for the action of his/her guest(s) at all times and will be held accountable for their behavior.
- There may be special times of the year, such as semester breaks, exam periods, and summer sessions, when the guest and/or visitation policy may be restricted or modified.
- Subject to prior discussion with, and the express approval of all roommates/suitemates, a student may host an overnight guest (an individual whom stays in the room overnight). In the interests of the rights of roommates, suitemates, and other residents, there are limits to the duration and frequency of such visits. Further, as always, the resident "host" is responsible for the behavior of their guest.
- Overnight guests are defined as any person not on the lease/license agreement staying in the residence for more than six (6) hours in a day. Guests may not stay overnight more than three consecutive nights. The total number of days that a guest can stay is not to exceed 14 days over one year (July 1 – June 30). Allowing guests to live in your apartment past 14 days may result in the immediate cancellation of your lease/license agreement.

## Health and Hygiene

Apartments must be kept clean and sanitary at all times, including proper disposal of empty food and beverage containers. Residents are prohibited from activities that violate any health code. Residents may not violate these regulations or interfere with the safe and clean environment of others.

## Housing Network Acceptable Use Policy

The University provides high-speed Ethernet connections to University Village. University policy describes what use is acceptable and appropriate for your residential network connection. By connecting to and/or using the network connection in your residence, you agree to abide by University policies. Violations of the Acceptable Use Policy will be adjudicated by University Village staff, and/or the University and/or law enforcement officials as appropriate. Network privileges of any Cal State San Marcos user may be temporarily suspended while suspected violations are being investigated or adjudicated, even if it affects network services of roommates.

## Inspections

Unit inspections will occur monthly for preventative maintenance and condition assessment. Residents will be notified in writing and in advance of these inspections. In the event that a resident has previously violated lease/license agreement policies regarding proper cleanliness, guest privileges or the pet policy, this document serves as notice for UVA to re-inspect the unit as necessary to ensure there are no further violations. UVA reserves the right to enter your unit in the event of an emergency.

## Judicial Process - When Policies Are Broken

### Introduction

Students enrolling in University Village assume an obligation to conduct themselves in a manner compatible with the educational vision of CSUSM. As members of the University community, every student has a unique opportunity to help create, sustain, and nurture an educational environment.

### The Vision

The vision of CSUSM is that of a model, pluralistic, academic community where all learn from and teach one another in an atmosphere of mutual respect. Our goal is to foster in students an understanding of inter dependence and self reliance, respect for self and others, commitment to the development of a pluralistic environment, respect for diversity, joy of learning, social responsibility in a multicultural world, and knowing, valuing, and expressing oneself. "Do the Right Thing," means making choices that do not violate the Student Code of Conduct. If a student does the wrong thing s/he will be expected to own the misconduct and learn through sanctions about the impact misconduct has on self and community. Specific violations for which students may be held accountable have been established by action of the CSU Board of Trustees. They are listed below, and can be located online at: <http://www.csusm.edu/dos/conduct/index.html>.



Students choosing to live in University housing agree to abide by rules, regulations and expectations established for our residential communities as per their signing of the license agreement and agreeing to this community handbook. Residential life is authorized to act on violations of these rules, regulations and expectations as violations of the license agreement. In this sense, the student conduct system established for and administered by residential life is administrative in nature, as opposed to a “legal system.” While University Village is autonomous from the University Student Conduct it is subject to similar requirements for due process in all its procedures.

Incidents occurring in and around residential communities are subject to the UVA conduct system administered by UVA staff. However, depending upon the circumstances, a given incident may be subject to at least three systems, each independent of the other:

- University Village & The QUAD
- University Student Conduct
- Police (UPD or local agencies) or the Federal, State or Municipal Court system (criminal or civil)

For example, an alleged assault or theft by a resident may result in separate conduct proceedings in all three systems, providing complaints are filed properly with each area.

### *Appeals*

Decisions of the University Village and QUAD Conduct Officers are effective immediately. Appeals must be received by the Director of the UVA and the QUAD by the deadline in the resolution letter. To file an appeal, residents must complete the appeal cover sheet and return it to the Director of the UVA and the QUAD. The appeal cover sheet is available from a RD.

Upon receipt of the appeal, the Director of the UVA and the Quad will determine whether the grounds for appeal have been satisfied and whether further process is necessary to resolve the appeal. If the Director determines there are grounds for an appeal, the Director may meet with the student to discuss the appeal. The Director will render a final decision.

## **Keys and Locks**

Refer to the information under the Resident Services section on pages 20-21.

## **Lounge Furniture**

For your comfort while studying or watching TV, the community has provided furniture in the TV lounge and other areas of the community building and meeting rooms on each floor. This furniture is meant to stay in the designated areas so that all residents can enjoy its use. Please do not take the public area furniture into your apartment; there will be a \$100 moving charge for removing furniture from any public area. All missing furniture should be reported immediately to UVA staff to assist in recovering the missing community, thus protecting your privilege of the use of these areas.

## **Maintenance**

Residents will not remove any University Village belongings, and will not perform any repairs, painting, wall papering, electrical changes or other alterations (this includes using nails to hang up pictures, etc., which is not allowed) of the apartment without prior written consent from staff.

## **Mistreatment of Staff**

Threats, harassment and any other mistreatment of University Village staff are grounds for disciplinary action, which can include cancellation of lease/license agreement, campus disciplinary action and criminal prosecution.

## **Musical Instruments**

Practicing musical instruments in your room is allowed, 12pm to 8pm only with the permission of all roommate(s) and neighbors of your apartment. Drums or amplified instruments are not allowed to be practiced in UVA apartments. Band or instrument practice times may be available in the music building on campus. If the instruments can be operated with headphones and are always worn, they may be permitted. Drums sets are not permitted.

## **Non-Sufficient Funds/Returned Checks**

If the community receives a returned check on your behalf, there will be a \$25 NSF/returned check fee charged to your account. After two returned checks, we no longer accept checks on your behalf. All future payments would have to be made by credit/debit card, money order or cashier's check only. Additional fees may apply.

## **Parking**

Refer to section under Resident Services on page 21.

## **Payments**

Please refer to this section under Community Building and Common Area Facilities on pages 12-13.

## **Pets**

Animals are prohibited and never allowed in the University Village, except for animals assisting disabled or handicapped persons. The only pets allowed are fish in up to 10 gallon tanks. Residents may not feed/shelter stray animals. Residents are obligated to inform UVA staff of any pet so appropriate action can be taken to remove and protect the animal. Failure to comply with this policy may result in a fine up to \$300 and disciplinary action including but not limited to cleaning fees, damage charges, educational sanctions, or eviction from UVA.

## **Physical Abuse and Harassment**

Physical, verbal and other abusive behavior and threats of physical abuse toward residents and/or staff are violations of policy and will not be tolerated. Such conduct may be grounds for immediate disciplinary action, removal from the University Village, the University and/or criminal prosecution.

Examples of prohibited conduct include harassment that is or is not based on race, color, religion, national origin, ancestry, age, sex (including gender identity) sexual orientation, marital status, pregnancy, mental disability, physical disability, medical condition and covered under veteran status of violence, sexual assault, fighting, punching, slapping, kicking, scratching, pushing, etc. Practical jokes, pranks or other disruptions are prohibited in the campus community.

## Pool Policies

The pool is open from 10:00am to 10:00pm daily (except during community center closures, federal and university holidays). Bathing suits must be worn at all times as part of the State of California Health Code. Failure to follow the UVA pool rules may result in the loss of privileges for the pool and/or referral to the conduct process. UVA reserves the right to deny use of the pool for health, safety, or public nuisance reasons at any time.

- All persons using the pool do so at their own risk.
- There is no lifeguard on duty and you are responsible to make good choices. The pool is for use by residents only.
- Residents must accompany guests at all times and assume all responsibility for their actions.
- Diving is never permitted in the pool – it is only 4.5 feet deep at the deepest. If you are found diving in the pool, you will lose your swimming privileges for the semester.
- You are not allowed to go swimming if you could pass on something to another person or show evidence of any communicable skin disease, sore or inflamed eyes, cold, nasal or ear discharges, open blisters, cuts, or bandages. Also do not enter the water if you are experiencing or recovering from diarrhea or have had any signs or symptoms of a gastrointestinal disease in the past seven days.
- If you are dirty, been sweating, or need a shower, please do so in your apartment before you enter the water.
- Any person suspected of being under the influence of drugs and alcohol will face disciplinary action.
- NO GLASS or alcohol is allowed within the pool gate. Food or drinks are not allowed in the pool but can be consumed within the gate.
- Please pick up after yourselves.
- Walk. Don't run on the pool deck, or other parts of UVA when you are wet.
- Conduct or rough play that endangers the safety and comfort of others is prohibited.

## Posting Flyers

All posted materials and flyers must be approved by the Director and specify the date, time, place, and sponsor of the event/program. Only recognized student organizations and CSUSM departments and offices may request that their information be posted; requests by non-University organizations to have their activities/events publicized will not be honored. The availability of alcoholic beverages at an event may not be advertised or publicized. All materials must conform to the policies and procedures of CSUSM and University Village staff. University

Village staff reserves the right to make exceptions to this policy at any time. Violation of this policy may result in fines.

## **Quiet Hours/Noise**

University Village has a high commitment to your education. In order to provide an environment in which every resident can sleep or study when and where they want, all residents are expected to keep noise levels at a minimum that cannot be heard outside of your apartment between 10:00pm and 10:00am. During final examination periods, all areas of University Village will observe quiet hours 24 hours per day beginning at 9pm on the Thursday before final examinations and ending at the end of the day on the University's last scheduled final examination.

We also have 24-hour courtesy hours at UVA. This means that any time you need to study or sleep and roommates or neighbors are creating noise that interferes, and the rights of those needing it reasonably quiet supersede the rights of those being loud. If at any time you are concerned about the noise made by a neighbor, we ask that you go and speak to your neighbor first. If this fails, then please contact the office or the RA On-Call.

The noise policy also applies to loud talking and group gathering in the exterior common areas of University Village. General custodial and maintenance activities are exempted. Specific projects performed by contractors can start at 7:00am according to city codes such as work on The QUAD phase 2.

## **Safety and Security**

Residents and their guests must actively promote safety and security within this community at all times. We must all work to report any unsafe conditions or behaviors that threaten the safety or security of this community. Failure to abide by any security procedures or reasonable requests by RAs, Residential Life Staff, UPD, or any Cal State San Marcos official will be pursued through the conduct process. You may not prop any doors.

## **Sexual Assault**

### *Philosophy*

Concern for others is the standard for personal interaction in the University. Cal State San Marcos, the QUAD, and the University Village Apartments take seriously their obligation to uphold the laws of the larger community of which they are a part. The University's Mission Statement values fairness and respect for all persons in the University community. Association with the University imposes the additional obligation on every person to abide by all the rules and regulations of The California State University as well as all local, state, and federal laws.

### *Policy*

Cal State San Marcos, the QUAD, and the University Village Apartments will not tolerate sexual assault in any form. Where there is evidence that sexual assault has been committed, on campus, in student housing, or at a University-related event, severe disciplinary action will be

initiated, including the possibility of eviction, restriction from residential areas, and referral to the dean of students. In addition, criminal remedies may be sought by the victim through appropriate legal channels. Due process in all University and student housing proceedings will be ensured.

## **Skateboards**

Skateboards cause a lot of noise and community disruption. Therefore they are not allowed to be used behind the UVA gates. If you are found using a skateboard at the UVA, you will face disciplinary action.

## **Smoking**

Smoking is prohibited inside the gated area surrounding UVA. Smoking is strictly prohibited in all apartments, hallways, meeting rooms, and the community building. Smoking is permitted in designated areas only. These designated areas are marked by ashtrays. All cigarette butts must be disposed of properly. If you have questions, please contact a staff member. Smoking is also prohibited in outdoor areas within 50 feet of doorways, windows and ground level air intake structures. The resident accepts responsibility for informing visitors or guests of the community's no-smoking policy. Violators will face disciplinary action, fines, cleaning and damage fees.

## **Solicitation**

Solicitation and/or canvassing of any kind, is not permitted in University Village. In an effort to provide residents with an environment that is free of unwanted personal solicitation for services or products, outside vendors are prohibited from entering all residential facilities. No flyers, handbills, or other posting materials are to be distributed in any form, including under student doors, in mailboxes, or left in any public areas.

## **Sports**

Ball playing (including but not limited to, water pong, baseball, football or soccer), skateboarding, rollerblading, bicycle riding or use of any equipment with wheels is prohibited inside the hallways or within the buildings. Skateboarding is prohibited on campus and on UVA property. These activities have the potential to create excessive noise, inflict damage upon University property, and can cause physical injury. Sports are allowed on the grass, but please use caution with balls near windows. Skateboards may be confiscated by staff and returned to the resident at the conduct meeting.

## **Summer Housing**

You do not have to move out during the summer. Residents staying over the summer will need to consolidate into one building. People on year-round contracts will need to move and receive new housing assignments. Residents must move within the time frame given. Most residents will need to move to their summer housing assignment by the specified date. If residents have not moved by the assigned day, they are charged a fee per day. This time and charge will be publicized and is subject to change. The last 1/3 of the license agreements offered are year round due to availability. At the beginning of the Spring semester we will evaluate our

availability to upgrade residents to Academic Year. You can also find someone to take over your contract.

## **Throwing Objects**

Balls, sports equipment and any other similar items may not be used in the interior areas of the community. No object may be thrown or dropped from a window or apartment/common area opening. Window screens must be left intact and must not be removed, loosened, or altered in any manner.

## **Trash**

Trash containers will be located at various places in University Village and are for household trash only. No furniture, boxes, or construction or other debris shall be placed in these containers. These containers are provided for residents' convenience. However, residents should not place trash on the ground if the closest container is full. Residents should take trash to an empty container. No trash or garbage accumulation is allowed in or around the unit. Discarded trash, garbage, or household personal items(s) are not allowed anywhere in University Village. These items must be placed in the trash containers provided in University Village. It is the resident's responsibility to properly dispose of these items. Violations will result in disciplinary action and cleaning charges.

## **Vacant Bedrooms**

Refer to this section under University Village Facilities Information on page 19.

## **Vandalism**

Violations may result in disciplinary action, fines, prosecution, restitution, and immediate eviction. Violators will be held responsible for all damages. Residents are also jointly responsible for protection of common area property including but not limited to: fire extinguishers, hall signage and room plates, elevator equipment, bulletin boards, and exit signs. Charges for the damages or loss of common area property shall be equally divided among all members of the building or floor if no one comes forward to claim responsibility.

## **Weapons**

Firearms, ammunition, fireworks, explosives, highly flammable materials, air-soft weapons, weapons, projectile devices, guns or knives, or any other weapon or material or instrument which poses a risk of damage or injury is strictly prohibited and a violation of the law. DEFINITIONS (in all cases include, but are not limited to, the following):

- Firearms - Any gun, rifle, pistol or handgun designed to fire bullets, BBs, pellets or shots (including paint balls, airsoft pellets or darts) regardless of the propellant used. Guns resembling operational firearms are also prohibited. This includes ornamental rifles used for military or ROTC training.
- Weapons - Any instrument of combat possessed, carried, or used for the purpose of inflicting or threatening bodily injury, including a blackjack, slingshot, billy, sandclub, sandbag or metal knuckles. This also includes items used for archery.

- Knives - Dirks, daggers, ice picks, pocket knives, or knives having a fixed blade longer than 2-1/2 inches (California Penal Code 626.10). This does not apply to the lawful use of cutlery and other eating implements used in food preparation or consumption. Also see Explosives/Flammables/Incense.
- Toys or items resembling weapons are also prohibited.

## Windows

Refer to the Windows and Ledges section under University Village Facilities Information on page 19.

## **University Village Policy Enforcement and Community Standards Violations**

Students are subject to the Student Conduct Policies and Procedures outlined in this handbook and the University's Code of Student Conduct. Additionally, all students are subject to the policies and procedures detailed in the contract agreement. Please refer to the CSUSM Dean of Students website for more information.

Students involved in policy violations will receive a summons notification electronically to their CSUSM email. This summons notification will instruct students to schedule a student conduct meeting with a University Village Conduct Officer. Failure to respond to the summons notification by the deadline in the notification will result in a resolution being made without your input. Following the conduct meeting, the student will receive an incident resolution electronically to their CSUSM email. Any assigned sanctions must be completed by the assigned deadline to avoid further consequences.

Students may be referred to the University's Dean of Students Office for additional investigation and sanctions.

### **Appeals**

Decisions of the UVA or QUAD Conduct Officer are effective immediately. Appeals must be received by the Director of the UVA and the QUAD by the deadline in the resolution letter. To file an appeal, residents must complete the appeal cover sheet and return it to the Director. The appeal cover sheet is available at the UVA and QUAD Housing Offices.

Upon receipt of the appeal, the Director of the UVA and the QUAD will determine whether the grounds for appeal have been satisfied and whether further process is necessary to resolve the appeal. If the Director determines there are grounds for an appeal, the Director may meet with the student to discuss the appeal. The Director will render a final decision.



## **Standards for Student Conduct**

Residents and guests must adhere to all UVA policies and procedures at all times. Residents must also adhere to the Standards for Student Conduct at all times. Failure to do so will result in disciplinary action. Below you will find the Standards for Student Conduct, updates to this document can be found on the Dean of Students website.

BARCLAYS OFFICIAL CALIFORNIA CODE OF REGULATIONS  
TITLE 5. EDUCATION  
DIVISION 5. BOARD OF TRUSTEES OF THE CALIFORNIA STATE UNIVERSITIES  
CHAPTER 1. CALIFORNIA STATE UNIVERSITY  
SUBCHAPTER 4. STUDENT AFFAIRS  
ARTICLE 2. STUDENT CONDUCT

This database is current through 7/18/08, Register 2008, No. 29

### **Standards for Student Conduct**

**(a) Campus Community Values:**

The University is committed to maintaining a safe and healthy living and learning environment for students, faculty, and staff. Each member of the campus community should choose behaviors that contribute toward this end. Students are expected to be good citizens and to engage in responsible behaviors that reflect well upon their university, to be civil to one another and to others in the campus community, and contribute positively to student and university life.

**(b) Grounds for Student Discipline:**

Student behavior that is not consistent with the Student Conduct Code is addressed through an educational process that is designed to promote safety and good citizenship and, when necessary, impose appropriate consequences.

The following are the grounds upon which student discipline can be based:

**(1) Dishonesty, including:**

- (A) Cheating, plagiarism, or other forms of academic dishonesty that are intended to gain unfair academic advantage.
- (B) Furnishing false information to a University official, faculty member, or campus office.
- (C) Forgery, alteration, or misuse of a University document, key, or identification instrument.
- (D) Misrepresenting one's self to be an authorized agent of the University or one of its auxiliaries.

**(2) Unauthorized entry into, presence in, use of, or misuse of University property.**

**(3) Willful, material and substantial disruption or obstruction of a University-related activity, or**

any on-campus activity.

(4) Participating in an activity that substantially and materially disrupts the normal operations of the University, or infringes on the rights of members of the University community.

(5) Willful, material and substantial obstruction of the free flow of pedestrian or other traffic, on or leading to campus property or an off-campus University related activity.

(6) Disorderly, lewd, indecent, or obscene behavior at a University related activity, or directed toward a member of the University community.

(7) Conduct that threatens or endangers the health or safety of any person within or related to the University community, including physical abuse, threats, intimidation, harassment, or sexual misconduct.

(8) Hazing, or conspiracy to haze. Hazing is defined as any method of initiation or pre-initiation into a student organization or student body, whether or not the organization or body is officially recognized by an educational institution, which is likely to cause serious bodily injury to any former, current, or prospective student of any school, community college, college, university or other educational institution in this state (Penal Code 245.6), and in addition, any act likely to cause physical harm, personal degradation or disgrace resulting in physical or mental harm, to any former, current, or prospective student of any school, community college, college, university or other educational institution. The term "hazing" does not include customary athletic events or school sanctioned events.

Neither the express or implied consent of a victim of hazing, nor the lack of active participation in a particular hazing incident is a defense. Apathy or acquiescence in the presence of hazing is not a neutral act, and is also a violation of this section.

(9) Use, possession, manufacture, or distribution of illegal drugs or drug- related paraphernalia, (except as expressly permitted by law and University regulations) or the misuse of legal pharmaceutical drugs.

(10) Use, possession, manufacture, or distribution of alcoholic beverages (except as expressly permitted by law and University regulations), or public intoxication while on campus or at a University related activity.

(11) Theft of property or services from the University community, or misappropriation of University resources.

(12) Unauthorized destruction, or damage to University property or other property in the University community.

(13) Possession or misuse of firearms or guns, replicas, ammunition, explosives, fireworks, knives, other weapons, or dangerous chemicals (without the prior authorization of the campus

president) on campus or at a University related activity.

(14) Unauthorized recording, dissemination, or publication of academic presentations (including handwritten notes) for a commercial purpose.

(15) Misuse of computer facilities or resources, including:

(A) Unauthorized entry into a file, for any purpose.

(B) Unauthorized transfer of a file.

(C) Use of another's identification or password.

(D) Use of computing facilities, campus network, or other resources to interfere with the work of another member of the University community.

(E) Use of computing facilities and resources to send obscene or intimidating and abusive messages.

(F) Use of computing facilities and resources to interfere with normal University operations.

(G) Use of computing facilities and resources in violation of copyright laws.

(H) Violation of a campus computer use policy.

(16) Violation of any published University policy, rule, regulation or presidential order.

(17) Failure to comply with directions or, or interference with, any University official or any public safety officer while acting in the performance of his/her duties.

(18) Any act chargeable as a violation of a federal, state, or local law that poses a substantial threat to the safety or well being of members of the University community, to property within the University community or poses a significant threat of disruption or interference with University operations.

(19) Violation of the Student Conduct Procedures, including:

(A) Falsification, distortion, or misrepresentation of information related to a student discipline matter.

(B) Disruption or interference with the orderly progress of a student discipline proceeding.

(C) Initiation of a student discipline proceeding in bad faith.

(D) Attempting to discourage another from participating in the student discipline matter.

(E) Attempting to influence the impartiality of any participant in a student discipline matter.

(F) Verbal or physical harassment or intimidation of any participant in a student discipline matter.

(G) Failure to comply with the sanction(s) imposed under a student discipline proceeding.

(20) Encouraging, permitting, or assisting another to do any act that could subject him or her to discipline.

(c) Procedures for Enforcing This Code

The Chancellor shall adopt procedures to ensure students are afforded appropriate notice and an opportunity to be heard before the University imposes any sanction for a violation of the Student Conduct Code.

(d) Application of This Code

Sanctions for the conduct listed above can be imposed on applicants, enrolled students, students between academic terms, graduates awaiting degrees, and students who withdraw from school while a disciplinary matter is pending. Conduct that threatens the safety or security of the campus community, or substantially disrupts the functions or operation of the University is within the jurisdiction of this Article regardless of whether it occurs on or off campus. Nothing in this Code may conflict with Education Code Section 66301 that prohibits disciplinary action against students based on behavior protected by the First Amendment.

Note: Authority cited: Sections 66017, 66452, 66600, 69810, 89030, 89030.1 and 89035, Education Code. Reference: Sections 66450, 69813 et seq. and 89030, Education Code; and Section 245.6, Penal Code.

## University Village Emergency Procedures

The staff of University Village is committed to safety. In order to maintain an environment that supports residents' academic endeavors, every member of the University Village community must support this commitment. The staff has adopted processes and procedures to follow in emergency situations.

The University Village staff work closely with the University Police Department (UPD) and fire departments and are constantly evaluated to ensure that we continue to provide the safest living environment possible. If you do not understand any of these regulations and suggestions, please ask your RA for clarification. Please think safety at all times.

### Community Service Officers (CSOs)

Community Service Officers (CSOs) are non-sworn personnel of the University Police Department. CSOs are students who work part-time to providing services to the university community. CSOs perform a variety of duties, which include, but are not limited to the following: building lockups and unlocks, telephone and light checks, crime prevention, security for special events, traffic control, and night escorts to campus parking lots and adjacent property to the University. They walk the UVA each night in order to deter any potential problems. This staff is equipped with walkie-talkies and/or cellular phones for communication with the UVA's personnel.

### Earthquake

In the event of an earthquake, UVA staff will communicate directions to residents as soon as possible. In preparation for an earthquake, each resident should maintain an emergency supply kit in his/her apartment consisting of a three-day supply of water, non-perishable food, closed toe shoes, a flashlight and fresh batteries, a battery operated radio, gloves and any medication that might be required by the resident. During an earthquake residents should remain calm and follow safety guidelines and immediately seek cover. Following an earthquake, residents must evacuate the building to the parking lot. Residents may not re-enter the building until given the all clear from UVA staff.

### Fire Safety Devices

Fire warning devices and safety equipment are to be used only in case of emergency. The sounding of a fire alarm should be taken seriously and residents should proceed according to the instruction posted in and about University Village. Tampering with or falsely sounding an alarm will result in disciplinary action, including but not limited to eviction, criminal prosecution and fines. Persons involved in tampering with smoke detectors, extinguishers, sprinklers, or any of the protective casings around the fire safety equipment will be subject to criminal prosecution and fines. All exit signs, fire extinguishers and other fire/life safety equipment needs to remain intact, installed and functioning.

## Fire Alarm Evacuation

If there is a fire or the alarm sounds, feel your door with the back of your hand before exiting. If it is cool, exit the room, close the door, and evacuate the building. If the door is hot, don't open it; fill any cracks with wet towels, signal from your unit by hanging a sheet out your window and wait to be rescued by the fire department. Upon leaving your unit, close your door. If smoke is present in the hallway, lie down and crawl to evacuate; fresh air will be near the floor. Residents should meet in the parking lot where they will wait for instruction.

In the event of fire, residents should proceed away from the community and meet in the parking lot O at the furthest point from your building. You are required by law to evacuate the building when the alarm sounds. Failure to do so may result in criminal prosecution, eviction and charges.

After you have exited, please be sure to move away from the building in order to avoid falling debris and to give the fire department personnel room to operate. Notify a member of the community staff upon exiting the building. Residents may not re-enter the building until the fire department and UVA staff have notified residents that they may enter the building. Finally, for safety sake, always let your roommate know where you are, a practice commonly known as the buddy system.

## Power Outage

We recommend having the following items on hand before a power outage: battery operated radio and spare batteries, fully charged cellular phone, flashlights with spare batteries, and a fully stocked first aid kit.

## Personal Safety Tips

- Do not walk alone after dark. Call UPD at (760) 750-4567 and request an escort on campus or to student housing areas.
- Do not prop open any doors and keep your doors locked. Do not open doors for strangers.
- Lock the dead bolt on your door at all times. When you leave your apartment, remember to lock your door, this applies even when you leave for only a minute. Always carry your apartment key with you. If your apartment key is lost or stolen, please report it to the University Village office so the lock may be changed.
- Make sure that all windows are locked before leaving your apartment.
- Use the one-way door viewer before opening the door to let in a guest. Never open your door to someone you don't know. Report suspicious-looking persons to University Village staff.
- If you see an unsafe feature in our community (e.g., an EXIT light out), please notify University Village staff immediately.
- Do not leave valuables unattended, even in your own apartment.

- Campus provides emergency phones all across campus that are designated by a blue light. These emergency phones are a direct connection to UPD in the event of an emergency.

### **Preventing Auto Crime Tips**

- Be alert and use common sense.
- Roll up windows. Lock your car.
- Never hide a spare key in your car.
- Never leave CD's, packages, purses, or other valuables in plain sight.
- Approach your car from behind on the passenger side while giving the impression that you are just passing by. Walk past the passenger side and look into the car. Check the back seat. Then proceed to the driver's door.
- Carry your key ring in your hand while walking to your car, whether in daylight or dark.
- As soon as you get in the car, lock the doors.
- If someone is in your car or loitering around it, call the police or security. DO NOT confront the stranger.

### **Personal Property Insurance**

Please be aware that the community takes many precautions to maintain the safest living environment possible, but we are not liable for any losses or damages that may occur to your personal property. If you are a dependent, you may be covered under your guardian's personal property insurance.

The community takes many precautionary measures in attempting to aid the well-being of our residents. These include: strongly urging you to keep your apartment/suite and bedroom locked at all times and having an extensive preventive maintenance program designed to detect and cure any problem areas throughout the physical facility. We strongly recommend that you obtain personal property insurance for all of your valuables.

Thank you for taking time to read the community's resident handbook. Please remember that you are an important part of our community and we hope you invest time and interest in keeping our community a great place to live!

You agree that we do not promise, warrant or guarantee the safety and security of you, your guests or your personal property against the criminal actions of other residents or third parties. Furthermore, we shall not be liable for any damage or injury to you, your guests or your personal property or to any person entering the apartment or the community, for injury to person or property arising from theft, vandalism or casualty occurring in the apartment or the community. You agree to indemnify and hold us harmless from all claims, costs, and expenses arising from injury to person or property to you or any of your guests regardless of the cause, unless the injury is due to our negligent or intentional conduct.

You have the responsibility to protect yourself and to maintain appropriate insurance to protect you and your belongings. It is a fact that no security system, including video cameras, controlled access gates, courtesy patrol services or electronic intrusion safety devices, can

guarantee protection against crime. We do not monitor any security video cameras or other photographic surveillance that may be installed at the community. As to any and all security measures taken at the community, you may not rely for your personal safety upon any measures we may take to secure the building/s. Even elaborate security systems are subject to mechanical malfunctions, tampering, human error or personnel absenteeism, and can be defeated or avoided by clever criminals. Further, repairs to such devices cannot always be completed immediately. Therefore, you should always proceed on the assumption no security systems exist.

You acknowledge that you have read, understood and agree with the above notice. You have received no representations or warranties, either expressed or implied, as to the overall safety of the apartment and community and/or any security system at the community. We have not in any way stated or implied to you that the security of person or property is provided, promised or guaranteed or that the community was or will be free from crime.

For the purpose of this paragraph, Owner shall include EdR, its officers, agents, the University Corporation, California State University San Marcos, the QUAD San Marcos LLC, and all employees.



## Personal Affirmation

By choosing to live with us you agree to reside in a living and learning community. As members of this community, we all have certain rights as residents and as students. Please recognize that other members of the community have the same rights and that one's rights stop where another's begin. For this reason, it is important to learn and compromise with others in order to maintain an environment in which all are respected and have the opportunity to grow and pursue their educational goals.

Community standards are established to assist in shaping our community. They protect our rights and assert the responsibilities we have to one another. As a member of our community, you agree to abide by local, state, and federal laws, as well as by these community standards which include the following statement:

*I agree not to be or remain present during any violation of the Resident Handbook. My presence may infer that I condone, support or encourage a violation. I understand further that I am responsible for what behavior and activity occurs in my unit. I understand that if I anticipate or observe a violation of the Resident Handbook, I am expected to remove myself from the situation and am strongly encouraged to report the violation. I also understand that if I am aware of a violation and choose either to not report it or lie about it, I am passively participating in the violation and may be subject to conduct proceedings.*

The Director and/or Residence Director reserves the right to relocate a student on a temporary or permanent basis in the event of substantive conflict with other members of the University Village community. If a student is occupying a unit that has vacant bed spaces, it is expected that the room is ready for their arrival at any time. Intentionally interrupting and/or preventing another student from moving into a unit will result in consequence, which may include relocation to a new unit.

Thank you for taking time to read the University Village Resident Handbook. Please remember that you are an important part of our community and we hope you invest time and interest in making University Village a great place to live.