

# **The Reserve at Columbia**

## Resident Handbook

### **The Reserve at Columbia**

2500 Old Hwy 63 S

Columbia, MO 65201

573-256-7344

[columbia@edrtrust.com](mailto:columbia@edrtrust.com)

# Introduction

The entire staff here at the Reserve would like to welcome you to your new home! We are looking forward to a great year and are very excited that you will be joining us. We strive to make the community a place that you are proud to call home. We are excited to have you here and we hope we can make your college experience even more enjoyable. We look forward to getting to know you over the next several months. If you have any questions, problems or suggestions, please feel free to contact us directly at (573) 256-7344. Thanks again for choosing the Reserve and good luck with the new school year.

Sincerely,

Your Reserve Staff

# Telephone Directory

Office Number

573-256-7344

Fax Number

573-256-4340

Emergency Number

1-800-438-8015

# Staff

## **Introduction**

Because The Reserve at Columbia provides professional, on-site management, maintenance requests are handled promptly during business hours, usually the same day as they're reported. Staff is on-call 24-7-365 to handle emergency situations, assuring an uninterrupted level of quality services.

The staff here at The Reserve looks forward to getting to know each one of you over the next several months. If you have any questions, problems, suggestions or just want to talk, we would love to have you stop by or contact us at the office anytime. We are looking forward to another great year and would like to wish you good luck with the new school year.

## **The Community Manager**

The primary role of the Community Manager is to supervise all professional staff members and oversee the operation of the property.

## **The Senior Community Assistant**

The Senior Community Assistant supervises the Community Assistant Staff and assists the General Manager in managing the property. The Senior Community Assistant will work office hours in the property office. If you have questions or concerns that you would like to discuss with the Senior Community Assistant, you should schedule a meeting with him/her during office hours. The Senior Community Assistant, as a part of the Community Assistant staff, will be available as a resource person, a facilitator, and an advisor.

## **The Community Assistant**

Community Assistants (CAs) are student members of the staff who work most closely with the residents. As a staff member, CAs work to maintain communications between management and residents and assist in a multitude of administrative tasks. The majority of the Community Assistants' responsibilities involve direct contact with residents. One of the most important CA responsibilities is to be available to, and spend time with, all residents. Basic duties include maintaining communication between Management and the residents, as well as implementation of policies, procedures and programming. In addition, the Community Assistant is responsible for the development of a residential community that enhances the total college experience and facilitates resident growth.

## **The Maintenance Manager**

Maintains the facilities and grounds, responds to maintenance requests, provides general upkeep of the apartments/suites and supervises the maintenance team.

## **Residents Services Manager**

The RSM handles all resident needs; from rent and roommate mediation to renewing. The resident services manager is not only available to the residents for answers but also the guarantor. Account questions, assigning your apartment, maintenance follow-up and community events are all a part of the RSM's daily "to-do" list.

## **Sales and Marketing Manager**

The Sales and Marketing Manager is responsible for leasing, all property advertising, building and maintaining university relations and staff training. The Sales and Marketing Manager is always available to answer questions about the lease.

# Clubhouse/Community Building

## **Introduction**

We realize our residents have very busy schedules. Therefore, our resident clubhouse and lounge is open 24 hours for your convenience.

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

The clubhouse/community building is the place to go for great amenities. Most of the events and activities hosted by the property take place in and around the clubhouse/community building. All rules governing common area amenities will be enforced by management and are subject to periodic review and revision. The facilities available at the property are for the exclusive use of property residents. A resident must accompany all guests. The maintenance and care of these facilities is every resident's responsibility; therefore, abuses may result in facilities closing. Please report all repair needs or problems to the property office.

## **Basketball/Sports Courts**

Our indoor basketball court is located in our resident clubhouse. Basketballs are provided in the gym area for your convenience. Our half court facility is for basketball only.

## **Business Services**

Residents are able to send and receive faxes from the property office. Please see a staff member for details and cost. Residents receiving packages too large for mailboxes should pick them up in the clubhouse/community building. We reserve the right to refuse any package that is too large for our office or is considered suspicious or hazardous in any way.

## **Computer Room**

The computer room is located in the clubhouse/community building and has computer terminals with Internet access and printer capabilities. Eating and drinking is not permitted in the computer room. Please report any problems to the office immediately.

## **Fitness Center**

The fitness center is located in the clubhouse/community building. No food is allowed in the fitness center and please limit drinking to water only. Proper athletic attire is required. Shirts and shoes must be worn at all times. Report maintenance problems to property 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.

## **Game Room**

Equipment is available for resident use.

Please return the equipment within 24 hours. You can be charged for unreturned equipment.

## **Leasing Office**

The Leasing Office is located in the clubhouse/community building. Leasing office staff is available to help residents with renewing resident leases/license agreement, rent payments, answer questions about the lease/license agreement, and address special issues as needed.

## **Swimming Pool**

The pool is open, weather permitting. Please be advised that the pool is not designed for diving. Pool furniture is not to be removed from the designated area. Personal flotation devices or rafts may not be permitted in the pool area. The area may close occasionally for maintenance purposes and during specific property 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.

# Your Apartment/Suite

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/suite. In addition, decorating guidelines have been established in order to prevent damage to the apartment/suites.

- All furnished apartment/suites are to remain furnished, with beds on their frames and furniture on the floor (e.g., no beds on top of desks or 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/suite provided it is returned to its original position prior to check-out.
- No bunk beds, lofts, or waterbeds are permitted.
- No construction, wall partitions, painting, 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 apartment/suite damage, comfort of others, etc. are not permitted.
- **NO ITEMS ARE PERMITTED ON THE CEILINGS.** This includes: nails, stickers (reflective stars), bottle caps, 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.
- All decorations must be temporary so as not to permanently deface or damage apartment/suite furnishings.
- Only official property documents may be posted on the exterior of the entrance door.
- For fire safety reasons, candles, incense, space heaters, hot plates, and other combustibles are not allowed in the apartment/suites.
- Please do not put tape of any kind on the carpet or linoleum.
- No decorations are permitted on the windows, including: posters, lights and flags.
- Curtains may be hung on the windows provided that a white background (or the provided blinds) faces the outside of the building.

\*Hookahs or other smoking devices are not permitted in the apartment at anytime.

## 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 powdered dishwasher detergent, not liquid. Be sure the product is advertised as an automatic dishwasher detergent, not one for hand-washing dishes. Once a month, pour a cup of distilled vinegar in the dishwasher and run it empty 2-3 times.

Our dishwashers are installed on a switch and the switch must be in the up/on position for it to work.

## Food Waste Disposal

Each apartment is equipped with a food waste disposal in the kitchen sink. Please use common sense when operating this appliance. Care and Operating Instructions: 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.

## 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. If you wish to request a new furnace filter please submit a maintenance request.

## Lights and Fixtures

It is the responsibility of residents to replace all light bulbs.

Maintenance is available to install kitchen lights or bulbs in vaulted ceiling units (after the resident purchases the appropriate hardware).

## Smoke Detectors

The smoke detectors in your apartment/suite 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. This could help prevent a grease fire. If your detector makes a beeping sound, it means the battery is low. Complete a work order as soon as possible 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. Open all windows to allow fresh air into the apartment/suite.

**Toilets**

Do not flush paper towels-they do not degrade. Never flush feminine hygiene products, regardless 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.

**Washer / 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 CA/RA.

**Window Screens**

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.

# Policies and Procedures

## **Alcohol**

The decision to drink and how much is a personal one. Alcohol-related conduct which infringes upon the rights of others is not acceptable under any circumstance. The possession and/or consumption of alcoholic beverages in apartment/suites must comply with local, state, and federal laws and regulations. Alcohol is not permitted in common areas (e.g., pool, stairwell, hallways, parking lots, and clubhouse/community building). The possession of kegs, beer bongs, party balls etc. is prohibited at any location on the premises.

## **Apartment/Suite Changes/Transfers**

During the year, if you wish to move to another apartment/suite, you must contact your CA/RA who will assist you in completing the appropriate form and procedure. All apartment/suite changes must be approved in advance and a transfer fee will be collected.

## **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.

## **Ball Playing, Bicycles and Skateboards**

Ball playing (including but not limited to, baseball, football or soccer), skateboarding, rollerblading, bicycle riding or use of any equipment with wheels are prohibited in the buildings/apartment/suites. These activities have the potential to create excessive noise, inflict damage, and can cause physical injury.

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

BBQs and contained fires in property designated fire containers are allowed under the following conditions:

- Someone must stay with or be able to see the fire or charcoal at all times.
- Be mindful of the wind and placement of the fire so that the smoke does not bother neighbors.
- Dry brush or weeds must be cleared for five feet from the heat source in all directions.
- Coals and embers must be completely extinguished with water when finished.
- Fires must be in an outdoor fire container and all flames must stay inside the container.
- Fire pits, BBQs dug in the ground, or any type of fireworks are not allowed at any time. Please be extremely cautious with fire. There is a lot of dry brush around FP, and even a spark could start a large fire.
- Charcoal must be properly cooled and disposed of then cooking is completed. Charcoal should never be dumped on the ground or into dumpster while still hot.

BBQ grills are not allowed to be stored or used on patios and/or porches. If grills are found by staff, it is at their discretion to confiscate the grills.

## **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 property 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, stairwell, or clubhouse/community building, may be removed upon sight and impounded.

## **Check In/Check Out**

A Check-in/Check-out Inventory & Condition form will be provided by property staff. Please take time to read the comments concerning your apartment/suite. Please return this form to your CA/RA upon completion and notify them if you find additional issues or have a concern. Please make sure this form is an accurate listing of your apartment/suite, as it will protect you from being charged for any damages which may have occurred before you moved in.

Prior to check-out at the end of the year, a letter will be sent to you notifying you of all the steps involved in checking out, including: having your apartment/suite inspected, turning in your keys, and completing a forwarding address card. It is required that each resident make an appointment with their CA/RA for check-out.

## **Damages**

Residents are responsible for the condition of apartment/suite furnishings and will be billed for all repair and/or replacement costs. Any and all repairs needed within apartment/suites 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.

### **Drugs**

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.

### **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 room, suite or apartment. 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.

### **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 Management 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.

### **Financial Aid**

The Financial Aid Office does not automatically disperse Financial Aid checks to the property. 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.

### **Gambling**

Gambling for monetary gain is prohibited on the property, including all apartment/suites, common areas and grounds.

### **Guests**

We encourage you to invite guests to your apartment/suite, but please keep in mind that your guests must abide by the property's rules and regulations. You are directly responsible for communicating these policies to your guests. As the hosts, you are held accountable and responsible for the conduct of your guests at all times. Guests not complying with property policies will be asked to leave.

### **Health and Hygiene**

Rooms, suites and apartment/suites 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.

### **Inspections**

Apartment/suite inspections will occur 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 management to re-inspect the apartment/suite as necessary to ensure there are no further violations.

### **Keys and Locks**

Each resident is issued an individual apartment/suite access device (key, key card, etc), and if applicable, an access card, bedroom key and a mail key. Residents may not duplicate, distribute or loan apartment/suite, bedroom or mailbox keys. Improper handling of keys will result in replacement costs, paid by the resident. Residents may not change the locks on any door or install additional locks or chains without prior approval from management. Upon completion or termination of the lease/license agreement all keys must be returned to management. Failure to return keys will result in replacement costs, paid by the resident.

In the event that you are locked out of your apartment/suite during regular business hours, please come to the clubhouse/community building or contact your CA/RA. A staff member will escort you to your apartment/suite upon presentation of your ID.

### **Maintenance**

All maintenance concerns in your bedroom, your apartment/suite, or elsewhere on the property should be reported to the office or the CA/RA during regular business hours or submitted using our on-line 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 property's answering service or community assistant on call. Please use good judgment when deciding to contact staff after hours. Examples of maintenance emergencies include flood, a broken window in a first-floor apartment/suite, front door lock malfunction, or fire. A broken air conditioner or appliance does not constitute an emergency.

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.

**Mistreatment of Staff**

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

**Musical Instruments**

Within a community environment, it is impossible to allow residents to have electrical instruments or drums on the premises. Remember, your neighbors need to be able to sleep, study, and relax without the excessive noise these instruments create.

**Noise**

You have the right to expect that you will be able to study or sleep without undue disturbance from noise. Keeping the volume on your stereo and TV at a level that can only be heard in your apartment/suite and lowering your voice when you are talking in the stairwells or hallways are two things you can do to maintain a quiet environment. Residents are encouraged to speak with fellow residents about noise issues. If you do not get the desired results, take the concern to your CA/RA or contact the CA/RA on call. The property is committed to your education. In order to provide an environment where every resident can sleep or study when and where they want, we ask that all residents keep noise levels at a minimum after 10:00 p.m.

**Non-Sufficient Funds/Returned Checks**

If the property receives a returned check on your behalf, there will be a 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**

One parking permit is given to each person upon move-in, only for the car belonging to each resident. Each resident is permitted only one vehicle. It is your responsibility to have the permit displayed at all times. Any vehicle parked in a "Tow Zone" will be towed without warning. Keep your car locked and your valuables out of sight. The property is not responsible for any damage or loss to your motor vehicle or its contents.

**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 copies of the lease/license agreement. Either deliver the payment to the office or mail the payments.

Please also note that if you are choosing the monthly 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. If you do not make the payments by the designated due date, you will be assessed a late fee. Payments that are mailed must be received by the due date, regardless of postmark, to avoid late fees

**Pets**

Residents are prohibited from having animals, except for aquarium bound fish (up to a 10 or 25 gallon capacity, depending on property), in apartment/suites, common areas, or on the premises. Residents may not feed/shelter stray animals. Residents are obligated to inform management of pet so appropriate action can be taken to remove and protect the animal. Failure to comply with this policy could result in a fine up to \$300.00 and possible eviction from the property.

**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 property, including criminal prosecution. Examples of prohibited conduct include sexual and racial harassment, threats of violence, sexual assault, fighting, punching, slapping, kicking, scratching and pushing. Practical jokes, pranks or other disruptions are prohibited.

**Public Posting**

All posted signs and posters must be pre-approved by management before they may be posted. Posters and signs can only be placed in designated areas. See your CA/RA for details.

**Smoking**

Smoking is only permitted in those apartment/suites where roommates have previously agreed to allow tobacco use. Smoking in the clubhouse/community building or other recreational areas is strictly prohibited. All cigarette butts must be disposed of properly.

**Throwing Objects**

Balls, sports equipment and any other similar item may not be used in the interior areas of the property. No object may

be thrown or dropped from a window or apartment/suite /common area opening. Window screens must be left intact and must not be removed, loosened, or altered in any manner.

**Vacant bedrooms**

Current residents cannot refuse a new roommate as long as there are empty bedrooms in the apartment/suite. It is a violation of your lease/license agreement to tell a potential roommate that you do not have a vacant bedroom in your apartment/suite when in fact one or more bedrooms are unoccupied. If you do not wish to have new roommates you can rent any open bedroom(s) at the current rate.

**Vandalism**

Willful destruction of property by a resident or guest is a violation of policy and may result in disciplinary action, prosecution and immediate eviction.

**Windows**

Window screens must be left in place at all times. Residents may not exit an apartment/suite through the windows unless there is a fire. Hangings, partitions, or curtains of any type may not be used in a way that inhibits exit of a bedroom and/or apartment/suite and/or common area in the event of an emergency. Unauthorized entry into any portion of the property via window, roofs, ledges, and locked areas is prohibited.

# Resident Services

## **Housekeeping**

The property provides janitorial service for the clubhouse/community building, building common areas, breezeways, and grounds. Residents are responsible for the cleaning and upkeep of their apartment/suite. For your convenience, dumpsters are located throughout the property for trash disposal. Please use another dumpster on the property if the one nearest you is full. 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.

## **Mail**

Each resident is assigned a mailbox and key after completion and return of your check-in envelope. Mail is delivered daily by the United States Post Office with the exception of Sundays and Federal Holidays. You will receive notification of packages and special deliveries either by phone, or a note dropped off at your apartment/suite or in your mailbox. You will need to bring a photo ID and sign for your package at the property office during regular business hours.

## **Social Activities**

One of the best parts about living with us is the social atmosphere. From the beginning of the year, we like to emphasize a community spirit. The CA/RA staff does the largest part to facilitate this for residents by sponsoring programs, including pool parties, bowling, movie nights, and much more. Residents who would like to volunteer to assist with functions should talk to their CA/RA.

## **Telephone/Internet**

All apartment/suites have a phone jack and data port in each bedroom. Service providers can be obtained from the business office.

# 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 the property are detailed in the Rules and Regulations section of your lease/license agreement and this Handbook. Take time to review your lease/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 the property is that residents have the capacity and desire to be self-directing and responsible members of their community. Residents enter the community as young adults who are responsible and in search of opportunities for development and learning. Your apartment/suite 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/suite 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 CA/RA staff is committed to facilitating communication between and among roommates. Work with your CA/RA to accomplish this goal; it can make the environment in your home even better!

## 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 room or apartment/suite. 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.*

## Tips 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 renege on agreements.
- Respect the efforts of others to study. Don't cause interruptions or make unnecessary noise.
- Prepare and live with a realistic budget. Don't overspend during the month and have little or no money left to pay your portion of the apartment/suite bills.
- 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 CA/RA is available to support and mediate if necessary.
- Have a discussion and agree to boundaries about various relevant items.

# Safety and Emergency Procedures

## **Safety and Emergency Procedures**

The property has a strong commitment to safety; to make it work, you must also have this commitment. We have adopted instructions and procedures to follow in emergency situations; please be aware of these and understand their importance.

We work closely with local police and fire departments and are constantly evaluated to ensure that we continue to provide the safest living environment possible. Please respect these regulations as you would any others. If you do not understand any of these regulations and suggestions, please ask your CA/RA for clarification. Please think safety at all times.

## **Earthquake**

Residents should maintain an emergency supply kit in his/her apartment/suite 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. At the sign of an earthquake, residents should immediately seek cover and when safe, should evacuate the building.

## **Fire Safety**

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 the property. The intentional sounding of an alarm outside of an emergency situation will be considered a criminal offense and the person or persons responsible will be treated accordingly.

Multiple outlet "octopus" plugs are not permitted. Surge protector power strips with circuit breakers are permitted. Live holiday decorations such as trees/wreaths are prohibited. Hot plates, candles, incense, space heaters, cooking grills, lighter fluid, and other combustibles are prohibited due to the increased risk of fire hazard. For more information, please refer to the Rules & Regulations portion of your lease/license agreement.

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 proceed to evacuate the building. If the door is hot, don't open it; fill any cracks with wet towels, signal from your room by hanging a sheet out your window and wait to be rescued by the fire department. Upon leaving your apartment/suite, close your door. If smoke is present in the breezeways, lie down and crawl to safety; fresh air will be near the floor.

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 property staff upon exiting the building. The fire department will give an "all clear" when it is safe to re-enter the building. Finally, for safety sake, always let your roommate know where you are, a practice commonly known as the buddy system.

In the event of fire, residents should proceed away from the property and meet in the parking lot at the furthest point from your building. You are required by law to evacuate the buildings when the alarm sounds. Failure to do so is not only dangerous and illegal, but it also may result in criminal prosecution and the initiation of eviction proceedings. 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. Upon your exit, please report any information that you know to the CA/RA (e.g., the location of the fire).

## **Tornados**

Know the difference between a tornado watch and a tornado warning. A tornado watch simply means that conditions are favorable for the formation of a tornado. A tornado warning is issued when a tornado has actually been sighted or is indicated on radar.

In the situation that a tornado warning is in effect, you should open your apartment/suite windows approximately 1/2 inch. Doing this will relieve internal pressure and lessen the possibility of injury should a tornado strike. Go to your bathroom. The safest place for you to stay during the tornado warning is in your bathroom. We suggest you take a portable, battery operated radio with you to keep you up-to-date on the current status of the tornado. Once the tornado warning has been lifted, the immediate danger is over and you can resume normal activity.

You should seek shelter on the lowest floor possible.

## **Winter Storm**

In areas where winter storms can be particularly severe, you should begin making plans in late fall for the coming winter. We recommend having the following items on hand before the storm season arrives: battery operated radio and spare batteries, fully charged cellular phone, flashlights with spare batteries, snow and ice removal equipment, fully stocked first aid kit.

### **Your Personal Safety**

Personal safety measures are just as important to your well-being as those previously mentioned. Crimes, injuries, and personal assaults all occur outside of our control, but there are steps that can be taken to decrease your likelihood of being a victim.

### **Courtesy Personnel**

The property maintains contract service patrols to walk the property each night in order to deter any potential problems. These professionals are equipped with walkie-talkies and/or cellular phones for communication with the property's personnel.

Your apartment/suite has a dead bolt lock so that it cannot be opened without a key. Please keep your room door locked at all times.

### **SAFETY TIPS:**

- Do not walk alone after dark. Get someone from your building to walk with you.
- Do not prop open any doors. Do not open doors for strangers.
- Lock the dead bolt on your door at all times. When you leave your apartment/suite, remember to lock your door, this applies even when you leave for only a minute. Always carry your apartment/suite key with you. If your apartment/suite key is lost or stolen, please report it to the property office so the lock may be changed.
- 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 your CA/RA. or property personnel.
- If you see an unsafe feature on our property (for example, an EXIT light out), please notify property personnel immediately.

### **Tips on Preventing Auto Crime**

- 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 property 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 property 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.

**NON-LIABILITY OF OWNER.** Owner, its officers, agents and employees, shall not be liable in any manner for any loss, injury, or damage to Tenant, its agents, guests, and licensees, including but not limited to, acts of theft, burglary, vandalism and assault. Tenant assumes all risk of loss or damage of Tenant's property within the Property, which may be caused by water leakage, fire, windstorm, explosion, or other cause, or by the act of omission of any other harmless Owner, its officers, agents and employees from and against any and all claims for injury, loss, or damages to person or property, regardless of cause, arising out of or resulting from damage, injury or loss alleged to have been sustained by Tenant; without in any way limiting or restricting the generality of the above, Owner shall not be liable for any claims arising from acts of theft, vandalism, assault and other criminal activity committed on the Property.

For the purpose of this paragraph, Owner shall include Education Reality Trust, Inc., Allen & O'Hara Education Services, Inc., its officers, agents and employees.

Thank you for taking time to read the property'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 property a great place to live!