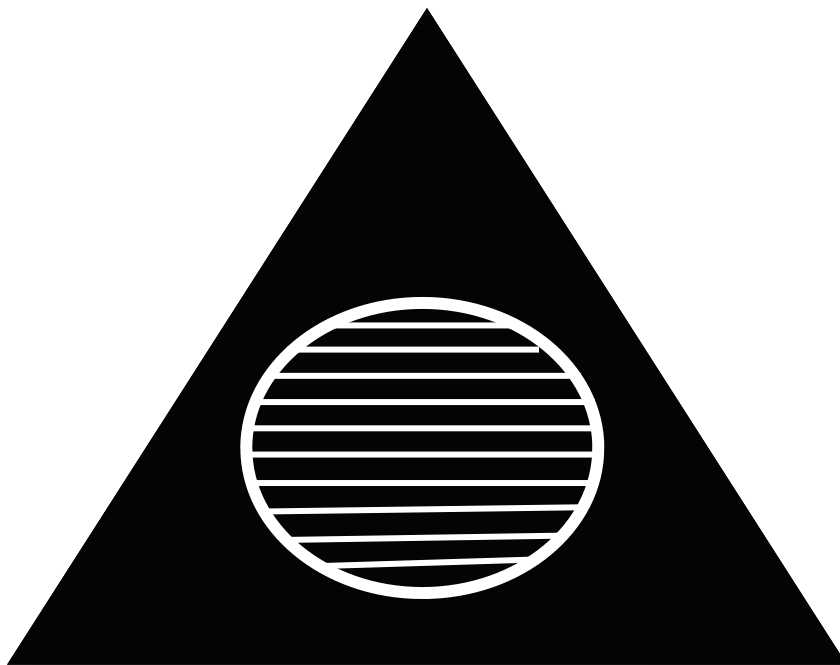




Housing Services

2007-2008

Student Guide



Welcome from the Director

On behalf of the entire Housing Services staff, greetings and thank you for making the choice to reside in the Housing Services complex. We believe that residing on campus is a critical part of the living, learning and developmental experiences of a college student. The role of the Housing Services staff is to provide you with a comfortable and safe living environment. We understand the transition to college can be tough, therefore you will find the staff ready and willing to assist you in any way possible. And although frustrating at times, your collegiate experience can be a wonderful journey of personal growth and academic achievement. We in Housing Services only hope to enhance that journey. Our community is comprised of a diverse group of students and it is through this diversity that you will broaden your intellectual, social and cultural skills. Again, welcome to the Housing Services complex. I challenge you to get involved and take advantage of all that California State University, Los Angeles has to offer.

Sincerely:

Christopher E. Bass
Director, Housing Services

Mission Statement

Through its programs, facilities, operations, and conferencing, Housing Services is committed to maintaining a clean and safe residential community that supports the mission of the University. Housing Services also seeks to support and encourage students in their educational, social and cultural growth. To that end, Housing Services strives to cultivate an atmosphere of quality service that complements the living experience of all residents.

CALIFORNIA STATE UNIVERSITY, LOS ANGELES HOUSING SERVICES - STUDENT GUIDE

Housing Services Staff

- **Chris Bass**, Director, responsible for: supervision of all full-time and part-time staff
- **Mary Campos**, Assignments Coordinator, responsible for: room assignments, roommate selection, and mail room
- **Sharon Concepcion**, Business Manager, responsible for: billing, single requests and payments for on-campus housing
- **Anne Gonzalez-Vazquez**, Assistant to the Business Manager, responsible for: residential student accounts, applying for on-campus housing and how financial aid can help you pay for rent
- **Catherine Green**, Assistant Director, responsible for: supervision of residential life staff, programming and student conduct.
- **Maria Ruiz**, Marketing Coordinator, responsible for: publicity, marketing, Housing channel/movies, and tours
- **Robert Sherwood**, Maintenance Supervisor, responsible for: maintenance work orders and upkeep of the facility

DEPARTMENT OVERVIEW

The Housing Services staff can help you with checking in or out of your apartment, maintenance concerns, lost keys, and questions about your student account. The staff also coordinates programs, and provides assistance with any roommate conflicts.

Located in the Phase II Community Center

Housing Services Office (323) 343-4800
Office Hours Monday – Friday 9am - 5:30pm

The Community Information Center (CIC) provides a number of services after the Housing Services Office has closed. If you need information or assistance, a Resident Assistant (RA) is on duty at the CIC to help. The RA on duty also checks in conference guests, responds to emergencies, and provides general information about Housing Services and CSULA. The RA can loan out many useful items, such as a vacuum. You will need to leave a CSULA student ID to borrow any items from the Community Information Center.

Located in the Phase I Community Center

RA on Duty (323) 343-4807
Community Information Center (323) 343-4807
Duty Desk Hours
Monday – Friday 5:00 PM - 11:00 PM
Saturday – Sunday 1:00 PM - 11:00 PM
On call hours
Everyday 11:00 PM - 9:00 AM

If you are at the CIC during the above hours and there is no one there, please be patient! The RA is probably out in the complex assisting other residents, and will return shortly.

RESIDENT ASSISTANTS ("RA'S")

Each RA is a peer advisor/counselor, group facilitator, policy enforcer, program planner, and friend to the students living in the community. They are the day-to-day contact persons with residents and the key to the success of the housing program. As a resident, feel free to contact your RA for assistance.

Our live-in staff of resident assistants is here to provide programs, resources and services within the community that support the academic mission of the University and augments the intellectual, cultural, social and personal development of our residents.

SAFETY

The safety of our residents is the primary concern of the Housing Services staff. Our efforts in staffing, programming, and service assist us in creating a safe living environment. Listed below are the measures that we take to build a safe community.

Staffing:

- Resident Assistants (R.A.s) – This group of students is responsible for assisting residents with resolving any day-to-day issues (e.g. roommate disputes).
- Roamer – This individual is responsible for “roaming” through the Housing Complex on Thursday, Friday, and Saturday evenings to monitor noise levels and any potentially hazardous or dangerous conditions.
- Emergency Duty – This group of Housing Services staff rotate regularly and their primary responsibility is to assist the R.A.s in emergency situations.

Programs and Services:

- Eagle Patrol – A division of Campus Police, this group of students serve as escorts and patrol the Housing Services complex.
- Health and Safety Programs - Programs done in collaboration with the University Health Center and Campus Police to provide information to residents about their health and safety concerns.
- Extra Patrols – There are certain time periods deemed as “high activity” (such as the end of Finals Week, Spring Break, etc.). For these high activity periods Housing Services asks Campus Police to have officers make extra patrols of the complex.

Earthquake Preparedness Procedures

- A. In case of an earthquake or other multi-hazard incident, students should comply with the evacuation alarm and/or the directions of Housing Services staff. The Evacuation Site is Parking Lot 7a. You will be given instructions by a CSULA staff member or Housing Services staff after your arrival in this area. Remain in Parking Lot 7a until you are accounted for and/or given permission to leave the area and re-enter your apartment. A map of the evacuation site is on the back cover of this booklet.
- B. Be Ready! A significant emergency will require the campus and community population to be self-sufficient for several days. The University strongly recommends that students assemble emergency kits for 3-5 days with the following:
 - Water
 - Food (peanut butter, granola bars, ready to eat fruits and vegetables)
 - Flashlight with batteries
 - Necessary medication
 - Jacket
 - Shoes
 - Paper products (toilet paper, feminine supplies)
 - First aid kit
 - Trash bags
 - Personal hygiene products
- C. You should designate an emergency contact person with your family or friends.
- D. Understand that communication and travel to and from campus may be dramatically affected .

We hope this information will help you prepare for a large-scale emergency. If you have specific training that would be helpful to staff during an emergency (fire fighting, EMT, rescue) please identify yourself to the Housing Services staff.

Flu Pandemic

In the event of a flu pandemic, the University will activate its plan in conjunction with state officials. Staff and services may be limited during this time. Information will be available via the University website. Residents are expected to be self-sufficient, however, staff will assist in all emergencies as able.

HOUSING OPTIONS

RESIDENTIAL APARTMENTS

The Housing Services Complex offers 192 fully furnished apartments comprised of two and four bedroom units. Each apartment has a large living room and dining area, as well as one (in a two bedroom apartment) or two (in a four bedroom apartment) shared bathrooms. Each bedroom is equipped with two beds, desks, chairs, and closets. Most standard appliances are also provided.

Phase I

The Phase I complex consists of 92, 2-bedroom apartments. A centrally located community center houses the computer lab, a game room, laundry facilities, and the RA Duty Desk.

Phase II

The Phase II complex consists of five buildings (pods). Each pod includes 8, 2-bedroom apartments and 12, 4-bedroom apartments. Each pod has its own laundry facilities for resident use. A centrally located community center contains meeting room space and a vending area. The Housing Services office is also located in the Phase II community center.

THEMES AREAS

- **F.Y.R.E. House—First Year Residential Experience (Phase II, Bldgs. 1 and 2)**
The F.Y.R.E. Houses are composed of first year students. These buildings focus on acclimating students to the University community with an emphasis on academic achievement and leadership development.
- **International House (Phase II, Bldg. 3)**
The International House is primarily composed of students enrolled in the English Language Program offered through the Division of Extended Education, and international students. This area brings students of different cultures and nationalities together in the context of daily living. Programs offered in this area are focused on cultural exchange.
- ****Scholars Corner (Phase II, Bldg. 4)**
This house is primarily composed of undergraduate students who are academically driven, aspire to enter higher levels of education programs, and have a desire for greater academic involvement outside the classroom. This area is devoted to concentrated study with a 24-hour quiet policy in effect.

- ****Wellness House (Phase II, Bldg. 5)**
The Wellness House is primarily composed of students who are interested in maintaining their physical well-being and a healthy lifestyle. This house offers programming for students interested in health sciences, athletic competition, and life-long well-being.
- **The Village (Phase I, Eastside)**
The Village is primarily composed of students in double occupancy who do not want to live in a theme area.
- **The Neighborhood (Phase I, Westside)**
The Neighborhood is primarily composed of upperclass, graduate, non-traditional and academically driven students. This area has a 24-hour quiet policy.

Assignment to a theme area is based on availability and operational needs.

** "Super Singles" are premium four bedroom apartments designed for students who have been approved for single occupancy (one person per bedroom). "Super Singles" are available in Building 4 (The Scholars Corner) and Building 5 (Wellness House). If you are interested in living in a "Super Single", please see the "Occupancy" section under "Housing Policies" for more information.

UNIVERSITY RESIDENCE COUNCIL (URC)

The University Residence Council, referred to as URC, exists to give residents an opportunity to take an active role in shaping their residential community. All residents are members of URC and are encouraged to participate in meetings. Meetings will serve as a platform for students to proactively voice concerns and recommendations. To find out how to get involved in URC, or run for an elected position, see your Resident Assistant.

The University Residence Council (URC) is the voice of the resident community. This elected student board gets residents involved in the vision and planning of activities in the Housing community.

SERVICES

COMPUTER LAB

The Housing Services Computer Lab is comprised of seventeen computers and two dot matrix printers. You will need a CSULA Golden Eagle student ID card to use the lab. [If you need a NIS Account, you can request it from Library South Palmer Wing.

There is a 2-hour limit for computer use when other students are waiting to use the computers. Other policies and instructions for using the Housing Services Computer Lab are posted in the lab. The RA is not trained to provide computer advice or assistance.

Hours of operation: Mon-Fri 5:00 pm – 10:45 p.m.
 Sat and Sun 1:00 pm – 10:45 p.m.
 (CSULA Holidays - Closed)

FITNESS ROOM

The Fitness Room is equipped with various exercise machines. A valid CSULA Golden Eagle student ID card is required to use the Fitness Room, however, the Fitness Room is only available to Housing residents.

Hours of operation vary each quarter. Please see posted hours.

GAME ROOM

The Game Room is located within the CIC and next to the Community Information Desk. It is a place where you can play pool, ping-pong, or foosball. During hours of operation, the RA can loan out the equipment for the game you wish to play. You will need a valid CSULA Golden Eagle student ID card to borrow equipment, which can only be loaned out for an hour at a time. The Game Room is only available to Housing residents.

Hours of operation: Mon-Fri 5:00 pm – 10:45 p.m.
 Sat and Sun 1:00 pm – 10:45 p.m.

COURTESY KEYS

- As a courtesy, the Housing Services Office provides access to residents who lock themselves out of their apartment or bedroom. This courtesy, however, should be requested infrequently and not to be abused by residents who fail to report lost keys in order to avoid charges, or residents who loan their keys to another party. Thus, more than three (3) lockouts in an academic quarter will result in disciplinary action (see "Keys" in the Housing Policies section). Please note that this courtesy shall not be provided to parties trying to gain access to an apartment/bedroom to which they are not assigned.
- If you are locked out of your apartment during business hours you need to go to the Housing Services Office to request a courtesy key that must be returned within 15 minutes. Failure to return a key, or loss of a key, will result in a lock change fee being billed to your student account.
- If you are locked out of your apartment after normal business hours, you need to go directly to the Community Information Center in Phase I. For lockouts after 11:00 pm, call (323) 343-4807 for assistance.
- Be prepared to provide valid photo identification when requesting assistance with a lockout. Please attempt to check to see if a roommate or housemate is home and able to let you in before requesting staff assistance. Under no circumstances are keys to be duplicated or given/lent to another individual. Violations will result in disciplinary action.

MAIL, MAILBOXES AND COMBINATIONS

- The U.S Postal Service (USPS) will provide mail delivery service once per day, except on Sundays and holidays observed by the USPS or the University. Based on this schedule, Housing Services makes every effort to distribute mail to resident mailboxes everyday by 5:00 p.m. Only current residents are eligible to receive mail in the Housing Services Complex. Each resident will be assigned an individual mailbox. Mailboxes located in the Phase I and II Community Centers are accessible 24 hours a day. Directions on how to open your mailbox are posted in each mailroom. You will receive a notification slip in your box if a large package has arrived for you. Valid picture identification is required to receive packages, registered letters, and other items that must be picked up from the mailroom or the Housing Services Office. Residents are strongly encouraged to check their mailboxes frequently, because the Housing Services Office regularly places important information in each mailbox .
- All mail/packages must have a current resident's name on it. All mail/packages requiring special handling must be picked up within 1 week, with proper identification. If the package is addressed to someone other than the resident, it must indicate 'c/o, (resident's name)'. Mail that does not bear the name of a current resident will be returned to the sender.
- For outgoing mail, a USPS mailbox is located outside the Phase II Community Center. Please use one of the following mailing address for all your postal needs:

If your mailbox is located in Phase I, your address is:

(Your Name)
5600 Paseo Rancho Castilla
Mail Box # 1-_____
Los Angeles, CA 90032

If your mailbox is located in Phase II, your address is:

(Your Name)
5300 Paseo Rancho Castilla
Mail Box # 2-_____
Los Angeles, CA 90032

PARKING

1. The parking lot for on-campus residents is adjacent to the Housing complex (within the fenced in area). If you plan on using the lot, a residential parking permit is required. Parking Enforcement will ticket all vehicles not displaying the appropriate permit. Residential parking permits can be purchased from the Parking and Transportation Service Center located in front of Campus Police. The Service Center hours are: Monday- Thursday 8:00 a.m. to 7:00 p.m. and Friday, 8:00 a.m. to 5:00 p.m.
2. Parking behind building 3 is limited to Faculty/Staff permit holders. Parking enforcement will cite violators at all times.
3. Temporary/Guest Parking Permits are available in the yellow dispenser located in Lot 7; these permits are valid only in Lot 7 and should not be used to park inside the fenced in residential parking area.
4. The loop around the Phase I complex is a designated fire lane and is enforced as a NO PARKING area 24 hours a day. Parking Enforcement will cite cars parked in this area.
5. The residential parking lot is cleaned on Fridays from 7:30 am - 9:30 am.

PHONE AND INTERNET SERVICE

The Housing Services Office does not install phone or internet services. In order to establish phone or internet service, you can call ATT at (800) 310-2355. You will be giving ATT a SERVICE LOCATION (where the phone line is hooked up) and a MAILING ADDRESS. Please make sure your mailing address has YOUR name and mailbox number.

Wireless access is available to residents in designated Hotspots within the Housing Services complex. Hot Spots are located in the Phase I Game Room and the Phase II Lounge. You will need a campus account to log on to the wireless network. For

additional information, please go to <http://www.calstatela.edu/its/wireless>.

- Your **SERVICE LOCATION** is where the phone line will be connected (apartment and room A,B,C or D. If you live in Phase I (Apts. 101-246), your SERVICE LOCATION address is 5600 Paseo Rancho Castilla. If you live in Phase II (Apts. 1101-5306), your SERVICE LOCATION address is 5300 Paseo Rancho Castilla.

- **MAILING ADDRESS**

Your MAILING ADDRESS is where the phone bill will be sent. If your mailbox is located in Phase I (you'll know this because your mailbox card will read "Box# 1-<mailbox number>"), then your MAILING ADDRESS is 5600 Paseo Rancho Castilla, Box#, Los Angeles, CA 90032

SERVICE LOCATION

Name
Street Address
Apartment #
Bedroom letter
City, State, Zip

MAILING ADDRESS

Name
Street Address
Mail Box #
City, State, Zip

If your mailbox is located in Phase II (you'll know this because your mailbox card will read, "Box # 2-<mailbox number>"), then your MAILING ADDRESS is 5300 Paseo Rancho Castilla, Box #, Los Angeles, CA 90032.

- **CONNECTING YOUR PHONE SERVICE**

PLEASE NOTE: Installing phone service is a business agreement between you and the phone company, and not the Housing Services Office. It is very important that you give the correct SERVICE LOCATION and MAILING ADDRESS or your service will be delayed. It is not necessary to sign up for the ATT "Wire Plan" or additional "Technician Service." The wiring within each apartment is maintained by Housing Services.

- **PHONE TROUBLE**

If you have trouble with your phone service the Housing Services Maintenance staff can assist if you fill out a work order at the Housing Services Office. Examples of problems with your phone include: static, noise, or the phone stopped working after completed installation. Maintenance staff will address work orders on a first-come, first-serve basis. With the exception of Move-in or transfer periods, the average length of time needed to address your phone service is 2-5 business days after AT&T has turned on your service.

SATELLITE / HOUSING CHANNEL

Pre-selected satellite channels are complementary in all of the bedrooms and in the living room of each apartment. The Housing Channel (found on channel 8) provides the community with relevant University and Housing Services information. During the academic year residents can enjoy complementary movies on the Housing Channel. A wide range of movies are selected to reflect current events, holidays, special programming, and newly released films. Residents are encouraged to submit movie requests to the Housing Services Office.

VENDING MACHINES

Vending machines are located in the Game Room of Phase I and in the Community Center of Phase II. They are accessible during scheduled building operating hours. A soda machine and water machine are located near the Phase I Laundry Room and are accessible 24 hours per day. Please be advised that Housing Services is not responsible for any money lost in the vending machines. If you lose your money, please call the telephone number on the vending machine for refund information.

HOUSING POLICIES

1. ELIGIBILITY

- A. Age - Licensee must be eighteen (18) years of age or will turn eighteen (18) years old during the quarter in which he or she shall be a resident.
- B. To maintain eligibility for occupancy during the academic year, Licensee must be enrolled at CSULA for a minimum of 9 undergraduate or graduate units in the fall academic quarter, and 12 undergraduate or graduate units in the winter academic quarter and the spring academic quarter. Exceptions may be granted by the Director of Housing Services, or designee.
- C. To maintain eligibility for the summer academic quarter, Licensee must meet one of the following criteria: 1) enrollment at CSULA during the summer academic quarter for 6 or more units, 2) employment by CSULA during the summer academic quarter, or 3) enrollment for 12 units each quarter at CSULA in the spring academic quarter preceding and the fall academic quarter following the summer academic quarter. Enrollment in Open University, in any given academic quarter, does not count toward the number of units required for occupancy. Students enrolled in the English Language Program (ELP) sponsored by the College of Extended Education are eligible for occupancy

2. HEALTH AND ACCIDENT INSURANCE/TUBERCULOSIS TEST/MENINGOCOCCAL DISEASE

- A. All licensees are required to carry health and accident insurance, on either an individual or group basis, in the following minimal amounts: \$230.00 per day in hospital benefits, \$5,000.00 in surgical benefits and \$500.00 in emergency outpatient benefits per accident or sickness.
- B. Prior to occupying the premises, Student Health Services requires the licensee to provide evidence that he/she has been tested for and found not to have active tuberculosis.
- C. Incoming freshmen are required to submit the Meningococcal Disease form to the Student Health Center and should consider receiving the vaccine. You may contact the Student Health Services for additional information at (323) 343-3301.

3. INSPECTIONS

Students can expect reasonable privacy of rooms and personal property. The University shall have the right to enter the Premises for the purposes of emergency, health, safety, maintenance, enforcement of applicable rules and regulations, or for any other lawful purpose to the extent permissible by law. The University shall exercise this right reasonably and with respect for Licensee's privacy and study needs. Health and Safety inspections are scheduled quarterly.

4. OCCUPANCY

- A. Residents are required to sign the occupancy rosters from the Resident Assistant on a quarterly basis to confirm residency.
- B. Residents desiring to live in a Super Single apartment for any upcoming quarter, must complete a "Single Request Form" by the application processing date for that quarter (as outlined on the payment schedule for that quarter). The highest priority for single occupancy will be given to disabled students (when requested as a reasonable accommodation and with submission of proper documentation to The Office of Students with Disabilities), and then Graduate students, then Seniors and Juniors. We cannot guarantee preferred arrangements, however, we will do our best to honor your request. Payment history will also be considered for all single requests forms submitted by continuing students. Request Forms are purged at the end each quarter so forms must be submitted for each quarter that a resident is interested in receiving single occupancy status.
- C. Housing Services does not provide co-educational housing, thus, all occupants of an apartment must be of the same gender.

5. RENTS AND PAYMENTS

- A. Your apartment rental charges must be paid in accordance with the applicable Payment and Fee Schedule. It is your responsibility to pay the published charges by the due dates. Rent is due on the 1st of each month if you are following a monthly payment plan and due on the 1st day of each quarter for students on a quarterly payment plan. A late fee will be assessed to your student account for payments not received by the 7th day of each month.
- B. The University reserves the right to revise rental rates and any and all other charges or fees upon thirty days written notice.
- C. Security Deposit: The University shall retain the security deposit until licensee's occupancy has terminated. The purpose of the security deposit is to assure the University that the facility will be occupied for the rental period; that the rent will be paid; that no loss of property or extraordinary wear will occur; and that the unit will be left in a reasonably clean and undamaged condition. The deposit shall be returned to the licensee upon the proper return of all keys provided that all rental fees have been paid; that the unit is left in a reasonably clean condition; and that no loss of property or extraordinary wear or tear has occurred. If such costs exceed the amount of the deposit, the additional amount will be added to the licensee's student account.
- D. Making Payments: The initial payment must be made in the form of a personal check, cashier's check, money order, or traveler's check. When making payments by personal check, cashier's check or money order please include the student's name and Campus Identification Number (CIN). Checks or money orders should be payable to: California State University Los Angeles - Housing Services for the amount due and payment should be mailed to: Housing Services, California State University, Los Angeles, 5300 Paseo Rancho Castilla, Los Angeles, CA 90032. If you would like to pay in person, please stop by the Housing Services Office to pick up an invoice before paying at the University's Cashier's Office. Once you have made your payment to the University Cashiers Office, please return to the Housing Services Office so that a copy of your receipt can be made. To pay by Mastercard, log on to www.cashnetsmartpay.com. Please forward a copy of your receipt to the Housing Services Office after making your online payment.

6. REVOCATION OF LICENSE / EVICTION

The License Agreement may be revoked or terminated "for cause" with no less than 72 hours notice to licensee, regardless of the period for which a licensee has paid for the use of the apartment space. The following list includes, but is not limited to, situations that would warrant immediate termination of the License Agreement:

- A. Nonpayment of fees.
- B. Failure to be enrolled in the required number of academic units.
- C. Selling, using, knowingly possessing, or being in the presence of restricted or dangerous drugs, controlled sub-

stances, or narcotics as those terms are used in the California Federal Statutes.

- D. Possession of any firearm, knife, deadly weapon(s), ammunition, fireworks, explosives, or dangerous chemical(s).
- E. Misuse, abuse, theft, or destruction of campus property or misuse, abuse, theft, or destruction of the property of any member of the campus community.
- F. Physical abuse towards any campus community member, or the threat of such abuse.
- G. Falsification of any legitimately required information requested by the University.
- H. An emergency in which the peaceful and orderly operation of the University, or the health and safety of any person, is or may be jeopardized.
- I. Administrative necessity of the University.

If, after the beginning of the rental period, a License Agreement is revoked by the University because of disciplinary action taken against the licensee, the licensee shall not receive any refund unless the campus is able to re-rent the space. The Licensee shall remain liable for the difference in rent, if any, and for the period during which the campus was unable to rent the space.

7. ROOMMATES

A licensee's roommate preferences will be given consideration; however, the University does not guarantee the assignment of specific roommate(s) or of specific space, and reserves the right to make or change roommate assignments.

8. VACATING THE HOUSING FACILITY

- A. The licensee shall follow the procedures for vacating the premises as outlined by the Housing Services Office, which includes, but is not limited to:
 - Making arrangements with the Housing Services Office to have the unit inspected on the day of departure during University working hours.
 - Turning in the exterior (front) door and bedroom keys to the Housing Services Office. In the event that the office is closed then both keys should be put in an envelope (CLEARLY write your name and apartment # on the envelope) and placed in the drop box. The drop box is located on the wall just outside of the exterior glass doors closest to the Housing Services office.
- B. Licensees shall vacate the premises in good order and repair with normal and reasonable wear and tear excepted. Licensees agree to remove all personal property prior to returning their apartment and bedroom keys to the Housing Services Office. Any property left in the unit shall be deemed abandoned, and the University may take possession of and dispose of such property in accordance with California Civil Code, Section 2080.09, and is hereby relieved of all liability for doing so. The University may recover and take possession of a unit if it determines that the unit has been abandoned.

HOUSING VIOLATIONS

California State University, Los Angeles operates a student residential community. In any living situation there is a need to strike a balance between the rights of the individual and the responsibilities to the community. The CSULA Housing Services Office strives to create an atmosphere conducive to the development of responsible citizens in a community. Residents are expected to respect and take care of the facilities and equipment rented to them; they are expected to conduct themselves within acceptable and reasonable standards of good behavior, and to take individual responsibility for their actions. Consideration for others is the basic principle that needs to be followed by all residents. As valued members of the community, each resident possesses individual rights which roommates and other residents must respect. These rights carry a reciprocal responsibility to ensure that these same rights also exist for roommate(s) and other residents.

All residents are expected to abide by the explicit and implicit intent of the following guidelines. Violation of any policy outlined in this section will result in disciplinary action as detailed in the section titled Student Conduct Process. This includes a range of sanctions including, but not limited to, community service projects, disciplinary probation and eviction.

1. ACCESS

- A. It is a violation of University policy to gain unauthorized entry, make unauthorized use of, or misuse any University property. Entering an apartment or bedroom to which you have not been assigned, and without permission, constitutes trespassing.
- B. It is the responsibility of each resident of the apartment to ensure that his/her bedroom door and windows are locked and secured prior to leaving the bedroom. Furthermore, it is the responsibility of all residents to ensure that the sliding glass door, front door and windows in the common area spaces are locked and secured prior to leaving the apartment. Apartment doors should NOT be left unlocked to accommodate residents who lose keys, don't carry keys, or to allow access to individuals who are not residents thereof.
- C. Public areas located in both community centers or common areas within the apartment are for the use of the licensee and their guests only. No one may sleep overnight in public areas. Organized functions in public areas must be approved in advance by the Housing Services Office.
- D. Public passageways are for entering and leaving the premises and are not to be obstructed or used for any other purpose.

- E. For reasons of security, no public area exit door is to be propped open at any time or left unlocked after scheduled building operating hours.
- F. Access to, or storage of, anything in attics/crawl spaces, is prohibited.

2. ALCOHOL

- A. The intent of this policy is neither to encourage nor to endorse the use of alcoholic beverages, but to describe the permitted and prohibited use of alcoholic beverages in the Housing Services complex. The University is committed to maintaining an environment for its students that is predominantly free of the use of alcoholic beverages and in full compliance with federal and state laws. Students, employees, or visitors who violate laws or University policies concerning alcoholic beverages shall be subject to criminal prosecution and/or institutional sanctions.
- B. A resident, 21 years of age or older, may possess and consume alcoholic beverages within his/her own residence. Kegs are not allowed.
- C. No person, regardless of age, may be present in or admitted to a residence in which alcoholic beverages are being served or consumed, unless he/she is a resident thereof.
- D. No person may possess or consume alcoholic beverages in a residence unless he/she is a resident thereof and 21 years of age or older.
- E. Alcoholic beverages are not to be consumed in public areas, such as the Community Centers, recreation areas, balconies, sidewalks, etc., except when approved as outlined in the California State University Los Angeles Administrative Procedures regarding Alcoholic Beverages (# 019).
- F. Residents found in violation will be required to dispose of alcohol at the incident.
- G. Alcohol container collections/decoration and/or bottle cap collections/decoration are not allowed, and should be removed as trash.

3. BICYCLES, MOPEDS, CARS AND OTHER MOTOR VEHICLES

- A. Bicycles are not to obstruct or be parked in public passageways, walkways or in the Community Center. Bicycles may not be locked to or attached to any gate, pole, tree, or other Housing Services equipment.
- B. Mopeds, motorcycles, motor scooters, or similar motor-driven vehicles cannot be taken into units or the Community Centers for any reason, or operated on sidewalks, patios, or lawns in and around on-campus residential areas. Because of the fire hazards associated with gasoline, Public Safety officers or authorized Housing Services staff will remove motor-driven vehicles from buildings without notice. Mopeds, as defined in the California Vehicle Code, shall be regarded as motor vehicles.
- C. All motor vehicles shall be operated with due regard for the safety of all members of the community. All motor vehicles parked in the residential parking lot must have a valid Residential parking permit. Student and Residential parking permits for motor vehicles may be purchased from the Parking and Transportation Center. Badly damaged or inoperable vehicles, as determined by Campus Police or Parking Enforcement officers, will not be allowed in the residential parking lot more than two weeks irrespective of permits or registration.
- D. All vehicles shall conform to and abide with University rules and regulations relating to vehicles.

4. CLEANLINESS OF APARTMENT

Licensee agrees to take reasonable care of their unit and its furnishings by keeping the premises in a clean and sanitary condition as determined by the Director of Housing Services, or designee. The apartments will be inspected quarterly through the Mid-Term Inspections (MTI) process. The licensee is responsible for any additional cleaning costs not covered by licensee's security deposit which have been caused by the actions of the licensee or their guests. In the event that your apartment fails the Mid-Term Inspection (MTI) for cleanliness, a Housing Services staff member will conduct a series of future inspections until the next scheduled MTI.

- A. Inspected areas for apartments include living room, kitchen, appliances, dining room, bathrooms, bedrooms, patio, all furniture, fire extinguisher, thermostat, and smoke detector.
- B. Strongly suggested items for each apartment include: broom, dustpan, mop, sponges for kitchen and bathroom, dish soap, cleaning products and toilet bowl brush.
- C. Accumulation of trash/debris in the interior of the apartment/premises or the exterior of the apartment premises is not allowed. The depositing of wastepaper, cans, bottles, or other trash except in receptacles is prohibited. Accumulation of trash/debris will result in removal and a cleaning charge being assessed to all current residents.

5. COMPLICITY

It is a violation of University policy to solicit or assist another person(s) in any act that would subject a student to disciplinary action.

6. DAMAGE

Damage to University, public, or private property is prohibited. Residents will be charged against their security deposit for any damage to or loss of University property in their apartments. If the total monetary amount of damage exceeds the amount of the security deposit, then the difference will be applied to the student account. If the resident(s) responsible for

the resulting damages cannot be determined, the charges will be divided among all residents assigned to the apartment at the time the damage occurred. Misuse, abuse, or destruction of University property or property belonging to a member of the University community is prohibited.

- A. Vandalism to public or private property is prohibited. Residents will be charged for any damage to or loss of University property in their apartments. If the resident(s) responsible for the damages cannot be determined, the charges will be divided among all students assigned to the apartment.
- B. Intentional or malicious destruction of University, public or private property is prohibited. Residents will be charged for any damage to or loss of University property in their apartments. If the resident(s) responsible for the resulting damages cannot be determined, the charges will be divided among all students assigned to the apartment.

7. DISORDERLY CONDUCT

Any behavior or expression that disrupts or obstructs the administrative, educational, or communal nature of the Housing Services complex is prohibited. This includes irresponsible, disruptive, or dangerous behavior towards persons or property that creates a health or safety problem. This also includes encouraging or provoking others to engage in abusive or irresponsible behavior.

8. DRUGS AND DRUG PARAPHERNALIA (NEED CLARIFICATION)

The possession, sale, use, or being in the presence of illegal drugs or controlled substances, as well as possession of drug paraphernalia, as those terms are used in the California Penal Code, the California Health and Safety code, and any relevant Federal regulations and legislation, is prohibited (this includes medical marijuana). Furthermore, inappropriate or illegal behavior while under the influence of drugs or controlled substances is also a violation. Individuals found in violation can be subject to action up to, and including, termination.

9. EVACUATION

All residents must evacuate their apartment and building area immediately during the sounding of a fire alarm or upon the direction of a University staff member. The Housing Services Evacuation Assembly Point is in Parking Lot 7a. Attempting to re-enter an apartment, community center, or mail room area without permission of University or Housing Services staff is prohibited. A fine and/or referral to University Police may also be a consequence for failing to comply with the evacuation policy.

10. EXTENSION CORDS

Do not use extension cords that are not three-wire grounded, terminating in a single receptacle and sized adequately to handle the load applied. We require a surge protector in conjunction with the use of an extension cord. Multi-tap adapters, "cube caps," and similar devices are not allowed. These items create potential fire hazards and may also result in damage to radios, stereos, televisions and other electronic equipment.

11. FAILURE TO COMPLY

- A. Residents and their guests are required to comply with University officials or Housing Services staff when such an official is working within the performance of their duties. Interfering with staff in the performance of their duties is prohibited.
- B. Failing to provide required information and/or providing false information to University of Housing Services staff is prohibited.

12. FALSIFICATION

Falsifying, forging, altering or misusing University documents, records or identification is prohibited.

13. FIRE SAFETY

- A. Licensees shall take due care to prevent fires. Flammable materials shall not be stored on the premises. Residents shall not leave cooking appliances (i.e. rice cooker and crock pots), candles or incense unattended while in use.
- B. Bar-B-Q grills must use self-starting briquettes and be stored on the patio/balcony. After use, grill materials must be allowed to cool and must be disposed of in the proper manner.
- C. Tampering with the fire alarm system or fire fighting equipment is strictly prohibited. Violators of this policy may be subject to fines.
- D. False reports of fire or other dangerous conditions (except those resulting from reasonable error/accident), failure to properly report fires, or interference with the response of University or city officials to such emergency calls is prohibited. Violators will be prosecuted and subjected to a fine and jail time.
- E. Fire extinguishers should remain on the provided hook when not in use.

14. FIREARMS, BB-GUNS, PELLET GUNS AND WEAPONS

Possession of any firearm (including BB-Guns, Soft and Hard Pellet Guns and Starter pistols) is a felony and is prohibited on the premises of the University (Section 626.9, California Penal Code). The use and possession of tazers is also

prohibited. Additionally, the use of mace and pepper spray is also prohibited. This statute applies to the residential community, all licensees, guests, and visitors. The University prohibits deadly weapons, ammunition, knives, fireworks, explosives, and dangerous chemicals. Plastic guns or weapons which could be interpreted as actual weapons are not allowed. Individuals found in violation can be subject to action up to, and including, termination.

15. FURNISHINGS

- A. Licensee is responsible for the care of, and is liable for any damage to, Housing Services furniture or equipment.
- B. Housing Services furniture and equipment are not allowed to be taken onto the balcony at any time.
- C. Closet doors or other furniture are not to be removed from the apartment and/or placed on the patio.
- D. Stacking furniture on top of each other is not allowed as it results in damage.
- E. No other furniture or equipment is allowed in the unit or on the balcony/patio without the written permission of the Director of Housing Services. Any approved furniture must be in compliance with policies including but not limited to invaded space and fire safety standards.

16. GAMBLING

Gambling in any form is prohibited. Games ending in profit, monetary or otherwise, are not allowed.

17. GUESTS AND VISITORS

- A. Guests must abide by all Housing Services and University policies. Licensees are responsible for their guests' behavior and for any damage caused by their guests (Article 5, Section 42007 of Title 5, California Code of Regulations).
- B. The host resident must accompany guests at all times. Unescorted guests will be asked to leave the premises. Guest who disrupt the communal and educational nature by congregating in public areas including, but not limited to, the Community Center, Quad, Basketball court, and parking lot will be asked to leave the premises immediately. In the event that non-residents do not comply with Housing Services officials, campus police will be called for assistance.
- C. Residents have the basic right to privacy in their assigned room. All licensees who occupy an apartment must agree to the presence of visitors and guests. Visitors are not allowed in apartments between the hours of 2 am - 9 am. Overnight guests of licensees:
 - are to be temporary and infrequent (3 consecutive days maximum)
 - must be of the same gender as the licensee(s) extending the invitation
 - must be registered at the Housing Services Office or Community Information Center (CIC)
- D. All licensees shall secure approval from the Housing Services Office before permitting any guests to make overnight use of any Housing Services facility that is generally made available only to licensees (Article 5, Section 42005 of Title 5, California Code of Regulations).

18. IDENTIFICATION

Upon the request of University staff, residents, and their guest/visitor if present, shall identify themselves and present valid identification. Failure to provide immediate identification may require that a person leave the area and the premises.

19. IN-LINE SKATING, ROLLER-SKATING, SCOOTERS AND SKATEBOARDING

In-line skating, roller-skating, skateboarding, or using a scooter is prohibited on all campus property.

20. INVADDED SPACE

- A. Apartments are designed to accommodate several residents entitling each to a reasonable amount of space to store their personal belongings. Residents not paying for single occupancy are required to keep half of the room and a position of the common area clear and clean so that a roommate can be assigned and moved in at any time. Residents assigned to double occupancy will be assessed the single occupancy rate (currently \$665) each month that they are in violation of the invaded space policy. In addition, these residents will be subject to disciplinary action up to, and including, termination of their license agreement. If necessary, Housing Services staff may move resident belongings in order to clear the space for newly assigned residents.
- B. In bedrooms, residents with double occupancy status, may only utilize one desk, one bed, one closet, one set of drawers, one telephone jack, and half of the available shelving space. This policy remains in effect even if there is no current roommate occupying the space. Ample wall and floor space must be left for the second individual in the bedroom to personalize his/her space. No furniture may be removed or disassembled without the written consent of the Director of Housing Services. Since there is only one cable jack for television per bedroom, residents are expected to work out a reasonable arrangement with their roommate.
- C. In common areas, residents may utilize space in equal proportion to the number of bed spaces in the apartment. That is, in a two-bedroom apartment (4 bed spaces), only a quarter of the common area space may be used by any individual resident whether or not that resident has single or double occupancy status. As with any communal living environment, individuals must work together to develop reasonable arrangements to ensure all rights are respected.

- D. Residents found in violation will be billed the difference between the single rate and double rate (currently \$210) and subject to disciplinary action including administrative transfers and termination of the license agreement.

21. KEYS

- A. Each licensee is issued a key to his/her assigned apartment and bedroom. Each resident is responsible for his/her set of keys. It is a misdemeanor for any person to knowingly duplicate, make, cause to be duplicated, use or have in his/her possession a key to a building or room controlled by the State without proper authorization (Section 496 of the California Penal Code). Under no circumstances are keys to be duplicated or lent to another individual. There is a non-refundable replacement charge for any key that is lost, stolen or irreparably damaged. Residents should report lost, stolen, or damaged keys to the Housing Services Office immediately.
- B. As a courtesy, the Housing Services Office provides access to residents who lock themselves out of their apartment or bedroom on an infrequent basis. This courtesy, however, should not be abused by residents who fail to report lost, stolen or damaged keys in order to avoid charges; or residents who loan their keys to another party. Thus, three courtesy key requests within an academic quarter will result in disciplinary action and any relevant expenses involved with changing locks will be billed accordingly.

22. KNOWINGLY PRESENT

In cases where specific behavior is not identified, residents and guests are expected to conduct themselves with courtesy and respect to individuals and the community. Students also are responsible for notifying the proper authorities if they observe or have knowledge of other students violating these expectation and regulations. Students should not passively remain in the presences of policy violations.

23. MAINTENANCE OF PREMISES

- A. Licensees agree to take reasonable care of their unit and its furnishings by keeping the premises in a clean and sanitary condition, and by being responsible for any damage to the unit, its furnishings and equipment (reasonable wear and tear excepted). In addition, the licensee is responsible for compliance with all provisions of the license agreement. Licensee understands that their student account will be charged for any damage, loss, or necessary cleaning caused by the licensees or their guests.
- B. Licensees shall cooperate in the care of the dwelling and grounds and shall notify the Housing Services Office of damage or need for repair to the property.
- C. Alterations, changes, remodeling or renovating, including but not limited to painting of the unit, grounds, and Community Centers, are prohibited. Tampering with the electrical or mechanical fixtures in the units and/or the Housing Complex without the prior written consent of the Director of Housing Services is also prohibited. All fixtures that are installed become part of the premises and subsequently property of the University.
- D. Licensees may attach hanging objects to the walls by means of tacks, standard metal picture hangers, small nails and screws only. If removal of such methods causes damage, a damage charge will be assessed. Attachment of any other object to the premises, or altering the premises in any other manner whatsoever, without the prior written consent of the Director of Housing Services, is prohibited.
- E. Do not remove thermostat cover in the apartments.
- F. Licensee shall not bring or maintain any of the following on premises: clothes washer or dryer, refrigerators or freezers, stoves, air conditioners, space heaters, outdoor clothes lines or drying equipment (no drying clothes on balcony), boats or trailers, or waterbeds. In addition, no other furniture or equipment is allowed in the unit without the permission of the Director of Housing Services.
- G. Licensees shall not install or place any equipment or construction on the grounds or in the buildings. No outside gardens may be constructed or maintained in any area of the Housing Complex without the express written consent of the Director of Housing Services.
- H. No engine or automobile work may be performed on the premises, including the parking lots.
- I. Accumulation of debris around the exterior or interior of the premises is not allowed. Deposit of wastepaper, cans, bottles, or other trash except in receptacles is prohibited.
- J. Students are responsible for reporting safety, maintenance, or cleanliness issues.

24. NOISE

- A. Noise (including, but not limited to, stereos, televisions and conversations) not associated with daily living should not interfere with the communal nature (including, but not limited to, sleeping or studying) of others at any time.
- B. During Quiet Hours any noise emanating from an apartment or public area is prohibited. The Neighborhood (Westside) and the Scholars Corner (Building 4) have a 24-hour quiet policy. Designated quiet hours for all other areas are:
 - Sunday - Thursday 10:00 pm - 8:00 am
 - Friday and Saturday 12:00 am - 8:00 am
- C. Although there are set quiet hours, residents are expected to be courteous of their noise level at all times.
- D. During Final Exams a 24-hour quiet policy is in effect beginning on the Friday before Finals Week begins through the end of the last day of finals.

25. OBSCENE MATTER

Public display of "obscene matter" as defined in the California Penal Code (Section 311), or items which may be disruptive to the community, is prohibited anywhere on campus.

26. PETS

- A. No pets, other than fish, are allowed in apartments or on balconies at any time. One 10 gallon tank is allowed per resident. Please be advised that guests and visitors may not bring pets, as listed above, into the apartment. Violators are subject to disciplinary action and a fine of \$220 for a 2-bedroom and \$400 for a 4-bedroom apartment to cover the cost of extermination and cleaning. If the owner of the pet cannot be determined, this fine will be divided equally among all residents of the apartment.
- B. Residents may not feed stray animals or otherwise encourage animals to stay in or around the complex at any time.
- C. An exception will be made for "Service Animals." A "service animal" is defined by the American Disabilities Act (ADA) as "any guide dog, signal dog, or other animal individually trained to do work or perform tasks for the benefit of an individual with a disability." Submission of proof of training and/or certification that the animal is trained as a "service animal" as defined by the ADA is required. A "service animal" is a working animal and not a pet. An accommodation for a service animal must be registered and authorized by the Office for Students with Disabilities at: <http://www.calstatela.edu/univ/osd/>

27. PIRACY

- A. It is considered a felony and a violation of University policy to tamper with and/or gain unauthorized use of the satellite TV system installed in the Housing Services Complex.
- B. As a master antenna hook-up is provided, television and radio antennas are not to be affixed to the roof of the premises or placed outside windows. No exterior wire, aerials, signs or similar objects are to be erected.

28. SMOKING

- A. As outlined in the California State University Los Angeles Administrative Procedures regarding the University Smoking Policy (#006) which references a concern for the health of all members of the University community, smoking is not permitted in all enclosed indoor areas on campus or in any building on campus, with the exception of specially posted smoking areas approved by the Risk Management and Environmental Health and Safety Director. This includes all inside environments and exterior areas that are encompassed by the building footprint. **This includes open balconies, foyers, stairway landings, rooftops and pedestrian bridges between buildings that begin and end at the building entrance/exit.**
- B. Smoking is prohibited within fifteen (15) feet of an outside entrance to a building, building opening (window, door, etc.) or mechanical ventilation system air-intake.
- C. There are two designated smoking areas in the housing complex. The first is located on the west side of the Phase II Quad near the metal benches behind Building 3. The second is located in the alcove adjacent to the access road by the stairs leading to Lot 5.
- D. Hookahs are prohibited in Housing.

29. SOLICITING/POSTING

- A. No salespersons (including religious proselytizing) have permission to solicit at a unit unless invited in advance by the licensee. Licensees are requested to notify the Housing Services Office or Public Safety (University Police) if solicitors or salespersons are seen conducting business.
- B. No one is permitted to distribute or post materials without specific permission from the Housing Services Office. Materials not approved by the Housing Services Office will be removed.

30. THEFT

Theft of University property or property belonging to a member of the University community is prohibited. Thefts should be immediately reported to University Police and Housing Services staff. Unauthorized use of food, internet services, phone services, or personal property will be considered a violation of policy. For safety and theft prevention, students are required to lock the doors and windows in the bedroom and the common area space when they are not home (see "Access"). Windows and patio doors should also be locked when residents are not present or other times as necessary. Individuals found in violation can be subject to action up to, and including, termination.

31. TRASH REMOVAL

The University maintains a contract with a private firm for the removal of all trash and garbage. Trash containers are located on the outside perimeter of the access road and surrounding the Phase II complex. The containers are for resident use only. Furniture, TV's, computers, electrical items and hazardous materials are not to be disposed of in the trash bins located in the Housing Complex. Residents should make off-site arrangements for removal of these types of items. Failure to comply will result in associated trash removal costs.

32. UNAPPROVED ROOM / APARTMENT OCCUPANCY

Moving into an apartment or changing bedrooms within your apartment, without the consent of Housing Services, is a violation. Anyone interested in switching apartments or switching bedrooms within an apartment, needs to seek the assistance of Housing Services to facilitate the request.

33. UTILITIES

The University shall supply water, electricity and gas to each unit. Licensees are required to use reasonable amounts of all utilities supplied to the premises. The University may bill residents for utility usage that is deemed excessive.

34. VIOLENCE AND HARASSMENT

- A. Behavior or expression which is interpreted as abusive or threatening to any member of the community is prohibited. This includes, but is not limited to, physical or sexual assault, verbal threats and/or harassment, and all types of communication via phone, email, and internet forums.
- B. Hate Motivated Crime: Any act of intimidation, harassment, physical force, or threat of physical force directed against any person or family, or their property or advocate, motivated either in whole or in part by hostility to their real or perceived race, ethnic background, national origin, religious belief, sex, age, disability, or sexual orientation is prohibited.
- C. Individuals found in violation can be subject to action up to, and including, termination.

35. WINDOWS, BALCONIES, LEDGES AND ROOFS

- A. Tampering with or removing drapes, blinds, windows, or window screens from any part of the building is prohibited. Additional window treatments should be approved by the Director of Housing Services.
- B. Window painting is not allowed.
- C. Students are not permitted to climb in or out of apartment windows.
- D. Students are not permitted on roofs, building ledges, or overhangs.
- E. Throwing objects or liquids to/from windows, balconies, stairwells or roofs is prohibited. This includes, but is not limited to, Frisbees, balls, water balloons, food, and garbage.
- F. Using one's balcony as a means of entry or exit; or using it to store unsightly articles, garbage, or University property is not permitted. Sitting on, perching on, or jumping over balcony railings is also prohibited.
- G. Shaking, cleaning, hanging or placing any articles from or out of the window, window ledges, balconies, landings, or on roofs is prohibited.

STUDENT CONDUCT PROCESS

Housing Services strives to take an educational approach to student discipline. This includes providing information that residents need in order to function effectively as responsible members of the community. In the event that a resident chooses to violate housing policies, the Housing Services staff will take quick action to hold them accountable for their behavior. This is done both to assist the student in their personal development and also to maintain the integrity of community living.

The following information describes the rights, responsibilities and procedures of the resident and the Housing Services staff in addressing inappropriate behavior and/or violations of housing policies.

Due Process

Due process insures that all residents are given an opportunity to address conduct alleged to be in violation of University and/or Housing Policies. Due process means a student will have the opportunity to know what allegations/violations are being brought against him/her, and have the opportunity to share his/her recollection of the incident.

Resident's Responsibilities

Housing Services and the University expect residents to assume responsibility in the student conduct process. Residents are expected to appear for disciplinary meetings with Housing Services staff. If the resident fails to appear, the conduct process will proceed without the benefit of his/her input and a decision/sanction will be issued based on the available information.

Throughout the student conduct process the resident has the responsibility to present truthful information. Any resident found to have willfully presented false or misleading information will be subject to additional disciplinary action. Residents are expected to comply with sanctions issued at any level in the student conduct process. Residents are responsible for following the disciplinary process and meeting the deadlines in a timely manner. Refusing to follow, or ignoring the process/sanction, will result in further disciplinary action in addition to the sanctions from the original violations. Please note: at the discretion of Housing Services, a copy of an incident report may be released to a student whose names appear on the report.

Resident's Rights

Residents may expect the following:

- To have knowledge of all alleged violations and have the alleged violations explained clearly and fully at every level of the student conduct process.

- To be informed of all submitted written statements concerning the allegations.
- To have an opportunity to give their side of the story and refute statements made by witnesses.
- To submit names of pertinent witnesses and other relevant supporting documents for review.
- To have a fair and prompt meeting.
- To be notified promptly of the results of the meeting.
- To be advised of the appropriate appeal process.
- To potentially receive a copy of the incident report. Requests for incident reports should be directed to the Assistant Director of Housing Services. Housing Services has sole discretion as to the releasing of incident reports.

Incident Report

The disciplinary procedures begin when an incident occurs which may be in violation of University and/or Housing Services policies. Housing Services staff, with support from the University Police when necessary, will address the inappropriate behavior. Housing Services staff will subsequently report the violation to the Resident Director or designee via the Incident Report. This detailed report includes names and statements from witnesses and police report numbers, if applicable. Residents should check their mailboxes and can expect communication from Housing Services after an Incident Report has been completed by Housing Services Staff.

Notice to Appear

Depending on the severity of the violation, the disciplinary procedures will be handled by the Resident Director, or designee. The resident will receive a notice to appear for a disciplinary hearing. The letter will include specific information as to the alleged policy violation; date and location of the incident; and appointment time or a deadline date to schedule the appointment. The resident is responsible for making an appointment and meeting with the Resident Director or designee by the stated deadline.

Disciplinary Meeting

During the Disciplinary Hearing, the resident will have an opportunity to hear and respond to the allegations. If the resident admits to the policy violation, the hearing officer will issue a sanction. If a resident denies responsibility for an alleged policy violation, the hearing officer must make a decision based on the information currently available. If the resident is found to be responsible, the hearing officer will issue a sanction.

Appeal Process

The resident has a right to appeal the decision to the Assistant Director of Housing Services, or designee. The appeal must be submitted in writing within five business days of the date on the Follow-Up letter. The appeal letter submitted by the resident should be signed and dated and include the resident's mailbox number and phone number or email address. Appeals may be based on:

- Procedural error
- Clear abuse of the discretion of the hearing officer, or
- Introduction of new evidence which was verifiably unattainable at the time of the hearing.

Referral to Judicial Affairs Officer and/or University Police

Residents should be aware that concurrent judicial proceedings might occur for policy violations. Cases of a serious nature are referred to the Judicial Affairs Officer who has the authority to hear the case involving any student violation that occurs on campus. This process can result in the suspension or permanent dismissal of the student from the University.

Violations of city, county, state or federal laws may also result in civil proceedings or criminal charges. Please be aware that if something is illegal off-campus, it is illegal on campus. University property does not insulate residents from being accountable for their actions.

Sanctions

The following is a range of sanctions that may be issued for violations. Sanctions may be issued individually or in combination with each other. Sanctions will be issued based on the severity of the violation and individual disciplinary history.

Formal Warning

Notice in writing that a given behavior is in violation of Housing Services or University policy.

Educational Sanctions and Community Service

Assignments including but not limited to, apologies, written reports, projects that might be related to the violation, etc. An educational sanction is an alternative to termination of License Agreement and/or eviction when there is the potential for an education intervention. These sanctions are issued so that a resident may show the community that he or she is willing to continue living in the community and abide by its policies. It is also a way for the resident to contribute to the community after disrupting it. Examples include submission of a reflective / research paper on an assigned topic or participation in an educational activity being coordinated by a Housing Services staff member.

Disciplinary Probation

Notice in writing that future violation of a given or similar policy within a stated time period will result in further disciplinary action up to and including termination of License Agreement.

Restitution

A requirement to pay for costs incurred in cleaning, repairing, replacing, or refinishing damaged or missing.

Mandatory Apartment Transfer

This sanction is used when it is believed that a change of environment (relocation) will benefit the resident and the Housing Services community. This sanction will be considered for students involved in repeated violations of Housing Services policies; individuals involved in serious infractions of policy; or for individuals who consistently disrupt the communal nature of the apartment or the Housing Complex.

Denial of Future University Housing

Students involved in repeated violations of Housing Services policies, or students who have demonstrated behavior that negatively impacts the community living environment, may be denied future on-campus University Housing.

Eviction

In certain cases (see reasons listed below) the License Agreement may be revoked or terminated “for cause” with no less than 72 hours notice to licensee, regardless of the period for which a licensee has paid for the use of the apartment space.

- A. Nonpayment of fees.
- B. Failure to maintain student status.
- C. Selling, or knowingly possessing, restricted or dangerous drugs, controlled substances, or narcotics as those terms are used in the California Statutes.
- D. Possession of any firearm, deadly weapons, ammunition, fireworks, explosives, and dangerous chemicals.
- E. Misuse, abuse, theft, or destruction of campus property or the property of any member of the campus community.
- F. Physical abuse of any campus community member, or the threat of such abuse.
- G. Falsification of any legitimately required information requested by the University.
- H. An emergency in which the peaceful and orderly operation of the University or the health and safety of any person is or may be jeopardized.
- I. Administrative necessity of the University.

ROOMMATE RELATIONSHIP GUIDE

In order to develop a healthy roommate relationship, it is important that you begin communicating right away. It is a fact that relationships are enhanced by clear and consistent communication. Head into your roommate relationship armed with several helpful tools and you’re bound to do well. A few of these tools are:

- Respect
- Consideration
- An appreciation for difference
- A willingness to communicate
- Flexibility

COMMUNICATION

To avoid breakdowns in communication, be proactive and strive for effective communication methods. Here are some tips:

- A. **Talking it through.** Inevitably, you’ll be displeased with something your roommate does and vice versa. Commit to working it out verbally and don’t give in to the temptation to talk behind one another’s backs. This *will* backfire, causing more problems than it’s worth.
- B. **Contemplate.** Don’t put off addressing a problem. Being too nice does not help either one of you since your problem remains intact and your roommate is most likely unaware of the problem.
- C. **Look for win-win solutions.** The worst roommate conflicts are ones in which both sides have decided that this can only result in one winner and one loser. A majority of problems can be solved with compromise. Find a solution in which all parties involved will benefit. In this way, problem solving will be much easier and will be welcomed in the future.
- D. **Agree to disagree.** A difference in opinion can be fine, as long as you choose to respect one another’s perspectives. Don’t pass judgment, for there are always at least two sides to an issue.
- E. **Leaving messages.** You will come to rely on each other for communication with “the outside world” too. So, agree on what to do with phone messages and verbal “stop-bys.”

CONFLICT RESOLUTION

Unfortunately, there may be times when you and your roommate/housemate will have difficulty maintaining a conducive living environment. Holding things in (or blowing up) is definitely not the answer. Consider the following suggestions:

- A. Contact your RA. If you and your roommate can't resolve an issue peacefully, ask your RA for assistance. RA's receive hours of training each year in topics like roommate conflicts and conflict resolution/mediation. RA's can be mediators and are qualified to solve lots of common roommate problems.
- B. Use "I" statements. Sitting down with your roommate and saying, "I felt upset when I didn't get the message that my mother called" is very different from saying, "You upset me when you didn't give me my mother's message." Taking ownership of your feelings removes the blaming tone from your statements and puts your roommate less on the defensive.
- C. Don't argue in the heat of the moment. You're bound to say things you'll regret. Let yourself cool off to get your thoughts together and you'll wind up being much more rational and productive. Seek assistance from Housing Services staff before you get to a point when you feel like yelling, screaming, throwing something, hitting, or all of the above. Assistance is a phone call away.
- D. In conclusion...with respect, care, and an open mind firmly in place, your chances of developing a solid roommate relationship increase dramatically. It's all part of the college experience...and, done right, it can be one of the best parts.

2007-2008 ACADEMIC YEAR CALENDAR

	<u>Fall 07</u>	<u>Winter 08</u>	<u>Spring 08</u>	<u>Summer 08</u>
Move In:	Sep. 15, 17, 18	Dec. 28	Mar. 20	Jun. 12
Classes begin:	Sep. 20	Jan. 2	Mar. 24	Jun. 16
Finals Week:	Dec. 3-8	Mar. 10-15	Jun. 3-7	Aug. 25-30
Quarter Break:	Dec. 9-Jan 1, 08	Mar. 19-23	Jun. 11-15	Sep. 4-14

**If you move in after the deadline, you will be considered an *early* move-in for the next quarter and charged on a prorated basis.

2007-08 Academic Year Contract Period

Contract

Freshmen

Non-First Time Freshmen/Transfers

Returners

Contract Period

September 15, 2007 – June 7, 2008

September 17, 2007 – June 7, 2008

September 18, 2007 – June 7, 2008

Holidays (Campus Closed)

- Veterans Day - November 12, 2007
- Thanksgiving - November 22-24, 2007
- Winter Holidays - December 17-25, 2007
- New Year's - January 1, 2008
- Martin Luther King - January 21, 2008
- Cesar Chavez – March 31, 2008
- Memorial Day - May 26, 2008

APARTMENT MAINTENANCE DO'S AND DON'TS

1. Dishwasher

- A. Do use only dishwasher soap, not any other kind of soap in your dishwasher.
- B. Do rinse the food off of your dirty dishes before you put them in the dishwasher.
- C. Do put only "Dishwasher Safe" items in the dishwasher. If you think it might melt, wash it by hand.

2. Garbage Disposal and Kitchen Sink

- A. Don't put oil down the drain. It will damage your plumbing and make your sink drain more slowly. Save leftover oil in an old jar or plastic container, then put it in a dumpster when it's full.
- B. Don't put vegetable or fruit peelings in the garbage disposal.
- C. Do run your garbage disposal only when the water is on.
- D. Don't put anything hard like bones or metal objects in the garbage disposal.
- E. It's okay to put a lemon in your garbage disposal, but peel it first. It's better to instead put a small amount of dish liquid soap down the drain before you go to sleep at night. This will do everything the lemon would have done without getting stuck in your drain.
- F. Don't use a plunger on the kitchen sink.

3. Microwave Oven

- A. Don't ever put anything metal or metallic in the microwave, like foil, teabags with staples attached, ceramics, paper goods and pots
- B. Don't run the microwave when there is nothing inside. This will burn out its motor.
- C. Do clean your microwave often.

4. Toilet
 - A. Do borrow a plunger to use on the toilet if it overflows.
 - B. Don't flush anything that is not supposed to be flushed. Besides the obvious, this means toilet paper. Everything else should go in the garbage.
 - C. If your toilet overflows, it is either blocked or the water is coming from upstairs. If it is blocked, then only the water from your toilet will overflow, and nothing more. Borrow a plunger and a mop from the RA on Duty, and see if you can get it unblocked. If you don't know how to use a plunger, or plunging does not seem to unblock it, report it to the Community Information Center or the RA on Duty.
 - D. If the toilet overflows and water continues to come out of the toilet, even after the amount of water that should have been in your toilet has already overflowed, or if water is coming out when no one flushed the toilet, you may have a blockage at the main line for your building. This means that water is coming out of your toilet from upstairs. Tell your immediate upstairs neighbors (both floors that are above you if you are in a 3 story building) not to use their sinks, showers, or toilets, until they hear that it is okay, then get help from the Community Information Desk or the RA on Duty.

5. Heating and Air Conditioning
 - A. Cooling your apartment is best achieved when all the doors (except bedroom) and windows are closed while you are in your apartment. If you leave the machine in the "ON" position, its output of cold air will gradually decrease until it is just a fan. Set your air conditioner on "AUTO" and talk with your housemates about how cold you like your apartment. Compromise! You can save energy by leaving your air conditioner off when no one is home, and closing your shades during the day.
 - B. Your heater is designed to work with the doors and windows all closed. You can save energy by leaving your heater off when no one is home. Talk with your housemates about how warm you like your apartment. Compromise!

COMMON HOUSING ACRONYMS

An acronym is a short word that stands for a longer one, usually by using the initials of the long word, like USA or BBQ. Here are some common ones that you are likely to hear around Housing, and what they stand for:

- **ASI** - Associated Students Incorporated: the student government of CSULA.
- **ACR** - Apartment Condition Report: This report is provided when you move into your apartment so that you will have a sense of what your apartment looked like prior to your arrival. You should check the ACR for any discrepancies; note those discrepancies on the ACR if applicable; and return the ACR to the Housing Service Office (only if you noted discrepancies).
- **ELP** - English Language Program - CSULA program that brings students from other countries to the United States to learn English and learn about American culture. ELC students usually live in Building 3 until they achieve basic English proficiency.
- **RA** - Resident Assistant: student staff member who provides peer counseling, advice, mediation of roommate conflicts, programming, and enforcement of Housing Services policies.
- **RD** - Resident Director: full time professional staff who supervises the RA's, provides counseling and advice, mediates roommate conflicts, coordinates programs, and hears conduct cases for residents.
- **SP** - Student Patrol: students who work for Campus Police to provide extra safety and security on campus.
- **URC** - University Residence Council: the student government for Housing. They meet to discuss important issues in Housing, plan events and activities, and represent the residents of The Housing Complex. You are welcome to attend meetings, and encouraged to represent your building or area.

FREQUENTLY ASKED QUESTIONS

- **Once I've moved in, will there be any occasions where I may need to move again?**
Even though Housing Services reserves the right to relocate individuals as needed, we try to keep relocations to a minimum. Other than relocations initiated for emergency or disciplinary reasons, the one time where you may be asked to relocate apartments is during the summer as a result of our consolidation period. Consolidating residents is done so that we may prepare for summer conference groups that utilize the Housing Services Complex.

- **How do I request to change my occupancy status?**
As a resident in the Housing Complex you are registered as a single occupant (those who occupy a room within an apartment by themselves) or a double occupant (those who occupy a room within an apartment with a roommate). You must make a request to change your occupancy status by completing the necessary form that can be picked up at the Housing Services Office. Your request will be reviewed and a determination will be made to grant the requested change in occupancy status.

- **How do I request to cancel or amend my License Agreement?**
The License Agreement that you signed is a legally binding document and your signature indicates that you have read and understand the conditions outlined in the agreement. If for any reason you feel that you need to amend your License Agreement, or be released from your obligation, you are required to fill out a form to request those exceptions (forms can

Violence Against Women on Campus

Nationally, college women are at high risk for becoming victims of violence.

- The highest rates of domestic violence are experienced by women ages 16 – 24.
- Sexual assault is the second most common violent crime committed on college campuses.
- About one million women are stalked in the U.S. each year. More than half of these victims are between 18 and 29 years of age.
- Most perpetrators are students known to the victim.

What is Dating/Domestic Violence?

Dating/domestic violence is a crime. It is violence done by a date, boyfriend/ex-boyfriend, girlfriend/ex-girlfriend, roommate, fiancé, spouse, or family member that includes: verbal/emotional abuse - put-downs, public humiliation, manipulation, name-calling; isolation - keeping you from seeing family or friends; threats and intimidation - threats of suicide, harming you or family members, threatening to take away your children; physical abuse - hitting, slapping, kicking; and sexual abuse - rape, sexual assault.

What is Sexual Assault?

Sexual assault is against the law. Sexual assault occurs when someone uses force, threats, coercion, alcohol or other drugs, or verbal pressure: to kiss you, touch your private parts, fondle you, rub against you; to put a finger or object in your vagina or anus; to put their penis in your vagina or anus; to put their mouth or tongue in contact with your genitals or anus or make you put your mouth or tongue in contact with their genitals or anus.

What is Stalking?

Stalking is a crime. It includes someone repeatedly following you, watching you, phoning you, writing or e-mailing you, or communicating with you in other ways that seem obsessive or make you afraid or concerned for your safety. For example, someone: showing up at places where you were even though they had no business being there; leaving unwanted items for you to find; making unsolicited phone calls; following or spying on you; vandalizing your property; making threats against family, friends, or pets.

Myths and Facts About Violence Against Women

Myth: It isn't really a crime if a woman is raped by a boyfriend she has had sex with before.

Fact: Violence against women in any form is a crime, regardless of who committed the violent act. It is always wrong, whether the abuser is a family member; a date; a current or past spouse, boyfriend, or girlfriend; an acquaintance; or a stranger.

Myth: If a woman is being stalked, and she just ignores the unwanted behavior, it will go away.

Fact: This is not necessarily the case. It is important to stop the stalker as soon as possible. The sooner action is taken, be it a police caution, warning or arrest, the greater the chance of stopping the stalking.

Myth: Battered women can always leave – and the situation can't be that bad, or they would.

Fact: It may be difficult for a woman to leave her partner. Women stay in violent relationships for both emotional and practical reasons, including love, economic dependence, fear of reprisal, social isolation, and shame.

What You Can Do to Stop Violence Against Women

- **Do not sexually assault, stalk, or in any other way violate another person.**
- Take responsibility for your actions.
- Never use force, coercion, threats, or alcohol and other drugs to engage in sexual activity.

What You Can Do to Help Minimize Your Risk of Becoming a Victim

- Be aware. Does your partner: threaten to hurt you or your children? Say it's your fault if he or she hits you, then promises it won't happen again (but it does)? Put you down in public? Force you to have sex when you don't want to? Follow you? Send you unwanted messages and gifts?
- Stay sober and watch out for dates and/or anyone who tries to get you drunk or high.
- Trust your feelings. If it feels wrong, it probably is.
- Report incidents of violence to law enforcement and campus authorities.

What You Can Do if You are a Victim

- Go to a safe place as soon as possible.
- Report the crime to University Police or local law enforcement.
- Call a domestic violence, sexual assault, or stalking hotline.
- Preserve evidence.
- Call a friend for help.
- Know that you are not at fault. You did not cause the abuse to occur, and you are not responsible for the violent behavior of someone else.

Reporting Dating/Domestic Violence, Sexual Assault and Stalking

Cal State L.A. students, faculty, and staff are *strongly* encouraged to report all campus-related incidents of dating/domestic violence, sexual assault, and stalking to University Police or local law enforcement and the Office for Equity and Diversity.

Perpetrator Sanctions

Perpetrators of dating/domestic violence, sexual assault, stalking, and other forms of violence are subject to campus disciplinary action, up to and including expulsion. In addition, perpetrators are subject to arrest by University Police or local law enforcement authorities and criminal prosecution. Perpetrators may also face civil prosecution.

On-Campus Services for Victims of Dating/Domestic Violence, Sexual Assault and Stalking

Federal law and the California Education Code require Cal State L.A. to provide alleged (not proven) victims of campus-related sexual assaults with the following resources and services. These resources and services are also available to victims of dating/domestic violence and stalking.

- Alteration of academic and housing situations (information and coordination):
- Office for Equity and Diversity - Administration 606, (323) 343-3040
- Confidential and anonymous dating/domestic violence, sexual assault, and stalking counseling:
- Student Health Center-Information- (323) 343-3300, Appointments- (323) 343-3302
- Criminal reporting, transportation to emergency room and protective orders:
- University Police - Bldg. C, (323) 343-3700, '911' for emergencies
- Filing of campus-related dating/domestic violence, sexual assault, and stalking complaints and investigations:
- Office for Equity and Diversity - Administration 606, (323) 343-3040
- Information about dating/domestic violence, sexual assault, and stalking prevention and victims' rights, resources, and services:
- Office for Students with Disabilities - Student Affairs 115 - (323) 343-3140
- Office of the Vice President for Student Affairs-Student Affairs 108 - (323) 343-3100
- Student Health Center-Information- (323) 343-3300, appointments- (323) 343-3302
- University Police - Bldg. C, (323) 343-3700, '911' for emergencies
- Women's Resource Center - University-Student Union, Room 237, (323) 343-3370
- Medical Services (first aid, emergency contraception, HIV and STD testing and treatment, other):
- Student Health Center-Information- (323) 343-3300, Appointments- (323) 343-3302
- Domestic Violence, Sexual Assault and Stalking Treatment Centers and 24-Hour Hotlines
- Center for Pacific Asian Families Shelter: (800) 339-3940
- East Los Angeles Women's Center: (800) 585-6231
- L.A. Rape and Battering Hotline - L.A. Commission on Assaults Against Women (LACAAW): (310) 392-8381, (626) 793-3385
- L.A. Stalking Hotline - LACAAW/L.A. County District Attorney's Office: (877) 633-0044 and www.lovemenot.org
- National Domestic Violence Hotline: (800) 799-SAFE (7233) or (800) 787-3224 (TTY)
- Rape, Abuse and Incest National Network (RAINN): (800) 656-HOPE and www.rainn.org
- Rosa Parks Sexual Assault Crisis Center: (323) 751-9245
- Santa Monica-UCLA Medical Center Rape Treatment Center: (310) 319-4000, extension '0' and www.911rape.org

Services: 24-hour dating/domestic violence, sexual assault, and stalking hotlines, accompaniment for hospital/law enforcement/court appearances, and short-term confidential counseling. These agencies also provide 24-hour hotlines and other services for male victims of domestic violence, sexual assault, and stalking. Call for more information.

Helping A Friend

- Show you CARE.
- BELIEVE your friend.
- LISTEN without passing judgment.
- TALK to her/him about her/his options.
- HELP without taking control.

Project SAFE

Project SAFE is Cal State L.A.'s campus-related violence against women prevention program.

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References available upon request.

EVACUATION SITE

In an emergency, residents need to evacuate to
Parking Lot 7a

Parking Lot 5

Phase I

Phase II

Parking Lot 7a

