

CALIFORNIA STATE UNIVERSITY, LOS ANGELES HOUSING SERVICES 2011-2012 STUDENT GUIDE

(Subject to change without notice)

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Welcome from the Director

On behalf of our entire Housing Services team, I would like to welcome you and tell you how excited we are that you will call us “home.” Living on campus has been proven to help students achieve higher grades, increase their leadership skills and feel much more connected to the University as a whole. Our team of student and professional staff are here to help make the transition a little smoother. We offer social events, academic support workshops and one on one support, if needed. Our diverse community provides an amazing environment to learn about others, and more importantly, to learn about you. California State University, Los Angeles has more to offer than you can imagine. I challenge you to get involved, study hard, make new friends and reach for the sky. Once again, we welcome you to your new home.

Sincerely,

Stephen Fleischer
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.

Housing Services Staff

- **Heather Albertson**, Resident Director, responsible for: conduct, supervision of the Resident Advisor staff, programming, student conduct and emergency duty coverage.
- **Mary Campos**, Assignments Coordinator, responsible for: room assignments, roommate selection, and mail room.
- **Odessa Downing**, Assistant Assignments Coordinator, Summer Conference, responsible for: supervising the Mail and Dining Room, and coordinating Guest Housing and Summer Conferences.
- **Bruce D. Erickson**, Maintenance Mechanic, responsible for: maintenance and repair of housing complex, responds to daily work orders for resident apartments.
- **Stephen Fleisher**, Director, responsible for: planning and administration of all housing operations and resident services, supervision of all full-time and part-time staff.
- **Jose Garcia**, Maintenance Mechanic, responsible for: maintenance and repair of housing complex, responds to daily work orders for resident apartments.
- **Anne Gonzalez-Vazquez**, Assistant to the Business Manager, responsible for: residential student accounts, applying for on-campus housing and how financial aid can help pay for rent.
- **Betty Kennedy**, Associate Director, responsible for: supervision of Marketing, Assignments, Facilities and Business areas.
- **Donyet King**, Resident Director, responsible for: conduct, supervision of the Resident Advisor staff, programming, student conduct, RHA advising and emergency duty coverage.
- **S. Taylor Mechlinski**, Resident Director, responsible for: conduct, supervision of the Resident Advisor staff, programming, student conduct, RHA advising and emergency duty coverage.
- **Gena Merlo**, Assistant to the Business Manager, responsible for: residential student accounts, applying for on-campus housing and how financial aid can help pay for rent.

- **Miguel Mota**, Maintenance Mechanic, responsible for: maintenance and repair of housing complex, responds to daily work orders for resident apartments.
- **Rebecca F. Palmer**, Assistant Director, responsible for: development of Residential Life program, model student conduct system and emergency response systems, supervision of residential life professional staff.
- **Maria Ruiz**, Marketing Coordinator, responsible for: publicity, marketing, Housing channel/movies, website and tours
- **Robert Sherwood**, Maintenance Supervisor, responsible for: maintenance work orders and upkeep of the facility
- **Kimberly Taylor**, Assistant Assignments Coordinator, Resident Operations, responsible for: supervising the Mail and Dining Room.
- **David Vazquez**, Facilities Worker 1, responsible for: routine tasks and assisting the Maintenance Mechanics.
- **Vacant**, Resource Coordinator, responsible for: billing, single requests and payments for on-campus housing.

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 9:00 am - 5:30 pm

RESIDENT ADVISORS (RAs)

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 key to the success of the housing program. As a resident, feel free to contact your RA for assistance. RA list—www.calstatela.edu/univ/housing/contact.php

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

RESIDENCE LIFE COORDINATORS (RLCs)

The RLCs are student positions responsible for programming, emergency duty coverage and Community Information Center (CIC) operations.

RESIDENT DIRECTORS (RDs)

The RDs are full-time live in professionals responsible for the supervision of the RA & RLC staff, programming, student conduct, First Year Residential Experience (FYRE) House, Residential Hall Association (RHA) advising and emergency duty coverage.

RESIDENCE HALL ASSOCIATION (RHA)

The Residence Hall Association, referred to as RHA, exists to give residents an opportunity to take an active role in shaping their residential community. All residents are members of RHA 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 RHA, or run for an elected position, see your Resident Advisor.

The RHA is the voice of the resident community. This student board gets residents involved in the vision and planning of activities in the Housing community.

SAFETY

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

Staffing:

- Resident Advisors (RAs) – These students are responsible for assisting residents with resolving any day-to-day issues (e.g. roommate disputes).
- RA on Duty – This individual is responsible for the Housing complex after hours to monitor noise levels and any potentially hazardous or dangerous conditions.
- Emergency Duty personnel – These Housing Services staff members respond to policy violations, emergency incidents and customer service issues and assist the RA's in emergencies.

Programs and Police:

Dedicated Officer - Thursday through Saturday, and every other Wednesday, a uniformed officer of the Department of Public Safety patrols the Housing Services complex from 6:00 pm to 6:00 am. This officer assists the RA on Duty and Emergency Duty personnel responding to police violations and emergency incidents.

Eagle Patrol (a part of the Department of Public Safety) these students serve as escorts. This service provides a walking escort to and from buildings and to your personal vehicle. You are encouraged to use this service, particularly in the evening hours. For more information, call (323) 343-3700 or visit www.calstatela.edu/univ/police/escort.php.

Health and Safety Programs - Programs in collaboration with the University Health Center and Department of Public Safety provide information to residents about health and safety concerns.

Missing Student Notification Policies and Procedures

We encourage notification of a missing student to Department of Public Safety at (323) 343-3700. Other avenues of reporting include Student Affairs (323) 343-3100 and Housing Services (323) 343-4800 (after hours response (323) 343-4807). Any missing student reports received by these offices are referred immediately to Department of Public Safety.

Students are advised that their contact information will be registered confidentially. This information will be accessible only to authorized campus officials, and may not be disclosed except to law enforcement personnel in furtherance of a missing person investigation.

If a student is under 18 and not emancipated, the California State University must notify a custodial parent or guardian within 24 hours of the determination that the student is missing, in addition to notifying any additional contact person designated by the individual.

Earthquake Preparedness Procedures

1. In case of an earthquake or other multi-hazard incidents, students must comply with the evacuation alarm and/or the directions of Housing Services staff. The Evacuation Site is Parking Lot 7A. A CSULA staff member or Housing Services staff will give you instructions 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.
2. Be Prepared! 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 three to five 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
3. Designate an emergency contact person with your family and/or friends.
 4. Understand that communication and travel to and from campus may be dramatically affected.
 5. In case of an emergency, the University has implemented a text notification system to send official emergency information directly to subscriber's cell phones. To receive these messages you would need to create an account and sign up at www.calstatela.edu/univ/police/ens.php.

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, etc.) 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 kitchen, 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 two-bedroom apartments. A centrally located community center houses the computer lab, a game and vending machine room, laundry facilities, (\$1 washer/\$.75 dryer) and the RA Duty Desk.

Phase II

The Phase II complex consists of five buildings. Each building includes eight two-bedroom apartments 12 four-bedroom apartments and its own laundry facilities. A centrally located community center contains a lounge, conference room, vending machines and dining facility. The Housing Services Office is also located in the Phase II Community Center.

F.Y.R.E. Houses (First Year Residential Experience)

(Phase II, Buildings 3 and 4)

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.

Graduate Housing – Golden Eagles Apartments (Opening Winter 2012)

Students can look forward to affordable housing with single occupancy in two-bedroom apartments. There are suite-style and double occupancy rooms for students on a stricter budget. Living in the Golden Eagles Apartments gives you an opportunity to meet and live among graduate students and enhance your academic experience. Take advantage of our quiet community living with convenient access to classes, faculty, libraries, research facilities and other campus resources. It is perfect for students without cars and only minutes away from class.

Honors Housing

The goal of the academically centered resident in Housing Services is to provide CSULA Honors College students and academically achieving students themed housing that supports the mission and vision of the Honors College and the Institutional Learning Outcomes by:

- Forming a strong community of students through shared Honors classes
- Providing learning opportunities and social engagement beyond the classroom
- Engaging in a student directed community
- Increasing student interaction with Honors faculty, staff, and fellow students
- Increasing involvement in the larger Los Angeles and CSULA community
- Increasing retention and graduation rates

SINGLES

Disabled Singles - The highest priority for single occupancy will be given to disabled students who have provided the appropriate documentation from the Office for Students with Disabilities (OSD). If you require special accommodations, please register with OSD. You can call them at (323)343-3140 or access their website at www.calstatela.edu/univ/osd.

"Super Singles" are two bedroom apartments designed for students who have been approved for single occupancy (one person per bedroom). "Super Singles" are based on availability. If you are interested in living in a "Super Single", please see the "Occupancy" section under "Housing Policies" for more information.

SERVICES

THE COMMUNITY INFORMATION CENTER (CIC)

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

Located in the Phase I Community Information Center

| | | |
|-------------------------------------|----------------------------|---------------------------|
| RA On Duty | (323) 343-4807 | |
| Community Information Center | (323) 343-4807 | |
| Duty Desk Hours | Monday – Friday | 5:00 pm – 10:00 pm |
| | Saturday and Sunday | 1:00 pm – 10:00 pm |
| On call hours | Daily | 10:00 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 may be assisting another resident, and will return shortly.

COMPUTER LAB

The Housing Services Computer Lab is comprised of 10 computers and a pre-paid laser printer. You will need a CSULA Golden Eagle student ID card to use the lab. If you need a Network Information Services (NIS) Account, you can request it from the ITS Help Desk located in the Library Palmer Wing (LIB PW) Lobby or call (323) 343-6170.

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 Computer Lab are posted in the lab. The RA on duty is not trained to provide computer advice or assistance.

Hours of operation

- Monday - Friday 5:00 pm – 10:00 pm
- Saturday and Sunday 1:00 pm – 10:00 pm

Holidays and Campus Closures

- Labor Day - September 5, 2011
- Veterans Day - November 11, 2011
- Thanksgiving - November 24-26, 2011

- Winter Holidays - December 19-26, 2011
- New Year's Day Observed- January 2, 2012
- Martin Luther King - January 16, 2012
- Cesar Chavez Day Observed - March 30, 2012
- Memorial Day - May 28, 2012
- Independence Day - July 4, 2012
- Labor Day - September 3, 2012

EVENTS AND PROGRAMS

The Residence Life Staff provide events and programs within the community to support the academic, cultural, social and personal development of our residents.

GAME ROOM

The Game Room is located within the CIC and across from the Community Information Desk. It is a place where you can play pool, air hockey, ping-pong, or foosball. During hours of operation, the RA on duty 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: Monday -Friday 5:00 pm – 10:00 pm
 Saturday and Sunday 1:00 pm – 10:00 pm

COURTESY KEYS

- As a courtesy, the Housing Services Office provides access to residents locked 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. 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 individuals trying to gain access to an apartment/bedroom to which they are not assigned.
- If you are locked out of your apartment or bedroom 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 CIC in Phase I and ask the RA on duty for assistance. 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 pm. 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 2 weeks, with proper identification. If the package is addressed to someone other than the resident, it must indicate, c/o or Attention (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 addresses 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 |
|---|--|

MAIL ROOM EMAIL

The Housing Mail Room notifies residents by email of mailbox updates including work orders completed, closure days and new combinations. You will also be able to email the Mail Room if you have questions, however, please do not use this email to verify if you received a package. Do not forget to bookmark our email address: **housingmailroom@cslanet.calstatela.edu**

MAIL FORWARDING

After you move out, Housing Services will forward your mail to a forwarding address for four (4) weeks. Make sure you fill out your move-out paperwork before checking out. You are responsible for updating your mailing address with everyone who sends you mail. If a forwarding address is not provided first class, mail that is received will be returned to the sender.

MEAL PLANS

Housing Services has collaborated with University Auxiliary Services to provide a 7-meal plan or 12-meal plan option to residents. The 7-meal plan consists of five dinner meals (Monday-Friday) 5:00 pm to 7:00 pm and two brunch meals on the weekends (Saturday and Sunday) 11:00 am to 1:00 pm. The 12-meal plan option (recommended for freshmen) allows residents to pick up a grab-and-go lunch on campus Monday-Friday as well. Please check our website for more details: www.calstatela.edu/univ/housing/mealplan.php.

PARKING

The parking lot for on-campus residents is adjacent to the Housing complex (within the fenced in area). If you plan to use 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 south of Parking Lot 3. The Service Center hours are Monday-Thursday 8:00 am to 7:00 pm and Friday, 8:00 am to 5:00 pm.

- A. Parking behind Building 3 is limited to Faculty/Staff permit holders. Parking enforcement will cite violators at all times.
- B. 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.
- C. 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.
- D. 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 service. In order to establish phone service, you can call AT&T at (800) 310-2355. You will be giving AT&T 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

Wireless access is available to residents in the apartments and in designated Hot Spots within the Housing Services complex. Hot Spots are located in the Phase I Game Room and the Phase II Lounge. To access the internet you will need a campus network account to login to the wireless network. For additional information, please go to www.calstatela.edu/its/wireless. If your wireless internet is not working, please fill out a work order form.

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 AT&T "Wire Plan" or additional "Technician Service." Housing Services maintain the wiring within each apartment.

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 to 5 business days after AT&T has turned on your service.

Service Location

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 will 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.

| <u>SERVICE LOCATION</u> | <u>MAILING ADDRESS</u> |
|-------------------------|------------------------|
| Name | Name |
| Street Address | Street Address |
| Apartment # | Mail Box # |
| Bedroom letter | City, State, Zip |
| City, State, Zip | |

If your mailbox is located in Phase II (you will 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.

READERSHIP PROGRAM

Housing Services participates in the Collegiate Readership Program that provides copies of USA Today and Los Angeles Times on weekdays throughout the academic year (fall, winter and spring). This program is designed to create an atmosphere of community awareness and prepares students for our rapidly changing global society. Take advantage of this free source and pick up a newspaper for casual reading or for use as part of course assignments. Newspaper stands are located in the Phase I and II hallways.

SATELLITE / HOUSING CHANNEL / CABLE

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. Wide ranges 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. Residents interested in signing up with Time Warner Cable can call (888) 892-2253. Additional charges apply.

SOCIAL NETWORKS (Facebook and Twitter)

Now you can follow us on [Twitter](#) and become a fan on [Facebook](#) to get up-to-date information and see what is happening in Housing.

VENDING MACHINES

Beverage and snack machines are located in the Game Room of Phase I and in the Phase II Community Center. They are accessible during scheduled building operating hours. A water machine is located near the Phase I Laundry Room and is 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 (323) 268-7632 for refund information.

LICENSING POLICIES

1. CANCELLATION, VACATING OR REVOCATION - OBLIGATION OF THE LICENSEE

- A. Normal Expiration – The license conferred by this Agreement shall expire on the date specified in Section I.A. of this Agreement.

- B. Revocation by University – The University may revoke this Agreement and initiate eviction proceedings through the service of a 3-day eviction notice on the Licensee upon the occurrence of any of the following reasons:
1. Nonpayment of fees.
 2. Failure to be enrolled in the required number of academic units.
 3. Selling, using, knowingly possessing, or being in the presence of restricted or dangerous drugs, controlled substances, or narcotics as those terms are used in California or Federal statutes. Other behavior or action may be referred to general council.
 4. Possession of any firearm, knife, deadly weapon(s), ammunition, fireworks, explosives, or dangerous chemical(s). Other behavior or action may be referred to general council.
 5. Misuse, abuse, theft, or destruction of campus property or misuse, abuse, theft, or destruction of the property of any member of the campus community. Other behavior or action may be referred to general council.
 6. Physical abuse towards any campus community member, or the threat of such abuse. Other behavior or action may be referred to general council.
 7. Falsification of any legitimately required information requested by the University. Other behavior or action may be referred to general council.
 8. 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. Other behavior or action may be referred to general council.
 9. Administrative necessity of the University.
- C. Cancellation/Abandonment by Licensee
1. Licensee may cancel this Agreement, without cause, by presenting written notice to the Housing Services office at least thirty calendar days before the first day of the Agreement period. A \$50.00 Cancellation Fee will apply and amounts in excess of the security deposit will be will be applied to the Licensee's account.
 2. Any request by Licensee to cancel this Agreement that is presented less than thirty calendar days before the first day of the Agreement period or during the Agreement period must include a statement of reasons therefore. It must be presented at least thirty calendar days before the date upon which Licensee wishes to vacate the Premises. The University shall agree to cancel the Agreement if Licensee presents acceptable evidence of: 1) cessation of student status, 2) marriage, or 3) hardship. A release request due to financial hardship must include verification appropriate to the circumstance and must be a loss of income that has occurred since the cancellation deadline (30 days before the move-in day). All other requests to cancel this Agreement under this subsection shall be granted or denied at the sole discretion of the University.
 3. Abandonment of the Premises by Licensee shall not relieve Licensee of his/her obligations under this Agreement. The University may, at its sole discretion, elect to cancel this Agreement following an abandonment of the Premises by Licensee.
- D. Destruction or Unavailability of Premises – The University may cancel this Agreement if, due to circumstances not reasonably foreseeable at the time of its execution or beyond the control of the University at any time, the Premises or Licensee's bed space are destroyed or become unavailable.
- E. Refunds for Cancellation or Revocation – Refunds of rents for the cancellation or revocation of this Agreement shall be governed by the provisions of section 42019 of title 5 of the California Code of Regulations. Refunds of cleaning and security deposits shall be based the provisions of section II(C)(2) of this Agreement.
- F. Non-Waiver of Breach – The waiver of any breach of this Agreement shall not constitute a waiver of any subsequent breach. The University's acceptance of rent with knowledge of Licensee's violation of a provision or covenant of this Agreement does not waive the University's right to enforce any provision or covenant of this Agreement.
- G. Vacating the Premises – Licensee shall vacate the Premises (1) upon the normal expiration of this Agreement or (2) cancellation/revocation of this Agreement and within the 3-day eviction notice period if the licensee is unable to comply with the demands set forth in the 3-day eviction notice, whichever comes first.

H. Disposition of Property – Any property of licensee remaining on the premises after abandonment, termination, eviction or revocation of this license may be removed and placed in storage. In the case of abandonment, the University may, at its discretion, keep or dispose of the items if Licensee has not requested the return of the property within 15 days of receipt of notice (18 days if the notice is sent by mail). In cases where property has been lost or is otherwise unclaimed, the University, after six months, may, at its discretion, sell or permanently discard unclaimed items. The University may charge a reasonable storage fee before the return of property. Licensee releases the University from any liability for any damages or loss to property disposed of in the manner described above.

2. COMMUNICATION

Email will serve as one of the official forms of communication to students. Any email communication to a student will be sent to the student's university email account.

3. 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 12 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. The Director of Housing Services or designee may grant exceptions.
- 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.

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

- A. All licensees are encouraged 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. Licensee's test information must be on file with the University Student Health Center. First-year freshmen will be provided information about the meningococcal disease and the availability of a vaccine. First-year freshmen will be required to sign a form indicating their receipt of this information and indicating whether they have received, or intend to receive, a vaccination. Licensee also stipulates that he/she does not have a health condition that might be affected by group living. Apartments are multiple occupancy facilities with shared spaces. Persons with pre-existing conditions such as, but not limited to, environmental allergies or asthma may find such conditions exacerbated. Consult with your physician. You may contact the Student Health Services for additional information at (323) 343-3301.

5. INSPECTIONS/ACCESS

Students can expect reasonable privacy of rooms and personal property. The University shall have the right to enter the premises (Civil Code 1954) 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.

6. INVADED 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 bedroom and a portion 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 \$878) 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, with special exceptions regarding the living room and dining room. For example, residents are to equally divide kitchen cabinet space, storage room space, hall closets, and bathroom space.
- D. Residents should not store personal items such as clothing, computer equipment, exercise machines, etc in the living/dining room space. Residents are to limit their personal belongings in these spaces to decorative items such as lamps, pictures, small figurines, etc.
- E. As with any communal living environment, individuals must work together to develop reasonable arrangements to ensure all rights are respected.

7. OCCUPANCY

- A. Residents are required to sign the occupancy rosters from the Resident Advisor 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.
- D. The University retains the right to transfer its interest and/or obligations under this Agreement. Licensee may not assign or transfer his/her rights or obligations under this Agreement without the written permission of the University. Licensee may not sub-license or sublet the Premises to, or permit the occupancy of the Premises by, any other person without the written permission of the University.

8. RENTS AND PAYMENTS

- A. Your apartment installment charges must be paid in accordance with the applicable Payment and Fee Schedule. It is your responsibility to pay the published installments by the due dates. During each quarter, the installment charges for that entire quarter will be posted to your student account. If you have selected a monthly payment plan, then your installment payment is due on the first of each month. A late fee of \$20.00 will be assessed to your student account if the University has not received your installment payment by the 7th day of the month. If you are on a quarterly payment plan, then your installment payment due dates are January 1, April 1, June 1, and September 1. A late fee of \$20.00 will be assessed to your student account if the University has not received your quarterly installment payment by the 7th day of the months indicated above.

- B. Based on your Financial Aid Award Letter, you may be eligible to pay a reduced payment, which consists of the security deposit, application fee, and program fee, which are not covered by Financial Aid. A portion or all of your remaining installments should be deducted from your financial aid award on a quarterly basis. Each quarter, you are responsible for verifying that the appropriate installments have been deducted from your financial aid award. Check your Golden Eagle Territory (GET) account for more information. If you qualify for a reduced payment, and receive a waiting list letter from Housing Services, your installments WILL NOT be deducted from your financial aid award. Once a space becomes available, the Housing Services Office will contact you. Before being allowed to occupy the space, you will need to pay the entire quarter's installment. For more information, visit our website www.calstatela.edu/univ/housing/
- C. The University reserves the right to revise rental rates and any and all other charges or fees upon thirty days written notice.
- D. 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; rent will be paid; no loss of property or extraordinary wear will occur; and 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; unit is left in a reasonably clean condition; and 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.
- E. Making Payments: Current Students can pay directly at the Cashier's Office located in Administration 128. For new applicants, the initial payment must be made in the form of a personal check, cashier's check, money order, traveler's check, or cash. 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 Cashier's Office. Once you have made your payment to the Cashiers Office, please return to the Housing Services Office so that we can make a copy of your receipt. To pay by credit card (Master Card, Discover, AMEX, Diner's Club), log on to commerce.cashnet.com/csulapay. A 2.9% fee will be charged to your credit card. Note: VISA card is not accepted. A flat fee will be charged for Debit Cards and E-Checks. There are no added fees if you pay by cash, personal check, cashier's check or money order. Please forward a copy of your receipt to the Housing Services Office after making your online payment. For more information rent and payment information, visit www.calstatela.edu/univ/housing

9. REVOCATION OF LICENSE AND EVICTION

The License Agreement may be revoked or terminated "for cause" 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 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 substances, or narcotics as those terms are used in California or Federal statutes. Other behavior or action may be referred to general council.
- D. Possession of any firearm, knife, deadly weapon(s), ammunition, fireworks, explosives, or dangerous chemical(s). Other behavior or action may be referred to general council.
- 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. Other behavior or action may be referred to general council.
- F. Physical abuse towards any campus community member, or the threat of such abuse. Other behavior or action may be referred to general council.
- G. Falsification of any legitimately required information requested by the University. Other behavior or action may be referred to general council.
- 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. Other behavior or action may be referred to general council.
- I. Administrative necessity of the University.

Revocation or termination of the license agreement will trigger eviction proceedings. The eviction process begins once a 3-day notice is served on the licensee. The day the notice is served does not count toward the calculation of the 3 days, but weekends and holidays do count. The last day of the notice must be a regular business day. The 3-day eviction notice will contain instructions on what the licensee must do within 3 days to avoid the filing of an unlawful detainer lawsuit against the licensee.

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 has ceased paying rent, and the licensee has vacated the unit (either voluntarily or as a result of eviction proceedings), 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.

10. 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.

11. 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:
 1. Making arrangements with the Housing Services Office to have the unit inspected on the day of departure during University working hours.
 2. 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 CIN Campus Identification Number 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. Licensee 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 of licensee remaining on the premises after abandonment, termination, eviction or revocation of this license may be removed and placed in storage (California Civil Code 2080.9). After 90 days, the University may, at its discretion, permanently discard unclaimed items. Licensee releases the University from any liability for any damages or loss to property disposed of in the manner described above.
- C. Improper Checkout Charges - Failure to follow appropriate vacating procedures may result in an improper checkout charge of \$50. The charges will be levied against your security deposit. Amounts in excess of the security deposit will be applied to the student's account.

COMMUNITY STANDARDS/POLICIES

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, conduct themselves within acceptable and reasonable standards of good behavior, and 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 that 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.

In addition, violations of University policy as outlined in CSU Standards for Student Conduct (Section 41301 of Title 5 of the California Code of Regulations) will be forwarded to the University Judicial Affairs Officer for additional disciplinary investigation. If violations are substantiated possible sanctions may include, but are not limited to Disciplinary Probation, Suspension or Expulsion from the University. Copies of the Standards of Student Conduct and CSU Student Conduct Procedures (Executive Order 1043) are available in Student Affairs, Room 117 or on the Judicial Affairs Office web page, www.calstatela.edu/univ/stuaffrs/jao/

All residents, guests and visitors 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.

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 that has a double lock, front door and windows in the common area spaces are locked and secured prior to leaving the apartment. Apartment doors are NOT to be left unlocked to accommodate residents who lose keys, do not 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 licensees and their guests only. No one may sleep overnight in public areas. The Housing Services Office must approve organized functions in public areas in advance.
- 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. 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). For more information visit: www.calstatela.edu/univ/admfin/procedures/019.pdf
- C. Residents found in violation will be required to dispose of alcohol at the incident.
- D. Alcohol container collections/decoration and/or bottle cap collections/decoration are not allowed, and are to be removed as trash. Failure to comply can result in disciplinary action.
- E. Alcohol is not permitted in the First Year Housing areas.
- F. Possession of visible containers, opened or closed, (e.g. cups, cans, bottles, cases/boxes, on which alcoholic beverage insignia appear) anywhere within or on grounds immediately adjacent to the Housing Services facilities except in an assigned student room when the door is closed and the alcoholic beverage cannot be detected from outside the room/suite, is prohibited. If alcohol possession or consumption can be detected from outside the room/suite, it is considered public, visible and in violation of this policy.
- G. Possession of bulk alcoholic beverages, that is, amounts for storage or use that is excessive under the circumstances for personal use is prohibited. Devices used or intended for the rapid consumption of alcoholic beverages are prohibited. Kegs, cases of beer, and other beverages with an equivalent amount of alcoholic content in any form of container are considered bulk alcohol.
- H. Violation of any other regulation while under the influence of alcohol is considered an additional infraction of Housing Services Regulations.
- I. Inability to exercise care for one's own safety, the safety of others or the safety of property owned by the university or residents due in whole or in part to being under the influence of alcohol is considered an infraction of Housing Services Regulations.
- J. Providing, selling, or causing to be sold any alcoholic beverage to any other person is prohibited.

- K. If alcohol is present, the hosting of an apartment gathering (e.g. party, celebration) where there are more than 8 people in a 2 bedroom and 16 people in a 4 bedroom is prohibited (refer to the guest policy 16.A). Hosting of multiple apartment gatherings, that is, an activity taking place primarily for the consumption of alcoholic beverages where people move from one apartment to another is prohibited. This regulation applies even if all apartments involved are within allowable guest limits.

3. APARTMENT TRANSFER

Weeks 2 and 3 are an open transfer period in Fall, Winter, Spring and Summer quarter. Spring will be open contingent upon potential need and may vary year to year. However, outside of the open transfer period, each request will be decided on a case by case basis. Students will only be granted one transfer per year.

Open Transfer Process

Step 1: Fill out a Room Transfer Request.

- Pick up and fill out a "Room Transfer Request" at the Housing Services office.

Step 2: Assignment Coordinator contacts the student.

- The Assignment Coordinator will contact you with your new apartment assignment when space is available.

Emergency Transfer Process

Step 1: Make an appointment with your Resident Director.

- You can schedule the meeting at the CIC or the Main Housing Office. A helpful staff person will make an appointment for you right there!

Step 2: Attend meeting with your RD

- Be prepared to share details for the reason you are requesting a transfer.
- The RD will not grant a transfer unless the situation is an emergency (if it is not an emergency situation, you will be required to wait until the next open transfer period).

Step 3: Transfer decision determined by RD

- A determination will be made in the meeting.
- Granting a transfer is always dependent on available space.

Step 4: Notification to Student

- The Assignments Coordinator will contact you regarding your new apartment and the physical transfer process.
- The Assignments Coordinator will prepare a space, depending on availability, within 48 hours.

4. BICYCLES AND MOTOR VEHICLES

- A. Bicycles are not to obstruct or be parked in public passageways, walkways or in the Community Center. Bicycles are not to be locked to or attached to any gate, pole, tree, or other Housing Services equipment.
- B. Riding of bicycles on all campus walkways shall be prohibited pursuant to Section 21113(f) of the California Vehicle Code.
- C. Mopeds, motorcycles, motor scooters, or similar motor-driven vehicles cannot be taken into apartment 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 staff will remove motor-driven vehicles from buildings without notice. Mopeds, as defined in the California Vehicle Code, shall be regarded as motor vehicles. Electric scooters used for the purpose of a disability-related need are allowed.
- D. 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 University Police or Parking Enforcement officers, will not be allowed in the residential parking lot more than two weeks irrespective of permits or registration.
- E. All vehicles shall conform to and abide with University rules and regulations relating to vehicles.

5. 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 that have been caused by the actions of the licensees or their guests. In the event that your apartment fails the Mid-Term Inspection for cleanliness, a Housing Services staff member will conduct a series of future inspections until the next scheduled MTI. The apartment should have a cleaning schedule on file with the RA.

- 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. Failure to comply with cleaning standards will result in cleaning charges to residents' accounts.

6. COMPLICITY

- A. An individual is **complicit** in a policy violation if he/she is aware of its occurrence and has the ability to report the violation, but fails to do so.
- B. 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.
- C. Students are responsible for reporting any/all observed policy violations and/or breaches of state law.
- D. Students should not passively remain in the presence of such violations.

7. 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.

8. 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.

9. DRUGS AND DRUG PARAPHERNALIA

- A. Unlawful manufacture, distribution, dispensing, possession, use, or sale of, or the attempted manufacture, distribution, dispensing, or sale of controlled substances, identified in federal or state law or regulations is prohibited.
- B. Possession or use of drug-related paraphernalia is prohibited, which includes medical marijuana.
- C. Violation of any other regulation while under the influence of a controlled substance is considered an additional infraction of Housing Services Regulations.
- D. Inability to exercise care for one's own safety, the safety of others or the safety of property owned by the university or residents due in whole or in part to being under the influence of a controlled substance is considered an infraction of Housing Services Regulations.

10. 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 mailroom area without permission of University or Housing Services staff is prohibited. Referral to University Police for criminal/legal action may also be a consequence for failing to comply with the evacuation policy.

11. EXTENSION CORDS

Multi-tap adapters, "cube caps," and similar devices are not allowed. These items create potential fire hazards and may result in damage to radios, stereos, televisions and other electronic equipment. 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.

12. FACILITIES USE

- A. Tampering with or removing drapes, blinds, windows, or window screens from any part of the building is prohibited. The Director of Housing Services should approve additional window treatments.
- B. Window painting is not allowed. Decorating windows with the following items including but not limited to: tape paint, soap, shaving crème is prohibited. Affixing or adhering any object to the window or window fixture is prohibited.
- C. Students are not permitted to climb in or out of apartment windows.
- D. Unauthorized presence on rooftops, outside ledges, other resident's rooms or apartments, or areas marked as restricted within the Housing Services community is prohibited. Unauthorized entrance into and presence in construction sites in the vicinity of the Housing Services community is prohibited.
- 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.

13. FAILURE TO COMPLY

- A. Residents and their guests are required to comply with university 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, documents, records or identification to university staff is prohibited.

14. FALSIFICATION

Falsifying, forging, altering or misusing University documents, records or identification is prohibited. Providing false information is also prohibited.

15. FIRE SAFETY

- A. Licensees shall take due care to prevent fires. Flammable materials shall not be used or stored on the premises. These items include, but are not limited to candles, incense, fireworks, lighter fluid, propane or other gas cylinders, etc.
- B. Residents shall not leave cooking appliances unattended (i.e. stove, rice cooker, and crock-pots).
- C. Bar-B-Q grills are 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.
- D. Tampering with the fire alarm system or firefighting equipment is strictly prohibited. Violators of this policy may be subject to fines.
- E. 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.
- F. Fire extinguishers should remain on the provided hook when not in use.
- G. Decorations that are flammable or fire hazards (including candles and incense -see Fire Safety) are prohibited.

- H. "Live cut" trees (such as Christmas Trees) or other combustible decorations are prohibited in the residential facilities.
- I. Any permissible holiday decorations in the apartments must be made of fireproof materials and be UL (Underwriters Laboratory) List-approved for the intended use.

16. FURNISHINGS

- A. Removal of CSULA Housing provided furniture from the room or unit, or storage in outdoor storage closet is prohibited. Licensee is responsible for the care of, and is liable for any damage to, Housing Services furniture or equipment. Licensee understands that his/her student account will be charged for any damage, loss, or necessary cleaning caused by licensees or guests.
- 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. Furniture may not be stacked, assembled atop bricks, bookcases, or other structures not originally designed to support it.
- E. No additional furniture or equipment is allowed in the unit or on the balcony/patio without the written permission of the Associate Director of Housing Services. Any approved request for furniture/appliances must comply with policies including, but not limited to, invaded space and fire safety standards. Additional furnishings (including, but not limited to: couches, loungers, loveseats, sofas, beds, tables, desks, papasan and/or beanbag chairs, mattresses, chairs, game tables, dart boards, exercise equipment, large bookshelves, large entertainment centers, kitchen carts, etc.) are prohibited. Prior approval by the Associate Director of Housing Services must be obtained for additional small furnishings (limited to: bookshelves, TV stands, nightstands and desk chairs.) If requesting a bed for medical purposes, please submit a copy of your accommodation request from the Office for Students with Disabilities (OSD).
- F. Upon your departure from the complex, it is the student's responsibility to remove their furniture/appliances. Any expenses created by Housing Services' removal of such items will result in those expenses being applied to the student's account.
- G. Residents or their guests/visitors are prohibited from placing furniture, equipment, appliances, or fixtures into the trash receptacles or bins located throughout the housing complex. Residents are responsible for the appropriate removal and disposal of all personal items. A charge will be assessed to a resident's account for any item found in the trash receptacles or bins that was not properly disposed of and can be traced back to a specific resident.
- H. Refrigerator/freezer greater than 4.0 cubic feet, in-line water purification systems, lofts, electrical appliances used for heating or preparation of food (portable stoves, hot plates, etc.), portable dishwashers, halogen lamps, waterbeds and washer or dryers are prohibited. Refrigerator/Freezer can ONLY be placed in the storage room of the Phase II apartments and not allowed in Phase I.

17. GAMBLING

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

18. GUESTS AND VISITORS

- A. No more than eight (8) people, including licensees, are allowed in a two-bedroom apartment/patio at any given time. No more than sixteen (16) people, including licensees, are allowed in a four-bedroom apartment/patio at any given time.
- B. 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).
- C. 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, University Police will be called for assistance.
- D. Residents have the basic right to privacy in their assigned room. It is the responsibility of the Licensee who plans to have a guest/visitor to inform his/her roommates of the guest prior to the guest arrival, and to gain approval from the Housing Services Office for a guest. Guests are not allowed in apartments between the hours of 2 am - 9 am unless they are registered and approved in advance.

- E. Guest Registration Information - Licensees shall secure approval from the Housing Services Office before permitting any guests to make overnight use of any Housing facility such as, but not limited to, sleeping or shower facilities, or other facilities generally made available only to licensees (Article 5, Section 42005 of Title 5, California Code of Regulations). Failure by Licensee to secure approval for overnight guests shall be grounds for disciplinary action (Article 5, Section 42013 of Title 5, California Code of Regulations) including being charged the daily rate (currently \$21.83) for each day that a non-approved guest resides in Licensee's apartment. A Licensee may have no more than two approved guests and each guest must be of the same gender as the Licensee. The length of stay for any guest cannot exceed three consecutive nights; and a Licensee may not have guests for more than 6 days in a calendar month.
- F. Guest Registration Process - The form is available in the Housing Service Office or on the Housing Services website, and should be submitted no later than 7 days in advance of guest arrival. Resident must provide contact information, name of guest, length of stay and confirmation resident has informed roommates and received approval for guests. Housing Services will review and approve or deny request via resident mailbox.

19. IDENTIFICATION

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

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

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

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 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. 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. Licensees understand that their student account will be charged for any damage, loss, or necessary cleaning caused by the licensee 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. Exterior apartment door decorations using adhesives or attachments such as stickers, graffiti, message boards, signs and tape are not allowed.
- E. 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 objects 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.
- F. Do not remove thermostat cover in the apartments.

- G. 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 clotheslines 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.
- H. 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.
- I. No engine or automobile work may be performed on the premises, including the parking lots.
- J. 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. All apartment trash needs to be properly disposed of in a large dumpster. There are nine locations throughout the Housing complex.
- K. Recycling materials should be labeled with individual(s) names, meet cleanliness standards and be removed regularly.
- L. Students are responsible for reporting safety, maintenance, or cleanliness issues.

23. 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 (Westside) and (Building 4) have a 24-hour quiet policy. Designated quiet hours for all other areas are:
 - C. Sunday - Thursday 10:00 pm - 8:00 am
 - D. Friday and Saturday 12:00 am - 8:00 am
- E. Although there are set quiet hours, residents are expected to be courteous of their noise level at all times.
- F. During Final Exams, a 24-hour quiet policy is in effect beginning on the Friday before Finals Week through the end of the last day of finals.

24. OBSCENE MATTER

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.

25. 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 may be made for "Service Animals." An accommodation for a service animal must be registered and authorized by the Office for Students with Disabilities at www.calstatela.edu/univ/osd/. The American Disabilities Act (ADA) defines a "service animal" 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." A "service animal" is a working animal and not a pet. Submission of proof of training and/or certification that the animal is trained as a "service animal" as defined by the ADA is required. Please allow a minimum of two weeks for review of documentation. If approved, Housing Services will provide additional information and expectations.

26. 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.

27. SMOKING

- A. As outlined in the California State University Los Angeles Administrative Procedures Manual 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. Smoking is prohibited within twenty-five (25) feet of an outside entrance to a building, building opening (window, door, etc.) or mechanical ventilation system air-intake.
- B. 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.
- C. Hookahs are prohibited in the Housing complex.

28. SOLICITING/POSTING

- A. No person, group, or business entity has the right to solicit for personal gain within, on, or around the Housing Services community.
- 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.
- C. Advertising or selling of products or services is prohibited in or around public areas of Housing Services facilities unless it is part of a Housing Services sponsored event. Advertising and promotion of non-university goods, services or organizations is allowed in Housing Services facilities only with approval from the Office of Residential Life or as part of a Housing Services sponsored event.

29. 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 at (323)343-3700 and Housing Services staff. Unauthorized use of food, internet services, phone services, or personal property will be considered theft and 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 and eviction.

30. TRASH REMOVAL

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.

31. UTILITIES

- A. 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.
- B. In the event of an emergency, residents are expected to use available utilities (gas, electricity, water) in quantities to sustain basic living needs. Excessive use of utilities is prohibited.

32. VIOLENCE, HARASSMENT AND ASSAULT

- A. Behavior or expression that 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 and eviction.

33. 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 tasers is also prohibited. Additionally, the use of mace and pepper spray is also prohibited. The University prohibits deadly weapons, ammunition, knives, fireworks, explosives, and dangerous chemicals. Plastic guns or weapons that could be interpreted as actual weapons are not allowed. Individuals found in violation can be subject to action up to, and including, termination and eviction.

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 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.

RESIDENTS' RIGHTS

Residents may expect the following:

1. To have knowledge of all alleged violations and have the alleged violations explained clearly and fully at every level of the student conduct process. The alleged violation will be noted via a Notice to Appear letter.
2. To be informed of all submitted written statements concerning the allegations. This information is conveyed at the disciplinary meeting.
3. To have an opportunity to give their side of the story and refute statements made by witnesses, including submitting an Incident Report. This opportunity is provided at the disciplinary meeting. This information can be shared either before or after the disciplinary meeting.
4. To submit names of pertinent witnesses and other relevant supporting documents for review.
5. To have a fair and prompt disciplinary meeting. This notification will be in the form of a Notice to Appear letter.
6. To be notified promptly of the results of the disciplinary meeting. This will be in the form of a Decision letter.
7. To be advised of the appropriate appeal process, outlined in the Decision letter.
8. To potentially receive a copy of the Incident Report. Requests for Incident Reports should be made 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

In the case of most license agreement violations, the Resident Director, or designee will handle the disciplinary procedures. The resident will receive a Notice to Appear for a disciplinary hearing via their mailbox. The letter will include specific information as to the alleged policy violation; date 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. If the resident fails to meet with the Resident Director or designee by the above date, a decision/sanction regarding the resident's involvement may be made based on the available information without the benefit of his/her input as stated in the Student Guide.

CONDUCT MEETING

During the disciplinary meeting, the resident will have an opportunity to hear and respond to the allegations. If the resident admits to the policy violation, the Resident Director or designee will issue a sanction. If a resident denies responsibility for an alleged policy violation, the Resident Director or designee must make a decision based on the information currently available. If the resident is found to be responsible, the Resident Director or designee will issue a sanction. The sanction issued by the Resident Director or designee may not include license termination or revocation, eviction, student suspension, and/or student dismissal; those sanctions will require referral of the matter to the California State University Office of General Counsel for further investigation and handling before issuance to the Licensee.

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 Decision 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, and the basis for the appeal. Appeals may be based on:

- Procedural error
- Clear abuse of the discretion of the Resident Director or designee, or
- Introduction of new evidence that 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.

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. Residents who are required to transfer need to complete their transfer within 48 hours of picking up the keys to their new apartment in order to avoid charges for a lock change and served a written notice that they will not be permitted to enter into a new License Agreement with the university.

DENIAL OF FUTURE UNIVERSITY HOUSING (NON-RENEWAL OF LICENSE AGREEMENT)

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.

RESIDENT LIVING AGREEMENT

The Office of Housing Services provides the resident living agreement to ensure the quality of living within a residence coincides with the expectations of the residents who live there. This document is designed to provide its users the opportunity to establish some guidelines related to the details of their living arrangements.

Here are some basic guidelines for developing your agreement:

1. Schedule a time to talk and be sensitive to each other schedule
2. When discussing the agreement use “I statements” such as “I feel frustrated when you leave your dirty dishes in the sink”. Be very specific about the actions you dislike and how they affect you. Avoid accusations.
3. This agreement should be a group effort with everyone’s input being considered.
4. If additional writing space is necessary, there is an additional items and concerns section.
5. If you have any questions or difficulties in making compromises, please contact your RA.
6. Your RA will make a copy of the original.
7. Review the agreement regularly, especially with new roommates.
8. Post a copy on your trash closet cabinet door and provide the original to your RA.

HOUSING POLICY

Many of the discussions you will be having are in regards to topics for which Housing Services already has policies. We encourage you to review the Housing Services Student Guide and confirm that your agreements comply with the housing policies already in place.

CLEANING SCHEDULE

In addition to the Resident Living Agreement attached is a blank cleaning schedule. The cleaning schedule is one of the most vital pieces to this agreement as most roommate conflicts occur because of cleaning issues. If you do not complete and submit a cleaning schedule, your RA will complete it for you and you will be expected to adhere to it. Residents are expected to maintain the community environment and are responsible for cleaning.

Copies are available from your RA or at the Housing Services Office.

WHAT IS CLEANING?

The following list is an example of expectations apartments may use in establishing their cleaning schedule.

Living Room

| | |
|--|--------------|
| Furniture arranged properly | Empty Trash |
| Limited amount of personal items (clothes, books, etc) | Clean Tables |
| Vacuum | |

Dining Room

Furniture arranged properly
 Limited amount of personal items (clothes, books, dishes etc)
 Vacuum

Clean Table

Patio

No accumulated trash outside
 Sweep outside

No Housing furniture

Kitchen

Dishes washed*
 Microwave clean
 Trash emptied
 Counters wiped down and free from food items
 Mop

Oven clean
 Dishwasher clean
 Sweep

Storage Room

Personal items labeled
 Sweep / Mop

Neatly organized

Bathroom

Clean tub/shower
 Sweep / mop floor
 Clean mirrors

Clean toilet bowl
 Clean counters
 Empty trash

Bedroom

Clean up

Empty trash

Variations

Residents in apartment jointly purchase cleaning supplies (sponges, cleaners, broom)

Residents purchase own cleaning items

Trash from kitchen and bathroom should be emptied a few times a week.

*Are residents responsible for washing their own dishes? How long can they sit on the counter before it is expected dishes will be washed?

2011-2012 ACADEMIC YEAR CALENDAR

| | FALL 2011 | WINTER 2012 | SPRING 2012 | SUMMER 2012 |
|---------------|-----------------|--------------------|-------------|-------------|
| Move in | Sept 17, 19, 20 | Jan 5 | March 29 | June 21 |
| Classes begin | Sept 22 | Jan 9 | April 2 | June 25 |
| Finals week | Dec 5 – 10 | March 19-24 | June 11-16 | Sept 4 - 8 |
| Quarter break | Dec 11 – Jan 8 | March 25 – April 1 | June 17-24 | Sept 9 - 19 |

**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.

Holidays and Campus Closures

- Labor Day - September 5, 2011
- Veterans Day - November 11, 2011
- Thanksgiving - November 24-26, 2011
- Winter Holidays - December 19-26, 2011
- New Year's Day Observed- January 2, 2012
- Martin Luther King - January 16, 2012
- Cesar Chavez Day Observed - March 30, 2012
- Memorial Day - May 28, 2012
- Independence Day - July 4, 2012
- Labor Day - September 3, 2012

APARTMENT MAINTENANCE DO'S AND DON'TS

1. DISHWASHER

- A. Do use only dishwasher soap, not any other kind of soap in your dishwasher. Using other soap will cause flooding in your apartment.
- B. Do rinse the food off your dirty dishes before you put them in the dishwasher. Large amounts of food can damage the machine and will lower the quality of the finished dishes.
- C. Do put only "Dishwasher Safe" items in the dishwasher. If you are not sure, do not risk damage to the item or the dishwasher unit. Wash those items by hand.

2. GARBAGE DISPOSAL AND KITCHEN SINK

- A. Do not put any oil or oil compounds down the drain. Oil will damage your plumbing and may cause flooding. Place used cooking oil in an old jar or plastic container. Dispose of it in a trash dumpster.
- B. Do not put large amounts of vegetable or fruit peelings in the garbage disposal. It will damage the plumbing and cause flooding in your apartment.
- C. Do run your garbage disposal only when the water is on. It keeps waste moving out of your apartment.
- D. Do not put anything hard like bones or metal objects in the garbage disposal.
- E. You can put liquid dish soap down the drain before you go to sleep at night or small, thin slices of lemon that have been peeled.
- F. Do not try to repair a clog yourself. Fill out a Work Order instead.

3. MICROWAVE OVEN

- A. Do not ever put anything metal or metallic in the microwave, like foil, teabags with staples attached, ceramics, paper goods and pots.
- B. Do not run the microwave when there is nothing inside. This will damage the unit.
- C. Do clean your microwave often.

4. TOILET

- A. Do borrow a plunger to use on the toilet if it is clogged.
- B. Do not flush anything that is not supposed to be flushed. Everything else should go in the garbage.
- C. If your toilet overflows, either it is 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 from the CIC, and see if you can get it unblocked. If you do not 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

Here are some common acronyms that you are likely to hear around Housing, and what they mean:

- 1. **ASI** - Associated Students Incorporated: CSULA student government

2. **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. Return the ACR to the Housing Service Office (only if you noted discrepancies within 48 hours).
3. **CIC** - Community Information Center
4. **RA** - Resident Advisor: Student staff member who provides peer counseling and advice, mediates roommate conflicts, programming, and enforces Housing Services policies.
5. **RD** - Resident Director: Full time professional staff who supervises the RAs, provides counseling and advice, mediates roommate conflicts, coordinates programs, and hears conduct cases for residents.
6. **RHA** - Residence Hall Association: the student government for Housing. They meet to discuss important issues in Housing, plan events, 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

1. Once I have 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, you may be required to relocate apartments during the summer because of our consolidation period. Consolidating residents is done so that we may prepare for summer conference groups that utilize the Housing Services complex.

2. How do I request a single?

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.

3. 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 be picked up at the Housing Services Office). You need to give the Housing Services Office a 30-day advance notice from the day you submit your request. Your request will be reviewed and a determination will be made as to whether or not your exception(s) will be granted. If you are approved to move out, you will be charged rent 30 days from the day you submit your request or until you return your keys, whichever is later.

4. How do I request to transfer to another apartment?

If you are unable to resolve the conflict with your roommate and want to request a transfer, please stop by the Housing Services Office to fill out a Transfer Request Form. Your request will be reviewed by your Resident Director, or designee, who may need to meet with you regarding your situation. Weeks 2 and 3 are an open transfer period in Fall, Winter, Spring and Summer quarter. Spring will be open contingent upon potential need and may vary year to year. The Assignments Coordinator will contact you with your new apartment assignment when space is available. However, outside of the open transfer period each request will be decided on a case by case basis. You will need to schedule an appointment with your RD to share details for the reason you are requesting a transfer. In most cases the RD will provide assistance to resolve your current housing status before considering a transfer. The RD will only approve a transfer if the situation is an emergency. Students will only be granted one transfer per year. Not all transfer requests can be accommodated. Failure to complete the transfer within 48 hours is a policy violation and may result in a lock service change to your student account.

5. If I am paying for a double space but I have not been assigned a roommate, is the entire room mine?

Residents move in and out of the Housing complex year-round and there may be times when you do not have a roommate. Housing Services makes every effort to inform you in advance when you have been assigned a roommate. Occasionally, however, there are circumstances that make this notification impossible. Therefore, if you are not paying for a single space, you are required to keep half of your room clear and clean so that a roommate can move in at any time. You and your housemates should also keep enough space available in the common areas (like the bathroom, kitchen, and living room) for a new housemate to move in if there is an empty space in your apartment. Failure to do this constitutes violation of the "Invaded Space" policy listed in the Housing Services Violations section of this handbook, and may result in additional charges and disciplinary action.

6. How can I get things in my apartment fixed?

If your apartment is in need of repair or service, submit a Work Order by logging on to the Housing Portal online (housing.calstatela.edu/StarRezPortal/) using your NIS account. An individual work order should be filled out for each request.

7. Am I responsible for damages to my apartment?

When you move into your apartment, you, your roommate and housemates are responsible for reviewing the Apartment Condition Report (ACR). The ACR will provide a detailed report of the condition of your apartment prior to your arrival. A copy of your ACR was provided to you at check-in. If you feel the ACR does not accurately reflect the condition of your apartment then make changes on your copy and return it to the Housing Services Office.

When you check out, the original ACR, and any amended copy that you have provided, will be compared to the condition of your apartment after you moved out. If there are any damages, including missing furniture or lack of cleanliness, a charge will be assessed. The charges will be billed to the responsible party if that information is available. In the event that we cannot determine who is responsible, the entire apartment will be billed equally.

It is very important to report damages immediately as they occur in order to determine responsibility and bill the appropriate party. Throughout the year, Housing Services staff will conduct regular apartment inspections to assist in the assessment of potential damages.

OFF-CAMPUS LOCAL SERVICES (NOT AFFILIATED WITH THE UNIVERSITY)

- Emergency 911
- ACT-Alhambra Community Transit 626-289-1220
- Alhambra Community Hospital 626-570-1606
- Time Warner Cable 888-892-2253
- AT&T Telephone Service 800-310-2355
- Citibank 626-286-2107
- Fiesta Cab 800-592-1895
- Laundry Machines Web 800-DIAL-WEB
- LAX (Los Angeles Airport) 310-646-5252
- LA Fire Department 213-384-3131
- PCA (General Local Shuttle) 323-359-4442
- Prime Time Shuttle 800-262-7433
- SuperShuttle (General Information) 323-775-6600
- US Post Office 323-225-3624
- USC County Medical Center 323-226-2622
- White Memorial Hospital 323-268-5000

PROJECT SAFE has provided the following information

Violence Against Women and Men 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 emailing 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 is not 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 cannot 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, and 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, alcohol or 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 is your fault if he or she hits you, and then promises it would not happen again (but it does)? Put you down in public? Force you to have sex when you do not 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 - Building 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.

HOUSING EVACUATION SITE

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

