

## **DIRECTOR'S WELCOME**

September, 2006

I am absolutely delighted that you have chosen to live in Student Housing at California State University, Northridge during the 2006-2007 academic year!

By electing to go to college, you've chosen to strive to REALIZE YOUR POTENTIAL, to grow and develop as a person, expand your horizons, broaden your perspective, challenge your biases and prejudices, learn more about yourself and others, and become more independent and confident. You have an opportunity to learn at California State University, Northridge so you can make a contribution to your society, your family, your neighborhood, and yourself.

I welcome you, wish you well, and stand ready to assist in any way I can as you begin a new and exciting chapter in your life.

Sincerely,

Tim Trevan

Director of Student Housing and Conference Services

## **DEPARTMENT DIRECTORY**

Pacific Willow Offices (Building 6)

### **Director and Director's Staff**

**Director of Student Housing and Conference Services (677-2160)**

**Tim Trevan**

**Interim Director for fall 2006**

**Melissa Giles**

Responsible for the overall development, planning, and administration of the Housing and Conference Services Program, including Residential Life, Business & Hospitality Services, Operations, and Residential Computing Resources.

**Associate Director for Administrative Services (677-2160)**

**Claire Davis**

Responsible for the Business & Hospitality Services operations of the department.

**Administrative Services Assistant**

**Brooke Yeager**

Primary support staff to the Director and Associate Director for Administrative Services.

**Associate Director for Residential Life (677-6116)**

**Melissa Giles**

**Interim Associate Directors for Residential Life for fall 2006**

**Crystal Becks and Mike O'Neal**

Responsible for the design and coordination of student learning goals, outcomes, and interventions. Also responsible for the supervision of the Community Coordinators and the Residential Life Assistant.

**Associate Director of Operations (677-2234)**

**TBD**

Responsible for Maintenance, Custodial and Grounds Departments for Student Housing. Oversees projects and contractors, ensures the safety and building codes are maintained for the welfare of the student and professional staff population.

**Business Services (677-2160)**

Monday – Thursday, 8:00 a.m. – 7:00 p.m.; Friday, 8:00 a.m.—5:00 p.m.

**Manager of Business Services - TBD**

Responsible for processing the paperwork associated with depositing initial payments, cancellations, refunds, and security deposits.

**Contracts and Allocations Coordinator – Bertha Peralta**

Coordinates the application pool: receives, reviews, and accepts applications; maintains application files, and answers inquiries regarding status of applicant.

**Business Services Assistant - Margaret Gonzalez**

Processes student billing and answers billing questions.

**Mail Services Supervisor - Karen Goggin**

Manages the Residential Mail Services Office

**Front Office Supervisor – Marlyn Smith**

Manages the Front Housing Office

**Front Office Receptionist - Corvin Courtney**

Professional Receptionist for the Front Housing Office

**Contract Compliance Assistant – TBD**

Works to ensure housing contract eligibility, coordinates housing contract release appeals board, and monitors rent collections.

**Conference and Hospitality Services**

Monday – Friday, 8:00 a.m. – 5:00 p.m.

**Manager of Conference & Hospitality Services (677-2160)**

**TBD**

Responsible for management of the University Conference Services operations and supervises the operation of the Guest Housing Program.

**Coordinator of Special Events and Hospitality (677-2160)**

**Marcia Beamish**

Coordinates and oversees the Guest Housing Program, departmental special events, facility usage needs for filming crews, and assists with University Conference Services.

**Maintenance, Custodial, and Grounds Services**

**Heather Hall Offices (Building 13)**

**Maintenance Supervisor for Operations (677-2234)**

**Steve Reeves**

Supervises Maintenance employees, responsible for general maintenance upkeep throughout student housing (i.e. painting, replacing door locks, clean air conditioning filters, etc.).

**Manager of Custodial and Grounds Services (677-3606)****Sharlene Chacon**

Supervises all Custodial and Grounds employees, responsible for general custodial and grounds upkeep throughout student housing.

**Custodial Services Lead (677-3606)****Marilyn Brown**

Supervises Custodial personnel, the cleanliness of the buildings including the classrooms, computer labs, common areas.

**Grounds Services Lead (677-2307)****David Gonzalez**

Supervises Grounds personnel, schedules and assigns projects, maintenance of trees, shrubs, lawns, walks, signs, trash containers, swimming pools, etc.

**Residential Computing Resources (RCR)****RCR Help Desk (677-6114)****Keith Blaine**

Coordinator of Information Systems

**Karl DeAngelo**

Information Systems Analyst

**Financial Services Office****Financial Operations Analyst – Scott Tsunoda (677-6150)**

Works with the departmental budget, payroll, and human resources

**Residential Life Office**

Monday – Friday, 8:00 a.m. – 5:00 p.m.

**Residential Life Assistant (677-6116)****Toni Aho**

Responsible for the daily operation of the Residential Life office.

**Sign Language Interpreters (677-6112)****Maren Jensen****Community Coordinator for Student and Staff Development (677-6116)****Crystal Becks**

Responsible for the coordination of the daily operation of the Residential Access and Interpreting Services Program, development and selection of residential life staff, and advises the Residence Halls Association.

Supervises Community Directors for the University Village Apartments, Park North and Park South.

**Community Coordinator for Learning and Assessment (677-6116)****L. Mike O'Neal**

Responsible for the coordination of Living Learning Communities, and student learning outcomes assessment. Supervises Community Directors for Park West and Park South.

## **Community Directors**

The Community Directors supervise Resident Advisors, advise the Community Councils, facilitate Living Learning Community development, facilitate room changes, follow up on safety and security issues, and meet with students who have concerns that affect the development or maintenance of a desirable community.

### **Park North – Lissa Stapleton (677-6120)**

Woodruff (3), Pacific Willow (6), Torrey Pine (7), Bayberry (8)

### **Park East – Paras Davoodi (677-6119)**

Piñon (9), Valley Oak (10), Lupin (11), and Saguaro (12)

### **Park South – Darnell Edwards (677-6121)**

Heather (13), Rose Crown (14), Bougainvillea (15)

### **Park West – Jason Andrews (677-6118)**

Chanterelle (1), Carrageen (2), Burdock (4), Southernwood (5)

### **University Village Apartments— TBD (677-7781)**

## **COMMUNITY STANDARDS**

**Community Standards is a philosophy of residential living that empowers residents in their living experience at CSUN. Below is an introduction to how Community Standards work at CSUN.**

### **WHAT ARE COMMUNITY STANDARDS?**

Simply put, Community Standards is an on going process that allows the residents who share a community to define standards or rules for how they will treat each other and live together and how they will hold each other accountable if the Standards are violated.

While Community Standards can be seen as a product - a list of agreements and expectations, Community Standards is really a process by which students begin forming a healthy community through dialogue, compromise, and commitment. Community Standards evolve and therefore the process is never finished. Because Community Standards evolve, they should not be thought of as a task to be completed but as a means by which interactions occur.

An important aspect of Community Standards is discussing and deciding how students will hold themselves accountable for agreements and expectations. Discussing the issue of responsibility and accountability of each resident to every other resident can be difficult. This difficulty comes because many of students believe that someone else (i.e. a Residence Life staff member, Public Safety, etc.) is responsible for making sure that they get exactly what they want. Another way to think of this is that many of students also do not want to stand up for themselves. Equally difficult can be the thought of holding a peer to a standard.

### **WHY HAVE COMMUNITY STANDARDS?**

In Residence Life at CSUN we believe that you, college students, are maturing adults. This means that you are making choices and learning from the outcomes of your choices. The young adult years are perceived as years of freedom, experimentation, limit finding, and limit testing. If the experiences during these years are to lead to an increased ability to make mature judgments then you must have the opportunity to make decisions so that you can experience the result of those decisions. An important area of decision making for college students concerns lifestyle and personal conduct.

Traditional college-age people typically reject "rules" imposed from the "outside". They may reject authorities who appear to be trying to deny them their "freedom" or independence". At the very same time they may become angry with authorities who don't meet their needs at the time when they want their needs met. Community Standards provides a means by which your expectations of the authority to meet your needs are shifted to a recognition that the individual and the community must work together to create an environment that best meets every ones' needs. The authority (in this case, a Resident Advisor) becomes a person who helps this process to happen instead of someone who fixes things for you or someone who always punishes behavior that is not in line with expectations.

If every student lived in perfect isolation, he or she could conduct him or herself in any way. In reality, we exist within a tightly networked society. This means our behavior impacts other people, and in the same way, the behavior of other peoples impacts us. Because we are affected by one another's behavior, we tend to have expectations about what we consider okay for the other person to do. We may or may not realize that our behavior affects others or we may believe that everyone has the same expectations that we have. This last concept can extend to a point where we believe that everyone has the same expectations at the same time, i.e. if I want to listen to music now, everyone wants to listen to music now.

If we are to live together in reasonable harmony, we must have the opportunity to express our expectations of how we want to be affected by others. By discussing these expectations you hear the range of expectations and therefore have a harder time holding on to the belief that everyone does "X" or that everyone wants the same thing that you want. Out of an awareness of expectations, you and your peers can discuss your different expectations and come to agreement on ways that you can live with the differences or compromise around the differences. This process may not be easy because it requires many people to achieve new understandings and new behaviors quickly. One of these is the ability to consider another's point of view as being valid and thus needing to be taken into consideration in one's own point of view.

The context of learning that is created by the Community Standards

discussion can be a powerful tool to encourage student development and a healthy community. It can encourage students to build self-esteem through declaring themselves, through assertive interactions, and through the empowerment that comes from group agreement. By establishing Community Standards and shared responsibility, students are empowered to deal with problems before they occur.

### **WHAT ABOUT RESIDENCE LIFE AND UNIVERSITY POLICIES AND PROCEDURES?**

We still will have policies and procedures by which all residents must abide. They represent the basic safety and management issues necessary to assure reasonable quality-of-life for all residents. Primarily they establish minimum behavioral expectations and are in agreement with local, state, and federal laws. Community Standards do not replace these, nor may they be in violation of these. These policies and procedures are of such basic nature that they should not impede a Community's ability to create the standards they desire.

### **HOW ARE COMMUNITY STANDARDS DEVELOPED?**

Community Standards are developed through group discussion and consensus. Through this format each resident is afforded the opportunity to assert his/her point of view. An underlying tenet of this system is the belief that in order to have one's needs met, one must accept responsibility for participation in the system designed to negotiate one's needs. Through implementing the Community Standards model, we are providing the opportunity for you to learn that you are responsible for your experience, and that you are not simply passive recipients of your experience. Recognition of this concept can lead to personal empowerment.

### **FACILITIES AND SERVICES**

#### **Maintenance and Custodial Services**

Campus Housing is your home for the coming year, and we are happy to have you here. If there are necessary repairs or maintenance issues in your apartment or an unusual cleaning need, a problem with the outside sprinklers or grounds keeping, or you just need a new light bulb...

PLEASE PICK UP & **COMPLETELY** FILL OUT A  
SERVICE REQUEST FORM  
IN THE MAILROOM IN PIÑON HALL (9), THE UVA LAUNDRY ROOM,  
IN THE FRONT HOUSING OFFICE  
OR USE THE WEB ON-LINE SERVICE FORM AT  
<http://housing.csun.edu/maintenanceform.php>

Maintenance or Custodial staff members usually respond to these requests within 24 hours. Most repairs are FREE OF CHARGE providing vandalism was not the cause of the failure.

### **Trash Receptacles**

In an effort to maintain a clean and healthy living environment, please remove the trash from your apartment on a regular basis and deposit it in the large trash bins outside the building. Trash bins are located in gated areas near each building. We request that large amounts of trash not be deposited in the smaller waste cans located within the buildings. All food products must be thrown away in trash bins. Recycling bins for aluminum items, glass and newspaper are located near the same area as the trash bins outside of the buildings.

### **Parking**

In order to park in the residential parking lots, including the parking structure between the Satellite Student Union and Lupin Hall (11), you must purchase and display a Resident Parking Permit. The permit is valid in on-campus student lots and in the residential parking lots. General student permits are not valid in the residential parking lots. Vehicles without proper permits will be cited. Special permits are required for staff and disabled parking spaces. All parking services are run through our University Parking Services Department. Their website is located at <http://www-admn.csun.edu/parking/>. Village residents, in order to have gate access to your complex, you may pay a deposit for a remote which operates your gate arm. Those remotes are also available at Parking Services. The deposit is \$25.00 and can be paid in either cash or check. Unfortunately, this charge cannot be applied to your student account.

You may purchase a Resident Parking Permit through the parking services website. The address is [http://www-admn.csun.edu/ucs/stu\\_park.htm](http://www-admn.csun.edu/ucs/stu_park.htm). All vehicles parked in University parking areas require a displayed Parking Permit. University guests and visitors must purchase and display a Parking Permit to avoid citation as well.

Daily permits may be purchased through our Front Office located in Pacific Willow Hall (6), during our regular business hours. Permits currently cost \$4.00 per vehicle per day, and allow vehicles to park in the Residential Parking Lots and Student Lots on campus. There is also a permit dispenser in the G10 Parking Structure by Lupin Hall (11).

### **Personal Telephone Service**

Telephone service is provided by SBC. To connect telephone service, residents should visit the AT&T/SBC website located at:  
<http://att.sbc.com/gen/general?pid=1080&cdvn=landinglocalization&ltype=res>.

### **Cable Television Service**

See the special information bulletin.

### **Public Telephones**

Public pay telephones are located throughout the UPA complex, and can be used to dial 911 free of charge in the event of an emergency.

### **Recreational Facilities**

Three swimming pools are available for your enjoyment. They are located on the east and west ends of the complex in the UPA and next to the UVA Recreation Center in the UVA. Pool Hours are 10:00 a.m. – 10:00 p.m. daily. Guests must be accompanied by a resident. **Since there is no lifeguard on duty, you swim at your own risk.** Children are not allowed to swim without the presence of an adult who is responsible for their safety. For safety reasons, glass containers are not allowed in the pool areas. Basketball and sand volleyball courts are open for your use from 10:00 a.m. – 10:00 p.m. daily in the UPA. Some limited sports equipment is available to members of the Residence Halls Association (RHA) located in the RHA Townhouse attached to Piñon Hall (9).

### **Vending Machines**

Beverage machines are located in most buildings in the UPA. Malfunctions or money losses should be reported to the University Corporation by following the instructions posted on each machine. The University Corporation can also be reached at (818) 677-6583.

### **Laundry Facilities**

For your convenience, coin-operated washers and dryers are provided in each building in the UPA on the first floor and in the laundry room in the UVA (connected to the UVA Recreation Room). Malfunctions should be reported to the laundry company as indicated on the machines. There is an ATM machine and change machine in the Satellite Student Union.

Please remember that you are sharing these facilities with many residents. Do not leave your clothes unattended, and please remember to respect others' property.

### **Mail – Receiving it, Sending it and Picking it Up**

If you will be having mail sent to you while you are living in student housing, the address you will use is as follows:

#### If you are living in the UPA

Your Name  
Student Housing  
17950 Lassen St., (Box #)\*  
Northridge, CA 91325

#### If you are living in the UVA

Your name  
University Village Apartments  
17950 Lassen St., (Box #)\*  
Northridge, CA 91325

\*At check-in you will be issued a personal mailbox number and a key to that mailbox.

Mail for each building is picked up and delivered by our office, Monday through Friday. To pick up your mail in the UPA, go to the mailroom located adjacent to Piñon Hall (9). Outgoing mail slots are also located in the Piñon Hall mailroom. To pick up your mail in the UVA, go to the mailboxes attached to the Recreation Room. Outgoing mail slots are located here as well.

If you receive a package or oversized envelope that will not fit into your resident mailbox, you will receive a package slip in your mailbox. You may retrieve your package when you bring both the package slip and a photo I.D. (CSUN I.D. or driver's license) to the Front Housing Office.

For security reasons, only the person to whom the package is addressed, with appropriate I.D., may pick up the package.

### **Access Services for Persons with Disabilities**

If you require an accommodation for a disability (room accommodation, accommodation for a program or meeting, etc.), please contact our staff member in charge of Access Services at 818-677-6116 and we will be happy to assist you.

### **Residential Computing Resources (RCR)**

The Residential Computing Resources (RCR) program supports and enhances the academic pursuit of residents by making available access to informational resources on the Internet by way of their own personal computers and from within the computer labs.

University Village Apartment residents must contract with outside sources for internet access and support. Time Warner provides high speed cable internet access and ATT provides high speed DSL internet access.

You **MUST** have Windows XP w/SP2 or Mac OS X 10.3 (or better) to connect to the network. Windows 95/98/ME/2000 and Mac OS 9 are not supported. Both wired and wireless systems are available to access the network. The wired network is built using Ethernet standards. The wireless network utilizes "Wi-Fi" (IEEE 802.11b/g). Both networks provide high-speed connectivity to university information, resources, and Internet access.

### **Signing Up for High-Speed Internet Access**

If your computer has already been configured with a wireless device you can access the wireless network by joining the "CSUN" network. You may also use the Ethernet ports located in each apartment to connect to the campus network. If your computer requires configuration or installation of a network card, you can bring your computer to the Mail Services desk, located in the Main Housing Office, and RCR will configure it for you. Some services may require a charge. You will be notified prior to having a charge posted to your CSUN account. Do NOT bring a wireless access point. These devices disrupt the wireless

installation already provided. All network devices not installed by CSUN networking personal will be deactivated.

**Computer Systems Servicing:** Our Residential Computing Specialists can diagnose and fix most of your computer related dilemmas so you don't have to take your computer to a store to fix hardware and software problems. Extra fees may apply. You may drop off your computer for service at our mailroom located in the front housing office.

### **Computer Lab**

Our student housing computer lab is located in Pacific Willow Hall (6). Your room key gives you access to both the outside doors and the lab itself.

### **Our Rules for the Lab**

No food or drink is allowed.

Students engaged in school work have priority to use the computer.

Be courteous and aware of students studying or doing homework.

### **Guest Housing**

The University Guest Housing program offers hotel-style accommodations in the University Village Apartments. We offer accommodations at daily rates for short-term visits to the University. Each of our Guest Suites is a fully furnished one-bedroom apartment offering a full kitchen, complete set of bedroom linens, iron and ironing board as well as television, and weekly housekeeping services for stays of 7 days or longer. Each suite has a private bathroom, including towels, cups, and soap. In addition to the above amenities, kitchens have a full-sized refrigerator, stove range and microwave oven, cookware, silverware, and dishware. Guests also enjoy access to the following access to activities: swimming pools, basketball and volleyball courts, children's playground, and computer labs with Internet access.

Guests have access to the Satellite Student Union with dining at Geronimo's Dining Hall, free first-run movies in the SSU during the academic year, ATM and change machines, game room, snack bar, study rooms, computer lab, and big-screen TV.

Reservations can be made by calling, faxing, or e-mailing Guest Housing Services at the numbers below. The date(s) and the number of guests will be needed to make a reservation as well as major credit card information to guarantee the suite. If you wish to cancel reservations, you need to do so no later than 24 hours before the reservation date. Contact Claire Davis, Manager of Conference and Hospitality Services, at (818) 677-2160, fax 677-4888 or e-mail [claire.davis@csun.edu](mailto:claire.davis@csun.edu). Take advantage of this great opportunity when your family or friends come to visit!

## **ABOUT YOUR APARTMENT**

You and your roommates will be sharing an apartment for the 2006-2007 academic year. It would be a good idea to discuss with each other how you want to clean, share materials, and decorate/arrange the apartment so that you may live together comfortably. Your RA will have roommate agreements available for you and your roommates at check-in time. This a great tool to help guide you in the process of deciding how you will live in your individual apartment.

### **What's in my Apartment?**

#### *UPA*

All apartments are fully furnished with wall-to-wall carpeting and blinds. Each bedroom is furnished with enough beds, desks, and chairs to accommodate the number of people assigned to that room. There are also bookshelves and adequate closet space for every resident.

The living areas are furnished with couches or loveseats and/or sofa chairs that will provide seating for four adults, end tables, a lamp, and a dining room table with four chairs. Apartments without kitchens have an area equipped with space for studying, etc. Apartments with kitchens are equipped with a stove, oven, refrigerator, pantry, and ample cabinet space.

Bathrooms have a private shower room, private toilet room, and a double sink/counter area. This allows for multiple residents to use the bathroom facilities simultaneously with increased privacy.

#### *UVA*

There are both one and two bedroom apartments. They are all unfurnished. All apartments have wall-to-wall carpeting and blinds. There is adequate closet space. Apartments are also equipped with a stove, oven, refrigerator, pantry, and cabinet space. Bathrooms are standard.

### **Apartment Maintenance**

#### **Trash Disposal**

Grease, oil, or food stuffs should not be poured down any of the drains in your apartment. You should let the refuse cool, place it in a container, and remove it **ON A DAILY BASIS** with the rest of your trash. **Leftover food should not be flushed down the toilets.** The garbage should be thrown out with the other trash **ON A DAILY BASIS** to reduce the presence of ants and other rodents in the halls.

#### **Pest Control**

Keep your apartment clean and store food properly. Storing food properly means placing leftovers in containers with a cover, in plastic saran wrap, Ziploc bags, etc. This limits access for pests to find a place to live. *Chinese Chalk*, available at most Asian markets and some hardware stores, can help with pests such as ants and crickets. If you have pest problems, fill out a *Maintenance Request form*. However if you get ants you must clean the area thoroughly and purchase

ant spray at the grocery store and treat that area yourself. The university cannot provide chemicals or apply chemicals in your apartment. The university can provide however at no cost to the residents a professional exterminator for the treatment of other pests beyond the ants as mentioned. We are, however, based on state regulations limited in this regard as well.

### **Toilet Cleaning**

While the Department of Student Housing and Conference Services wants residents to clean their toilets regularly, certain types of cleaners will harm the toilet tanks. **Specifically, the toilet tank tablets** (these are large tablets that are put directly into the tank to release cleaners over time or that hang over OR the ones that hang over the bowl with a wire frame) **are prohibited**. They clog the drains in the tank and require maintenance to fix the toilet. If these items are used and found to have created a problem unfortunately, we will need to charge residents for those services provided.

### **Appliances**

Listed below are kitchen appliances that may **NOT** be used in apartments for safety reasons. Please note that **no more than a total of 3 appliances should be simultaneously plugged into the outlets in the kitchen**, or in apartments without kitchens, the area adjacent to the living room (where a kitchen would be). If more than 3 are plugged in, the circuit breaker may "pop" causing a loss of power to those outlets.

#### **NOT ALLOWED**

- Hotplates
- Deep Fat Fryers
- Electric Frying pans
- Space Heaters
- Halogen Lamps

### **Special Guidelines for Units without Kitchens**

Student Housing does not provide kitchen equipment for personal use in any apartment without a kitchen. This policy has been created to clearly define the parameters in which residents may utilize cookware in their apartments, as well as in the common area kitchens.

If students have kitchen equipment in their apartment they must ensure that the **electrical load does not exceed 15 amps per electric unit**. Any electrical problems caused by the use of kitchen equipment in the apartments will result in a service charge to the residents of that unit.

Cooking in apartments is allowed only as a supplement to the regular meal plan. Regardless of the type of food prepared, the apartment must be kept in a clean and sanitary condition at all times. Attempting to use bathroom sinks or toilets for a garbage disposal while attempting cook in your apartment will result in a pipe

clog which will result in charges. Failure to abide by these conditions will result in the loss of any privilege to prepare food in the apartment, and residents may be charged for clean up and/or pest control costs.

All residents living within a building with no kitchens may utilize common area kitchens (not available on every floor). Each individual using the common area kitchen will be held responsible for cleaning the area after each use, this includes throwing trash into the appropriate receptacle, and washing the area(s) used while cooking. Failure to abide by these conditions will result in the loss of privileges to prepare food in the apartment or the common area, and may be charged for clean up and/or pest control costs.

Listed below are kitchen appliances that may be used in apartments without kitchens. The outlet guidelines in that section also apply in non-kitchen apartments.

### **ALLOWED**

- Refrigerator (5 cubic feet/3 feet high)
- Microwave
- Toaster
- Toaster Oven
- Coffeepot
- Blender
- Rice Cooker/Steamer
- Crock Pot

### **Damages**

When you move in, you should fill out an Apartment Condition Report. Indicate on this form the condition of all areas of your apartment. Sign the statement and return it to your Resident Advisor. When you vacate your apartment it will be inspected and you will be billed for any missing items or damages beyond normal wear and tear. It is important that you write down everything that you've inspected in the apartment. You will **NOT** be billed for damages that were documented on the Apartment Condition Form. This is your proof that the damage was already there prior to your moving in. There is an appeal process if you feel that you were billed in error. Find out more at: <http://housing.csun.edu/>.

### **Doors**

Your apartment door is considered a part of your room. Mounting posters, signs, or other items on your door can invite vandalism and create fire hazards. The occupants of the apartment will be held responsible for damages to the door when the originators of the damage cannot be identified.

### **Walls & Ceilings**

Any method you use to attach something to the walls or ceilings may cause some damage, so carefully consider the potential damage before you proceed.

While neither sanctioning nor prohibiting attaching things to the walls or ceilings, we remind you that the cost of repairing and repainting damaged room walls or ceilings will be billed to the residents of that room or apartment.

## **SAFETY AND SECURITY**

**The Department of Student Housing and Conference Services knows that in order for our residents to succeed both personally and academically at CSUN, they must feel safe. Because of the importance of safety, the department provides facilities, services, and procedures to try to make the complex as safe as possible.**

### **Student Housing On-Call Duty System**

In the UPA, two Resident Advisors perform on-call duty for buildings 1-7 and two for buildings 8-15 Sunday through Wednesday. Thursday through Saturday there are three RAs on-call for each of the areas above. RAs will be on duty from:

7:00 p.m. – 8:00 a.m. Monday through Thursday

7:00 p.m. Friday through the following Monday morning at 8:00 a.m.

While on duty, the RAs on duty will walk the communities, visit with residents, look for security and maintenance concerns, and address policy violations. The rest of the time, they will be available in and around the buildings. Duty phone numbers are:

Buildings 1-7: (818) 402-9914

Buildings 8-15: (818) 402-9943

In the UVA, one Resident Advisor is on-call for the entire complex between the following hours:

7:00 p.m. – 8:00 a.m. Monday – Thursday

7:00 p.m. Friday through the following Monday morning at 8:00 a.m.

While on duty, the RA responds to emergencies, maintenance concerns, policy violations, and lock-outs.

The duty phone number is 818-402-9918.

A Community Director is also on duty each night to assist with both personal and facility emergencies as well as with disciplinary situations. The CD on duty will be contacted by the RA as the need arises. The CD's are professional live-on staff members. These staff members are full-time professionals who are trained to handle counseling, disciplinary, and crisis situations. A CD is on call 24 hours a day, 7 days a week, including holiday periods.

### **Matador Patrol Program**

The Matador Patrol program is a service provided by the Department of Public Safety. While the Matador Patrol staff members are not police officers, they are a division of the University Department of Public Safety and work closely with police officers and Residential Life Staff (including Resident Advisors and Community Directors).

The Matador Patrol assistants perform many duties aimed at creating a safe environment for our residents and their guests. The Matador Patrol patrols the grounds of on-campus housing. They provide walking campus escorts if you do not wish to walk alone at night. These officers also monitor drive-in gates to the UPA complex on Thursday, Friday and Saturday nights (see Restricted Access section).

Patrol, escorts, and gate monitoring occur :

9 p.m. – 1 a.m. on Monday through Wednesday  
(patrol & escorts ONLY)

9 p.m. – 2 a.m. on Thursday, Friday and Saturday  
(patrol, escorts, and gate monitoring)

More information about the Matador Patrol and Escort Program can be found at <http://www-admn.csun.edu/publicsafety/csa/>

### **Restricted Access**

Matador Patrol will control access to the UPA at Lindley Avenue and Zelzah Avenue entry points on Thursday, Friday and Saturday nights. All other walkways and driveways will be locked during this period of time. Be sure to move your vehicle out of any parking area that will be locked if you or your guests intend to use it during these times. These procedures were put in place to provide a higher level of security during busy times. Please be kind to and cooperate with the Matador Patrol staff in following the required safety procedures.

The UVA has a gate surrounding the property which is closed to the general public 24 hours per day, 7 days per week. Access to the gate is controlled by remote control devices which are available through Parking Services.

### **UPA Gate Access Procedures**

During the weekend (Thursday, Friday, and Saturday) on-campus housing residents will be granted access by showing their CSUN I.D. card and Resident sticker on their I.D.

Guests gain access through approval by a resident host in only 1 way:

If a visitor arrives for you, the Matador Patrol staff will telephone you in your apartment. You can then approve or deny the visitor access into the facility. You **MUST** be accessible by phone to grant them permission to allow your visitor into the on-campus housing area. Otherwise, the visitor will be turned away.

Gaining access onto the fenced on-campus housing property does not guarantee access to any particular building or room. Your visitor will arrive at your building and contact you through the intercom. You will need to meet your guest at the front door and escort your guest to your apartment. The maximum number of people allowed in any apartment, including the residents may not exceed 10. When a resident or guest drives into the facility, a current valid residential parking permit must be displayed in or on the vehicle. Those without permits will be directed to purchase a visitor parking permit or to public parking on the city streets.

### **Building Entry**

In an effort to maximize the security of the residential community, building entrances to all UPA buildings are locked. An electronic key card system has been installed on the apartment doors, lobby doors (UPA only), pool areas, and offices. At check in, you will be issued a key card that will open your apartment, building lobby doors/stairwell doors for your building (UPA only), the pool areas (during hours when the pool is open), and the computer lab.

### **Intercom System for the UPA**

The intercom system allows your guests to notify you that they are at the entrance of your building. To use the intercom, have your guests follow the directions listed below.

Guest will press the apartment # on the intercom panel at the main entrance of the building.

If you recognize the call and want the caller to visit, you must go down to the main entrance and let your guest into the building.

A resident host must accompany guests at all times while in the complex.

Unauthorized and unescorted guests will be asked to leave.

### **Lost Key Cards/Keys**

You are responsible for the key card and mailbox key issued to you. If your key card or your mail key is lost or stolen, immediately contact the front Housing Office (x2160) to obtain a new key card. The cost of a replacement key card is \$25.00. Please report lost or stolen cards promptly for the safety of your apartment mates, neighbors, and other community members.

### **Bedroom Locks in the UPA**

Our maintenance department will, at your request, place a lock on your bedroom door. There is a one-time charge of \$175.00 to install the lock and create keys.

We retain the sole authority to place locks in rooms because:

They become a permanent fixture of the room.

We reserve the right to maintain complete access to all areas within the facility for safety and maintenance purposes. See the Right of Entry Policy within this section for further information.

## **Insurance & Personal Property**

The University does not assume liability directly or indirectly for loss or damage to personal property by fire, theft, water, or any other cause except to the extent provided by the law. Renters insurance is strongly encouraged for residents. Additionally, the University is not responsible for personal property left behind by residents after their withdrawal, transfer, departure, suspension, or eviction from any room.

## **Fire Sprinklers in the UPA**

All units within the UPA complex are equipped with fire sprinklers. They are activated by only two things:

- 1.) Extreme heat in the immediate area, such as a fire would produce. The heat melts the red filament that signals the sprinklers to activate to extinguish the fire.
- 2.) Tampering with or accidentally bumping the sprinkler heads with enough force to break the red filament.

When sprinklers are activated, 60 gallons of water per minute are emptied until the system is reset. It would take at least 10 minutes to reset the system, usually longer. The damage and disruption caused by 600-1800 gallons of water is devastating and costly to clean up and repair. The damage may not be limited to one room, as the water seeps into other rooms, especially those rooms both next to and below. You can, by law, be personally held accountable for losses to the other residents in the building should they sustain water damage! Please use extreme caution around the sprinkler heads. Costs to clean and repair are billed by the department to the room where the sprinklers were activated. Recent charges were \$800 per occurrence. Follow the guidelines below to prevent false sprinkler activation:

If the sprinkler is activated in your apartment, call the police immediately at 677-2111. Then find the nearest RA. The sooner we are aware of the situation, the faster we can respond.

## **Department of Public Safety**

The Department of Public Safety is housed in Rose Crown Hall (14). Close proximity of the police department to the complex often allows for quick response to emergency situations. The Department of Public Safety can be reached by dialing x2111 or, in case of emergency, 911. The Department is relocating during the 2006-07 academic year to a new complex on campus. A small satellite office will be maintained in the housing area after the move.

## **What Can I Do?**

In addition to the efforts made by our staff and the Police to provide security for the residential community, you must be actively involved in helping to maintain a secure environment for yourself and all residents. Make every attempt to ensure the careful treatment of both the facilities and the people who reside within them.

Here are a few measures you can take to promote the safety of yourself and others.

**LOCK** your doors and windows when leaving your apartment (even if you are only gone for a few minutes), when taking naps, and when retiring for the night. If you prop your door make sure there is someone in the living room and make sure to un-prop the door when there isn't. Often residents forget to un-prop them, thus leaving your apartment open to anyone.

**LOOK** out of your peephole installed in your door whenever someone knocks. Do not open the door for people you do not know.

**MAKE** a list of your personal belongings, including the identification and serial numbers of your items. Keep this information in a safe place.

**KEEP** all money and valuables in a safe place. Do not keep large amounts of cash in your room. Consider leaving valuable items at home or in a safe deposit box.

**CLOSE** all public area doors behind you. **NEVER** prop open lobby or apartment doors. Alarmed exits are in each building and should only be used for emergency purposes.

**DO NOT LET** people you do not know into the building or your apartment. By opening the door for someone, you are accepting responsibility for him or her as your guest. Ask visitors who they are looking for and then refer them to the intercom or the department's Front Office in Pacific Willow Hall (Building 6).

**DO NOT LOAN** your key card or key(s) to anyone...not only is it a violation of Residential Life Policy, but it puts your apartment mates and members of your community in jeopardy.

**REPORT** suspicious people or circumstances to the RAs, our office, or the police. This includes vendors and unescorted, non-residents who are inside the building. The Department of Student Housing and Conference Services does not allow solicitation of residents in our buildings. If someone tries to sell you something in the building, report it!

**WALK** with another person at night. Matador Patrol can be contacted for a walking escort between 9:00 p.m. – 1:00 a.m. Sunday through Thursday and 9:00 p.m. – 2:00 a.m. on Friday and Saturday. The Matador Patrol also offers walking and van escort service to campus during the academic year. If you need an escort outside of the complex, please contact the Matador Patrol at 677-4997.

### **Fire Alarms**

- When the fire alarm sounds, stay calm.

- Before exiting the apartment, feel the door for heat and look at the door seals for signs of smoke. If the door is hot or you see smoke, stay in your apartment, put a wet towel at the base of the door, and call for help.
- If it's safe to exit the apartment, put your shoes on, grab your keys, and evacuate the building immediately. If it's safe to do so, bring a wet towel to cover your nose, mouth, face and head if necessary.
- IF YOU ENCOUNTER SMOKE, STAY LOW.
- IF YOU ARE OVERCOME BY FLAMES: STOP, DROP, ROLL, AND COVER YOUR FACE.
- Move to the designated Evacuation Point outside the building, and wait for instructions from a staff member (maps are located on the back of each apartment door).

### **Injuries**

Residents are encouraged to purchase or create their own minor first aid kits. In the even of a serious injury or emergency, immediately contact the University Police at 911.

### **Earthquakes**

- Duck or drop down on the floor.
- Take cover under a sturdy desk, table or other furniture (or move against an interior wall, and protect your head and neck with your arms).
- If you take cover under sturdy furniture, hold on to it and be prepared to move with it.
- Hold your position until the ground stops shaking and it's safe to move.
- If it's safe to exit the apartment, put your shoes on, grab your keys, and evacuate the building. If it's safe to do so, bring essential items such as critical prescription medicine.
- If you have an Earthquake Emergency Kit, bring it.
- IF YOU CANNOT EXIT THE BUILDING, TIE A LIGHT COLORED SHIRT TO A BALCONY RAILING AND SUSPEND IT SO THAT IT CAN BE SEEN BY OTHERS.
- Move to the designated Evacuation Point taking care to keep away from downed trees, debris, and electrical lines (maps are located on the back of apartment doors).

### **A Suggested List of Items for Emergency Survival**

#### *Basic Needs*

Flashlights with extra batteries (NO CANDLES, PLEASE)

Water - 2 quarts to 1 gallon per person per day

First Aid Kit - ample and freshly stocked

First Aid Book

Non-perishable Food

Can opener (non-electric)

Blankets, space blankets or a sleeping bag for each person

Radio - Portable, battery operated  
Spare batteries  
Essential Medication and eyeglasses  
Fire extinguisher - A-B-C type  
Watch or clock - battery or spring wound  
Money

*Safety and Comfort*

Sturdy Shoes- for each person  
Heavy gloves - for each person  
Waterproof matches  
Change of clothes  
Knife or razor blades  
Tent  
Hat or cap - protection from sun, rain or cold  
Disposable face masks - protection from dust and smoke

*Sanitation Supplies*

Large plastic trash bags - for trash, waste, water protection, ground cloth  
Large trash cans  
Bar soap  
Liquid detergent  
Shampoo  
Toothpaste and toothbrush for each person  
Pre-moistened towelettes  
Deodorant  
Feminine supplies  
Toilet paper  
Bleach

*Tools and Supplies*

Axe, shovel, broom  
Screwdriver  
Pliers  
Hammer  
Coil of 1/2" rope  
Plastic tape  
Pen and paper  
Plastic sheeting  
Coil of bailing wire  
Pail for carrying water or supplies

*Car Emergency Kits*

Non-perishable food - store in clean coffee cans  
Bottled water  
First aid kit and book

Flares  
Fire extinguisher - A-B-C Type  
Blanket or sleeping bag  
Sealable plastic bags  
Flashlight - fresh and spare batteries and bulb  
Essential medication  
Tools - screwdriver, pliers  
Short rubber hose - for siphoning  
Small package of tissues  
Pre-moistened towelettes  
Local maps  
Extra clothes, jeans, sweater  
Sturdy shoes or boots

### **ROOMMATE RELATIONS**

Two to four strangers placed together may not always get along. While it is not required that you become best friends with your roommates, it is essential that you respect each other and try to get along.

The same ideals that we use in Community Standards can also apply to your apartment Roommates. You can't discover who they are unless you take the time to find out. We suggest you take some time right after you move in just to sit down and find out about one another.

### **How do you work through problems with your roommate?**

#### **Here are some tips:**

Communication is key. Talk to each other! Tell your roommate when you're upset about something he or she did.

Be tactful when sharing your feelings with him or her.

Be a good listener. Try to see his or her point of view.

Control your emotions.

Discuss little problems as they arise to prevent them from escalating into bigger conflicts.

Be assertive, not aggressive in asking for what you want or need.

Use the RA staff or the CD staff to assist you in this process. RAs have Roommate Agreement Forms that will help you succeed in this new relationship you have. While it may seem a bit formal to have a written agreement, being specific early on will help save you from communication problems later. **WE ENCOURAGE ALL RESIDENTS TO FILL OUT A ROOMMATE AGREEMENT FORM**, especially if you know the people you are living with prior to your being roommates. Often, the best of friends can be split apart by the common problems that occur when they live together.

If you need a mediator, contact your RA or your CD.

**Consider the following issues as you discuss your apartment with your roommates:**

- Study time in the room/apartment – how late and when will we study?
- Visitation and guest policy – when can guests visit, how late, and for how long?
- Cleaning the room – who cleans what and when?
- Use of stereo, TV, video games (if applicable) – how will we share this equipment, what times should we use it, etc.?
- Sharing of and shopping for food
- Use of each other's personal property
- Space for clothes, luggage, and storage

**STUDENT INVOLVEMENT IN STUDENT HOUSING**

**Residence Halls Association (RHA)**

As the student government for on-campus housing, RHA is the voice of the residents. RHA is also the place to go for fun and educational programs and for a way for you to "get involved" in your community. RHA meets *every week*. Look for information about date, time and place at the front entry of your building or the UVA Community Director Office. Please bring any questions, concerns, or suggestions about life in on-campus housing to the meeting. For more information call 677-7308 or come by the office, located at Piñon Hall (9).

**Community Councils**

These organizations (Park North CC, Park South CC, Park East CC, Park West CC, and The Village CC) are typically composed of representatives from each floor or area and five elected officers. The CC's provide leadership experience for residents. They give students input into decisions affecting the community, allow them to make recommendations for community betterment, and give them an opportunity to plan community activities. This organization welcomes resident suggestions, comments, and ideas. All residents are encouraged to attend meetings and to run for representative positions and general executive board positions.

**Office Assistants (OAs)**

Office Assistants act as information associates for the Department. Their duties include, but are not limited to, answering telephones, faxing, filing, copying, providing tours of the complex, mail distribution, and directing you to appropriate resources to meet your needs. Office Assistants work for the Budget Office, Conference Services, the Front Office/Business Services, Mail Services, Residential Life, and RCR. Some Office Assistants also provide lockout services and emergency assistance to residents during office hours. If you are interested in employment as an Office Assistant, please contact the following individuals at 677-2160:

Budget Office  
Conference Services  
Front Office/Business Services  
Mail Services  
RCR  
Residential Life

Scott Tsunoda  
Claire Davis  
Debbie Quinlan-Kolstad  
Karen Goggin  
Keith Blaine  
Brooke Yeager

### **Conference Assistants (CAs)**

Conference Assistants provide clerical and customer service support for the Conference Services Program. Conference Assistants work closely with Conference leaders to ensure all guests receive top customer service. Other responsibilities include the following: prepare building floor charts and check rooms prior to check in and following check out; supervise facility in use; prepare materials to ensure successful conference check in and check out, coordinate conference details, including housing assignments, meal plan arrangements, meeting space, parking, catering, and other facility usage; perform on-call duties; work some weekends and holiday shifts; miscellaneous duties as assigned. If you are interested in learning more about the CA position, please contact the Manager of Conference and Hospitality Services at 677-2160.

### **Resident Advisors (RA) - Position Description**

#### **RESIDENT EDUCATION**

Mediate conflict.

Facilitate the Floor Standards Process, which includes facilitation of and/or assistance with regular floor meetings, intimate knowledge of the model, mediation, diplomacy, patience, and maturity.

Facilitate the developmental education model in addition to Floor Standards.

This includes: educational workshops and social activities planned with and for residents and community service.

Create and maintain floor and/or bulletin board decorations (educational and inviting in nature).

Be extremely familiar with university and community resources and offices and refer residents.

Be responsible for residential student leadership development; be a leader; participate in resident leadership; support residential student leadership initiatives and groups.

Be knowledgeable about and able to educate residents about oppression issues.

#### **HUMAN RELATIONS**

Be responsible for the health, safety, and well-being of residents.

Provide crisis intervention and be knowledgeable about referral sources.

Attend, participate in, and encourage resident involvement in community functions

Work effectively with fellow staff members.

Hold fellow staff members accountable for group standards of behavior.  
Mediate resident conflicts.  
Interact with residents/build relationships with residents.  
Be a source of emotional support to residents (but also set and maintain boundaries; help residents to help themselves).  
Be a role model/mentor/source of encouragement and motivation to residents.

## **ADMINISTRATIVE**

Serve duty (includes holiday and weekend duty): do rounds, lock-outs, emergency roommate conflict mediator, tend to emergency maintenance issues, assist on-call pager staff, be aware of and report safety and security issues, deliver priority mail, do mid-semester check-ins/outs.  
Document behavioral infractions and do related conduct paperwork in a timely manner.  
Be responsible for general facility well-being and attend to maintenance issues.  
Turn-in receipts for funds spent.  
Do floor reconciliation forms.  
Attend and participate in all required training sessions and educational courses Pre-school, Winter Renewal, Monthly In-service training, Spring RA Class.  
Serve on committees as needed.  
Attend and participate in a weekly staff meeting and supervision meeting.  
Complete Health/Safety Checks.  
Do check-ins and check-outs and all related paperwork (registration cards, condition forms, keys).  
Deliver priority and non-priority resident mail and mass mailings (maintenance billing, lottery information, etc.).  
Post flyers/information and take down old information.  
Facilitate resident moves in a timely fashion.  
Authorize room changes.  
Distribute and collect assessment tools.  
Check e-mail daily.  
Keep hallways and lounges (when applicable) clean.  
Represent the department to the resident community.  
Be a resident advocate - provide feedback to the department and/or others regarding resident interests (e.g. academic success, judicial concerns, "soft" and "hard" housing needs as it pertains to improvement of services to students in the future); serve as a liaison between residents and the department.  
Understand the structure and responsibilities of the student housing tri-pod (facilities, residence life, business) and how they integrate.

## *POLICY ENFORCEMENT*

***Interpret and enforce Residence Life Policy (discipline, business, and facilities policies included).***

### **Priorities**

It is understood in the Office of Residence Life that the RA's first priority will be to her/his academic courses with an understanding that time management skills are crucial to the Resident Advisor position.

Resident Advisors should note that the position recognizes academics as a priority over the time commitment that should be made to the department. However, all employment and other university involvement outside of the department is considered a lower priority. While supervisors will work with staff members as they juggle a second job, it will be expected that there will be no scheduling, time commitment or job concerns resulting from secondary employment.

***Applications for next year's staff will be out in Fall, 2006!***

## **COMMUNICATING WITH DEAF/HARD OF HEARING RESIDENTS**

One of the unique characteristics of CSUN and Residential Life is the presence of a large Deaf and Hard of Hearing community. If you are a hearing resident living here this may be your first time seeing someone use sign language. If anything, don't shy away from these residents. Communicating with them is quite simple:

Get the Deaf person's attention before speaking. Since Deaf people cannot hear the usual "Hello," or "Hey you!," you may need to tap them lightly on the shoulder, wave your hands, or use any other visual signal necessary.

Look directly at the person when you speak. Even a slight turn of your head can obscure the Deaf person's view. Other distracting factors affecting communication include smoking, biting your nails, and putting your hands in front of your face.

Speak slowly and clearly: exaggeration and overemphasis of words distort lip movements, making speech more difficult. Although you may think talking slower will help the Deaf person understand you, it does the exact opposite. Speech reading is a skill that not all Deaf persons possess. Only about 25% of speech is visible on the lips, even the best speech readers cannot read everything, but must rely on contextual cues to fill the gaps. **Don't expect all Deaf persons to be able to read lips.** If this isn't a successful means of communication, there are others.

Don't be embarrassed about using a pencil and paper to communicate. Deaf people are comfortable writing notes back and forth. Contrary to what you may think, Deaf people don't think writing notes is a lame attempt to talk to them. Remember, you're not the first person they've used a pen and

paper to talk with. Getting the message across is more important than the medium used.

Maintain eye contact with the Deaf person. If an interpreter is present, avoid the urge to direct your speech at the interpreter. Talk directly to the Deaf person. Talking directly to the interpreter can make the Deaf person feel invisible. It's the interpreter that's supposed to be "invisible," it says so in their job description.

Use pantomime, body language, and facial expressions to facilitate communication. It may be awkward for you, but it actually helps a Deaf person to understand what you're trying to say. What you may find awkward is what Deaf people use in sign language to facilitate communication.

Some Deaf or Hard of Hearing people can hear enough to engage in verbal conversations. However, just because they wear a hearing aid, it does not mean that they are comfortable in doing so. Ask first if talking with them is ok. They'll let you know which means of communication they prefer to use (i.e. gestures, pen and paper, lip reading, etc.).

Another way can be through learning sign language. Many Deaf people are willing to teach bits of sign language to help make facilitating a conversation easier. Just knowing the ABC's can do wonders for you.

## **RESIDENT'S RIGHTS**

Each resident is entitled to certain basic rights.

These rights describe the essence of our residential community.

Each resident has the right to:

Sleep and reside in the community without undue interference of excess noise.

Live in a clean and healthy environment.

Demand respect for one's personal belongings.

Expect privacy within the "Right of Entry" policy guidelines stated in the lease agreement.

Live free from intimidation, physical, and emotional harm.

Expect reasonable cooperation in the use of appliances shared in the apartment (i.e. stove, refrigerator, closet space, etc.).

Be an individual in a manner that does not interfere with the rights of others.

Settle conflicts in a reasonable manner.

## **RESIDENTIAL LIFE RULES AND REGULATIONS**

### **Residential Code of Student Conduct – CSU, Northridge**

As residents of California State University, Northridge Housing you are responsible for abiding by all Residential Life Policies (RLP) as well as the Student Conduct Code as described in the CSUN Undergraduate and Graduate Catalogs. These policies are designed to benefit individual students as well as the entire residential community. Failure to abide by Residential Life and/or University Policies may result in disciplinary action, revocation of your Housing License Agreement, criminal and/or civil action.

**I. Alcoholic Beverages:** It is our goal to establish and sustain an environment on campus that is conducive to the intellectual, emotional, and social growth of all members of our community. The Office of Student Housing and Conference Services is committed to the preservation of individual freedoms and the promotion of the health, safety and welfare of the community. Pursuant to these commitments, we have established the following policies governing the possession and consumption of alcoholic beverages in on-campus housing. Residential Life will enforce all state and local laws as well as Residential Life Policies relative to the consumption of alcohol. The following list of regulations comprise all appropriate local and state laws, as well as University and Residential Life Policies governing the use of alcohol in on-campus housing:

- a. Residents who are under the age of 21 are not permitted to use, possess, or be in the presence of alcohol.
- b. A resident of the legal drinking age may possess and consume alcohol in his/her residential unit with the apartment door closed so long as he/she is not in the presence of anyone under 21 years of age.
- c. A resident of the legal drinking age may possess and consume alcohol in the residential unit of another resident who is at least 21 years of age. The host resident must be present, the door must be closed and no one under the age of 21 may be present.
- d. Open containers of alcohol are not permitted in ANY public area. This would include lounges, lobbies, balconies, etc. Closed containers of alcohol are allowed in public areas only if they are being transported to the residential unit of a legal-aged resident.
- e. Large-group drinking parties, or parties where the focus of the gathering appears to be mainly for the purpose of consuming alcohol, are not permitted in residential units even if the residents are of legal age.
- f. Kegs, beer balls (empty or filled in any portion), or other large containers or quantities of alcohol are prohibited in housing.
- g. Any resident regardless of age found to be intoxicated and/or unable to exercise care for one's own safety and/or the safety of others due to intoxication is in violation of Residential Life Policy. Residents who violate any other university policy while under the influence of alcohol are also in violation of this policy.
- h. Possession of empty containers of alcohol will be interpreted as consumption of alcohol. Certain alcohol-related paraphernalia and alcohol-related decorations that contain or once served as containers for alcohol may be called into question, particularly in units where students who are under 21 are residing.
- i. The sale or distribution of alcohol is prohibited in housing.

**II. Cleanliness:** Because we live in a community that is in close proximity to each other, all residents are expected to maintain cleanliness and hygiene in their living unit. Some causes for concern would include but are not limited to a significant odor, excessive trash rotting, or spoiling food left in the open, debris covering exit ways, etc.

**III. Computer Use:** The Recording Industry Association of America (RIAA) has begun an effort to subpoena information about individuals who are believed to have engaged in unauthorized peer-to-peer file sharing of copyrighted music and other works. Unauthorized downloading and uploading of copyrighted music, movies, and software constitutes as an illegal copyright infringement. Students should be aware that the unauthorized sharing of peer-to-peer file copyrighted works, including music, pictures, movies, and software is a violation of campus computer use policy. It is also illegal and may carry significant monetary and/or criminal sanctions. It is the responsibility of students who are downloading or uploading documents to make certain that they are not copyrighted works, or that the student has the permission of the copyright holder. Please refer to Residential Computing Resources policy for further explanation.

**IV. Dangerous Behavior:** Any activity, which can be interpreted as endangering to or harming oneself, any community member, or guest is prohibited.

**V. Destruction/Misuse/Theft of Property:** Property damage is inappropriate and demonstrates a lack of respect for the community and the property of others.

a. Unauthorized possession, use or misuse, removal, defacement and/or tampering of University owned property or leased property or equipment or any property belonging to a community member or guest is prohibited.

b. Any resident who maliciously or accidentally damages University owned property will be held responsible for the cost of the damage and/or the cost of the labor to restore or repair the property to its original condition.

c. Residents will also be held responsible for the actions of and/or damages incurred by their guests.

d. Residents are prohibited from physically repairing damages to University property. If property is damaged, please report the damage to Residence Life staff immediately.

e. Common area damage charges not readily assigned to a particular individual may be charged to a group or floor of residents. University furniture may not be removed from student apartments or common areas.

f. Furniture may not be stored on balconies/balcony storage. Residents are responsible for the condition of their apartment and the furnishings provided for them by housing.

**VI. Disorderly Conduct:** Behaviors whether through conduct or expression which are not civil or respectful and which breach the peace within or around the residence halls or at any residence-hall related function are not permitted.

**VII. Drugs, Narcotics, and Paraphernalia:** Possession, usage, or manufacture of controlled substances (including paraphernalia for intended or implied use) of any sort is illegal and prohibited. Residents suspected of violating this policy may be confronted by staff members and/or by civil authorities. The following consist of additional violations under this policy:

a. Use of products that resemble or smell like marijuana, including but not limited to beedies or other types of herbal cigarettes and/or incense.

b. The misuse of prescription medication and/or cleaning products or fumes. Also, the use of marijuana, even with a prescription, is prohibited.

c. Inability to exercise care for one's own safety and/or the safety of others while under the influence of controlled substances.

d. Suspicion of using illegal drugs which includes, but is not limited to, marijuana odor emanating from an apartment, drug paraphernalia seen in a room, storage closet, balcony, etc.

e. The sale and/or distribution of drugs and/or paraphernalia is prohibited.

### **VIII. Failure to Comply with an Administrative Request**

a. Failure to comply with an administrative request when a University staff member is acting in his/her official capacity including: failure to appear/meet, to vacate an apartment, to cease inappropriate behavior, to produce identification, and/or to exit a facility when requested.

b. Providing fabricated, falsified, misrepresentative, or non-negotiable information or documents.

**IX. Fire Hazards and Safety:** The following constitutes a list of violations that could result in prosecution and/or fines:

a. Tampering or damaging fire equipment or intentionally misusing fire alarms, smoke detectors, fire sprinklers, fire extinguishers, emergency exit signs or pulling the fire alarm when the cause is unrelated to notification of a fire.

b. Intentionally or negligently causing and/or creating a fire, explosion or release of poisonous gas or fumes.

c. Failure to evacuate a building immediately following the sounding of an alarm, unless otherwise instructed by Residential Life staff, fire-safety or other emergency response personnel.

d. Possessing or storing gasoline, fireworks and/or combustible decorations and chemicals.

e. Storing fuel-driven engines including motorcycles, mopeds, etc. in residential housing.

f. Open flames (including candles and incense), combustible decorations and chemicals, deep fat fryers, electric fry pans, space heaters and halogen lamps are prohibited.

g. Disabling, opening, damaging, or propping exits used exclusively as fire exits is prohibited (unless being used properly as an exit during an emergency situation).

h. Grills – BBQ Grills cannot be operated anywhere but on balconies. If you wish to own and operate a grill you must go on-line, complete our grill safety form, and return it to a residence life staff member (RA, CD, etc.). Propane grills are prohibited. Charcoal grills are the only acceptable grill. Lighter fluid is also prohibited. Only self-starting charcoal is permitted.

i. (Apartments with kitchens) Using toasters or other cooking devices in areas outside of the kitchen.

j. (*Apartments without kitchens*) Using cooking devices outside of the designated area from the living room

**X. Gambling:** All forms of gambling are prohibited on state property. This would include but is not limited to activities played for money, checks, or some other representative value.

**XI. Harassment:** Verbal, written, electronic, or other types of harassment - including, but not limited to, sexual, racial, ethnic, or religious harassment that causes injury to, distress, or emotional or physical discomfort of community members and/or Residential Life staff members will be considered a violation of this policy. Threatening remarks towards one's family or loved ones is also prohibited under this policy.

**XII. Harm or Threat of Harm to Self or Another:** Committing acts of physical or mental abuse or engaging in actions that intimidate, harass, threaten, coerce, or otherwise endanger the health or safety

of self or another person (including threats or attempts of suicide) is prohibited. This includes but is not limited to physical harm or threat of physical harm to any person and/or to self.

**XIII. Intolerance:** Acts of intolerance towards a community member or any Residential Life staff member disrupts the educational environment necessary for furthering the mission of the university. Acts of intolerance or bias-related incidents are behaviors, which by intent, action and/or outcome harm or threaten to harm a person or a group of people. Acts of intolerance include but are not limited to:

a. Acts motivated by prejudice toward a person or a group of people because of their race, religion, ethnicity, disability, national origin, age, gender, and/or sexual orientation, and/or any other protected class.

b. Overt actions such as verbal attacks and physical assaults on students, University staff and/or their property.

c. Physical or written defacement or destruction of residential property and/or Residential Life postings and posters.

**XIV. Littering/Trash Removal:** Littering, inappropriate disposal of trash, and/or sweeping debris into a public hallway or area in the residence communities or the surrounding grounds is not permitted. If the problem is persistent and not able to be resolved by the community, fines may be issued for violations of this policy.

**XV. Locks:** Installation on any door locks other than those provided by Student Housing and approved by such staff is prohibited. Unauthorized duplication of keys is also prohibited.

**XVI. Pets:** Animals are not allowed in campus housing at any time.

Exceptions:

Assisted living animals verified by our department

Fish tanks that do not exceed a total capacity of 10 gallons for each apartment.

Village tenants whose pets were 'grandfathered-in' under old lease terms (no new pets are allowed at the Village)

Pets for full-time Residential Life Staff

**XVII. Posting:** Residential community members and residential student groups may post materials with the permission of the Residence Life staff member for their area. Non-residential individuals and groups must obtain permission from the Residential Life Office in Pacific Willow Hall (6). No offensive or alcohol/drug-related materials may be posted in a public area or a place where they can be viewed from a public area (e.g. external apartment door, balcony, in a visible place from windows, etc.).

**XVIII. Quiet Hours:**

All musical and percussion instruments must be registered with your Community Director before being played in the residence halls. Permission must be obtained in writing from roommates and neighboring apartments.

Quiet hours mean that community members must keep noise at a very minimal level in all of our housing, surrounding grounds, and recreation areas. Courtesy hours mean that residents are expected to maintain a reasonable or moderate noise level.

During quiet and courtesy hours, requests for less noise from community members and Housing staff members will be respected in our community. Quiet and courtesy hours:

10:00pm - 8:00 am Sunday night to Friday morning

1:00 am – 9:00 am Saturday and Sunday

24 hour quiet hours – in effect the last week 2 weeks of each academic semester

Courtesy hours are in effect at all other times.

**XIX. Room Transfers:** Unauthorized room transfers are strictly prohibited. Housing must ask that residents not change rooms illegally. Instead please contact your RA or CD to file a room change and avoid unnecessary charges later in the year.

**XX. Safety/Security:** Safety/Security policies are necessary for the safety of residents and therefore must be followed. The following is a list of security/security violations:

- a. The unauthorized use, possession, or duplication of room or master keys including lending keys to any person;
- b. Bypassing or tampering with the electronic locking mechanisms for the lobby or apartment doors. Propping of any door, other than your own apartment door, is prohibited.
- c. Unauthorized entry into an apartment building other than the one in which a resident has key access;
- d. Unauthorized presence on rooftops, ledges, or areas marked for restricted access;
- e. Unauthorized use of or entry/attempted entry into computer or telecommunications systems;
- f. Providing access to buildings or apartments within buildings to those other than residents with key access, staff, or attended guests by any means;
- g. Failure to lock or secure doors, entrance doors, or allowing a person entrance into a building and leaving them unattended in a public area;
- h. Removal of any window screens (except for evacuation due to a fire). All residents of a living unit may be fined if a screen is removed for a non-emergency purpose;
- i. Throwing, dropping, or projecting any objects from any residence hall building, doorway, window or balcony;
- j. Using one's balcony as a means of entry or exit; or using it to store unsightly articles, garbage, or university owned or leased furniture is not permitted. Sitting/perching on or jumping over balcony railings is prohibited.
- k. Use of sporting and recreation equipment are prohibited in indoor common areas such as lobbies, hallways, and entrances.

**XXI. Sexual Assault:** Sexual assault, sexual battery, or rape of a community member or guest thereof is prohibited. Note: This behavior is defines as any sexual activity that carried out without the expressed consent of the parties involved.

**XXII. Smoking:** Due to California State University policy, smoking is prohibited in all of our buildings, residential hallways, restrooms, lounges, stairs, balconies, volleyball and basketball courts, pool areas and all public areas. Residents may only smoke 30 feet away from any building.

**XXIII. Solicitation:** Door-to-door solicitation for commercial purposes is prohibited. Any nonprofit, political, and/or campus organization/group desiring to solicit in campus communities must secure permission in advance from the Associate Director for Residence Life. Residential Life will never grant permission to any individual or organization not affiliated with the Housing Office to sell or advertise door to door within the buildings or parking lots.

**XXIV. Visitation:** This visitation policy is designed with the safety and consideration of our community members and property in mind. In addition, these policies are dictated by California law in Title V of the California Code of Regulations. Residents are permitted to host guests as long as the rights and privacy

of the other persons living in apartment and residential halls are taken into consideration. The definition of a *guest* is any person who does not hold a Housing license agreement for a bed space within on-campus housing for that particular unit. An *overnight guest* is defined as any person, including a visitor but other than a licensee, who is permitted by a licensee or the President or designee to make use of any housing facility. Such use shall be deemed to mean include the use of any housing facility for sleeping or bathing purposes after 1:00am. The following is a list of policy guidelines for hosting guests:

- a. All roommates must give their approval before a guest may be hosted in the unit. In cases where roommates cannot agree, the right of a person to occupy her/his room/apartment without the presence of a guest must take precedence over the right of a roommate to host guests.
  
- b. No resident is authorized to extend residency to their guests or other students and/or authorize visitation beyond two nights per 30-day period free of charge. Residents may pay an additional approved guest fee of \$15.00 per night up to five nights total. An unapproved guest fine/fee will be assessed to residents who violate this policy.
  
- c. Residents must register guests who plan to stay beyond 1:00 a.m. in the apartment by 3:00 p.m. on that same business day. Guests staying Saturday or Sunday nights must be registered by Friday at 3:00 p.m. Residents must gain approval through the on-line guest registration process located on the Student Housing Office website. If residents do not want to use the on-line process, forms can be obtained at the Student Housing Office. An unapproved guest fine/fee will be assessed to residents who violate this policy.
  
- d. Residents are responsible for the guest's conduct at all times and any damages incurred by that guest. All guests must comply with all University and Residential Life policies. Guests may be asked by University staff to provide identification or leave the premises at any time. The guest must comply.
  
- e. A guest must be accompanied by her/his host at all times. Guests are not permitted to be unescorted and may not be left unattended in the host's apartment or within the community.
  
- f. No residents or guests may sleep in the lounges, lobbies or other public areas unless it is in conjunction with an official hall sponsored event or other university purpose and approved in writing by a Community Director or other Housing professional staff.
  
- g. Occupancy in any apartment at any given time must not exceed 10 people, including residents.
  
- h. Soliciting for open parties or gatherings is not permitted under any circumstance.

**XXV. Weapons, Firearms or Ammunition:** The possession or use of firearms, ammunition, explosive or combustible materials, pistols, revolvers, pellet guns, air guns, and/or injury-threatening weapons deemed by law enforcement to be deadly are strictly prohibited. This also includes but is not limited to dirks, daggers, machetes, slingshots, switchblade knives, weapons commonly known as blackjacks, sand-clubs, billy-clubs, and metal knuckles. Metal pipes, bars, razors with an unguarded edge or any knife being used for a purpose other than the purpose for which it was intended (i.e. a kitchen knife being used as a weapon or to instill fear in another.)

