

University Village Student Handbook



CAL POLY POMONA
FOUNDATION
HOUSING
SERVICE

Dear Village Resident,

Hello! It is with great pleasure that we welcome you to the University Village and Cal Poly Pomona. This handbook is intended to be a helpful tool for making your stay here as enjoyable as possible. We have included every policy, procedure, and piece of helpful information we could find to answer many of your questions about living at the Village. Please read it thoroughly in order to have all of the necessary information to fully benefit from living “with us.” Please remember, you are responsible for everything that is contained here and will be held responsible for following all policies and procedures.

The Foundation Housing Service (FHS) Staff is committed to providing you with quality customer service. Whether we are helping you at our office or assisting you with a work order in your apartment, we want you to know we are here to make your residential experience a positive one. Our team is proud of our ability to listen to all residents, to provide excellent service, and to address concerns in a timely manner.

We value your comments, recommendations, and feedback about your experience living here. This feedback is important, so we may continue to improve on the service we offer you. Please feel free to visit the office any time to share your thoughts and to recommend improvements to the quality of the housing program.

We hope you find this community to be a welcoming one. We are proud to have a diverse population living here. We encourage you to meet your neighbors and to get involved. What you learn outside of the classroom is just as important as what you learn in the classroom. Our Residential Education Staff and the various student leadership groups are committed to providing social and educational programs for you to participate in to complement your academic experience here at Cal Poly.

Thank you for choosing to live in the University Village. If any of the staff can ever be of assistance to you, please feel free to call on us.

Regards,

Kenneth G. Fisher
Director, Foundation Housing Service

Sherry L. Flamino
Assistant Director, Housing Operations

Kerrie L. Krol
Assistant Director, Residential Education

UNIVERSITY
VILLAGE

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UNIVERSITY
VILLAGE

UNIVERSITY VILLAGE MISSION STATEMENT

The University Village is a transitional residential community for Cal Poly Pomona students provided by FHS. The evolvment of the whole person is supported through a variety of educational methods including role modeling, consistency in policy implementation, and positive student development practices. As a unit of the Cal Poly Pomona Foundation Inc., FHS will assist in its overall mission of providing the highest level of service and financial support to the university in a businesslike, professional manner while maintaining corporate fiscal integrity. FHS will strive to create an environment where all residents feel physically and psychologically safe as they learn, work and play and will promote a community where each person's race, ethnic identity, age, marital status, religious affiliation, gender, physical disability, and sexual orientation are causes for appreciation and learning, and against whom will not be discriminated.

FHS strives to offer valuable, clean, well-maintained and furnished accommodations to every resident. We will promote community involvement by encouraging students to have living units where governance, community standards and creative problem-solving are at their core. Comprehensive residential life skills building and other co-curricular educational programs will be provided by a skilled professional and paraprofessional staff. Through these methods, a multicultural residential community will be nurtured and maintained.

FHS will seek mutually beneficial relationships, both internal and external to the university community. From these relationships, we will guide our residents and promote the ideals of leadership, ethics, exploration of personal values and appreciation of the richness and opportunities inherent in a multicultural world. Through these efforts, FHS will strive to distinguish itself as a student housing program with a unique capacity to adapt to changing times, while preserving a tradition of educational excellence.

WHO'S WHO AT THE UNIVERSITY VILLAGE?

Director of Foundation Housing Service



Reporting to the executive director of the Cal Poly Pomona Foundation, he is responsible for the overall management of the Foundation Housing Service office and University Village. The director is Kenneth Fisher, and he may be contacted at kgfisher@csupomona.edu or at (909) 869-4242.

Assistant Director, Housing Operations



Responsible for all accounting and student accounts, assessing monthly license fees, managing payment concerns and late fee waivers, processing paperwork for refunds or invoice upon checkout of residents. She also oversees all front office operations and technological support and is available in the absence of the director. The assistant director for housing operations is Sherry Flamino, and she may be contacted at sflamino@csupomona.edu or at (909) 869-4242.

Assistant Director, Residential Education



Responsible for the residential education staff (complex coordinators, graduate complex coordinators, program coordinator and community advisors), community development, various student leadership groups, programming and facilitating the judicial process and appeal officer for most judicial cases, as well as serving as the building marshal in emergency situations. The assistant director for residential education is Kerrie Krol, and she may be contacted at klkrol@csupomona.edu or at (909) 869-4242.

Facilities Manager, Foundation



Responsible for the care and maintenance of all buildings and grounds, and also supervises the Foundation Housing facilities staff. The facilities manager is Steve Whippie, and he may be contacted at sawhippie@csupomona.edu or at (909) 869-4175.

WHO'S WHO AT THE UNIVERSITY VILLAGE?

Complex Coordinators

They are responsible for supervision of the community advisors, as well as assisting with the judicial process, conflict resolution, programming and community life improvements.

Program Coordinator

He/She is responsible for coordinating all training and development activities for the community advisors and various student leadership groups, as well as the judicial process and co-curricular programming.

Housing Coordinator

He/She is responsible for processing of applications, room assignments, transfers and cancellations.

Account Specialist

He/She is responsible for the maintaining of all Village student accounts.

Receptionist

He/She is responsible for all front desk operations, serves as primary customer service representative and inputs payments and parking/gate card information.

Community Advisors

Our team of 24 CAs is responsible for facilitating community building, resident interaction, involvement and programming. They serve on call after office hours for emergencies, including lockouts, roommate conflicts and noise concerns, and staff the Recreation Center in the evenings and on the weekends.

Office Student Assistants

They are responsible for assisting with office functions such as lockouts, payments, checking out equipment during business hours, leading tours and processing mail.

Mailroom Assistant

He/She is responsible for the set-up and maintenance of the mailboxes, sorting of mail and notifying residents when they've received packages.

Maintenance Assistant

He/She is responsible for coordinating maintenance needs and notifying residents of maintenance projects, perform secretarial duties and accounts payable, as well as billing students for maintenance charges and processes appeals.

Maintenance Workers and Student Maintenance Workers

They are responsible for completion of all work orders and preventative maintenance projects.

COMMUNITY LIVING

Living in the University Village is a unique experience which provides many benefits and opportunities. However, it must be understood that when hundreds of people live in a close-proximity residential community, it is essential that the rights and responsibilities of each person are respected. Everyone must adapt his or her lifestyle to some degree in consideration of other individuals or groups. It is vital to the continuance of a safe and comfortable residential community that each person be aware of, and abides by, the rules, regulations and standards for community living. These rules and regulations allow for the freedom and flexibility of the individual, while also ensuring the rights and privileges of the community as a whole.

The primary responsibility for policy enforcement rests with the individual student. It is expected that qualities such as self-discipline, concern for the rights of others, intellectual and social maturity, and respect for public and private property will be fostered and developed. Many policies and procedures are discussed in the monthly newsletter produced by FHS, the *Village View*. This is an official means of communication and each resident is responsible for the information it contains. The *Village View* will be e-mailed to your Cal Poly e-mail address during the first week of the month and is also available on the Village Web site. Additionally, residents are expected to check their assigned mailbox on a regular basis, as this is the primary way in which to communicate information to residents on an individual basis.

The policies, which set guidelines and expectations for Village life, are found in the Student Housing License Agreement. These policies provide a general outline of the type of conduct that is expected and prohibited in the University Village. They reflect local, state and federal laws as well as the unique requirements of a university residential environment. These policies are not intended to define appropriate conduct in exhaustive terms; however, all policies and procedures contained therein are binding. For a more thorough list of policies and laws pertaining to residential living, please refer to the Student Housing License Agreement available at the end of this handbook.

TOP WAYS TO ENJOY LIVING IN THE VILLAGE

1. Get to know your CA and other Village staff members. If you have a question, they will have an answer!
2. Communicate with your roommates. If they do something you don't like, talk to them. Set house rules early, so you know what is OK and what is not OK.
3. Read the Village View! It is a monthly edition emailed to your CSU Pomona email account and always contains great information as well as updates.
4. Check your mail boxes on a regular basis for personal mail and updates on your Village account.
5. There are 15 BBQ pits on Village grounds for your fun and leisure...a great way to get to know your neighbors and socialize!
6. Save your parking spot by taking the Cal Poly Pomona Shuttle to main campus. It departs/arrives every 10-15 minutes at the shuttle located in between the pool and community center.
7. Stay cool in the Southern California heat by utilizing the Village pool. Hours of operation are: Sunday-Thursday 8am-10pm and Friday-Saturday 8am-11pm. A great way to meet new people!
8. Attend programs! Your wonderful CA staff and Residential Education team work to host an average of 3 programs a month ranging from social activism awareness to casino nights.
9. Location! Location! Location! Take advantage of living nearby tons of fun attractions. Get out and explore your surroundings by going on hikes, visiting amusement parks, or by visiting world-renowned museums. See your CA for more suggestions.
10. Maintain courtesy by not smoking in any Village apartments/other facilities. Also remember that by law you must be smoking 25 feet away from any building. Please be kind to our environment by properly disposing of your butts in the buckets provided. **This means that in the Village, you cannot smoke on your balconies, stairwells, porches, or patios.**
11. For your safety, the Blue Light System is in place here at the Village. If you have a legitimate emergency, just press the button, and the Campus Police number will be dialed automatically.
12. The Village...a place to call home! Treat your apartment with the utmost care and take pride in your surroundings.

Outdoor Areas

You share many community areas with Village residents. Please respect the Village community by doing your part in keeping these areas attractive and maintenance-free. It is imperative that you dispose of your trash in the proper receptacles (in trash dumpsters, making sure your trash is not stuck between the dumpster and the walls of the shelter).

The swimming pool is a swim-at-your-own-risk facility. The basketball court is also available for your enjoyment and leisure. Pool and basketball hours are posted at the entrance and must be followed.

Community and Recreation Centers

Here are some services available to you as a Village resident:

Recreation Center

- Music Room
- Computer Lab
- Laundry Facilities
- Snack & Beverage Vending Machines
- TV, Pool Tables, Ping Pong and Air Hockey

CA Office-Recreation Center

- Recreational equipment & games
- Light bulbs & vacuum bags
- Cable TV

Community Center

- The Village Housing Offices
- Lounge/Study Area
- Light bulbs and vacuum bags
- Change Machine

Stay Connected to your Village Community!

The *Village View*

The *Village View* will be e-mailed to your Cal Poly e-mail address during the first week of the month and is also available on the Village Web site. This newsletter includes upcoming programs, general information, such as major maintenance projects and office announcements, as well as articles about life in the Village. The *Village View* is FHS's main method of communication with the residents, so reading it is important. Don't miss your chance to know what is going on in your community! You can contribute by writing an article to share with your fellow residents. Send your questions and comments to village@csupomona.edu.

Comment Cards

A comment box and comment cards are available in the Community Center. If there's something about FHS you think could be better, jot down your idea, suggestion, or complaint on a card. It will be answered by the management and posted. Comment card ideas have been implemented and have improved our community.

Quality of Life Survey

The Quality of Life Survey is distributed during the Winter quarter and asks several questions about life as a resident of the Village. By answering the questions, you provide information that is used for goal setting and general planning for improvements.

Posting Policy

FHS administers all posting for the University Village public building/areas and individual unit bulletin boards. Please direct questions and concerns to the FHS office in the University Village Community Center, (909) 869-4242 or klkrol@csupomona.edu.

Individual Apartment Posting Guidelines

No off-campus organizations or person will be allowed to post in the Village. Registered student organizations and campus departments may provide 328 copies of an Office of Student Life-approved posting to be placed on individual apartment bulletin boards when space is available. Prior arrangements are required; please contact the assistant director, residential education at (909) 869-4159 to make arrangements. Only FHS staff and unit occupants are allowed to post on individual apartment bulletin boards. Flyer distribution on cars is reserved for FHS use only.

Violations

Any posting that violates the above guidelines will be removed and destroyed. Individuals or organizations that violate the above guidelines will lose posting privileges.

COMMUNITY PRIDE

Let Your Voice Be Heard: Speak out when you notice something should be tended to. Positive change begins with you!

Communicate: If something needs a repair, put a work order in. If you have a suggestion, let us know. Proudful people want their living environments to be the best they can be!

Go Green: Simple actions like picking up stray papers, recycling cans and more will be contagious. Plus, your community will just look a whole lot better!

Organize: In order to get something done, whether it's creating an intramural volleyball team or petitioning to get a sand volleyball court, people power is what works!

Treat People Well: In a community where people are respectful, kind and interested in one another, a sense of pride naturally builds.

COMMUNITY CONFLICT

It's impossible for things to go right all of the time, especially when a diverse group of people are living together in community. Yet, you can prepare for conflict by keeping the following things in mind:

Don't Blame or Accuse: Gather the facts first instead of automatically pointing the finger of blame. You'll save a lot of time, hassle and misunderstanding this way.

Use "I" Statements: Let people know how their actions impact you. Saying "I can't sleep when your music is turned up" will make someone a lot less defensive than saying, "You keep me awake constantly with your loud music."

Steer Clear of Assumptions: It's easy to assume something about someone or to judge them based on the word of others. Yet, assumptions are rarely accurate and just contribute to further misunderstandings. Don't give into them.

Don't Overreact: Difficult situations just get worse if you make a mountain out of a molehill. Focus on what's wrong rather than letting things get out of control.

If you find yourself in the midst of a conflict, try the following:

- Listen to what the other person has to say.
- Compromise, but don't be so flexible that you bend too much.
- Make eye contact when speaking.
- Keep your voice on an even keel. Shouting doesn't help anything.
- Let the other person know what's on your mind.
- Get help from a Village staff member if you're unable to resolve the issue on your own.

Adapted from "Living in Community" Paperclip Communications.

Tips for Resolving Roommate Conflicts:

1. Sit down and talk openly and honestly with each other. Share your frustrations and offer suggestions for compromise, so you can all find peace in your apartment.
2. Review your community living agreement and talk about how it is working out for each of you. Discuss proposed changes that you and your roommate can agree to that may help resolve the conflict.
3. If initial efforts to resolve issue(s) with apartment mate(s) fail, ask your CA to come in and meet with you and your roommates to assist in facilitating a discussion in an effort to reach a resolution. Your CA has some training in mediation, so they can offer an unbiased and listening ear to help you work through your concerns.
4. Check out the Village Web site at www.cppvillage.com. If you continue to experience conflict with your roommate, download the "Roommate Conflict Form" from the Web site, and turn it into the office, or e-mail it to the office at village@csupomona.edu. Your CA and a professional member of the residential education team will contact you to offer our assistance with your conflict.

RESIDENTIAL EDUCATION STAFF

Residential education is dedicated to student success. A member of the residential education team is available anytime if you are experiencing conflict. A residential education staff member can assist if initial attempts at resolution prove unsuccessful. We will ask some questions of you and explain the range of actions that can be taken. We typically will not move someone without going through mediation and completing an apartment mate agreement. Each conflict is unique and therefore must be handled individually. Please also note that the roommate mediation process is confidential, and we will not contact your roommate(s) until a residential education staff member has consulted with you and talked with you about the range of actions that can be taken.

Your residential education staff consists of an assistant director, residential education; 2 complex coordinators; 2 graduate complex coordinators; a program coordinator and 24 community advisors.

STUDENT RIGHTS & RESPONSIBILITIES

FHS encourages students to act independently and maturely while living in a community setting. Policies and procedures are established to outline standards by which all members of the community can live together. The university and FHS have designed conduct processes which address inappropriate or illegal behavior with the goal of changing future behavior. Residents who violate policies should be aware that concurrent judicial proceedings may be undertaken: FHS conduct action; university conduct action; civil proceeding; and/or criminal charges.

It is your **RIGHT**

1. to understand the process and how it impacts you;
2. to receive written notice of alleged policy violation;
3. to be able to state your case as to whether or not you are responsible or not responsible;
4. to receive a written outcome of your case upon resolution;
5. to appeal your case based on appropriate criteria for appeal;
6. mitigating circumstances notwithstanding, to receive written notification of the conduct for which you are being held accountable;
7. whenever possible, you have the right to receive three (3) business days during which you have to schedule the conduct meeting;
8. to be advised during the conduct meeting of the specific incident/conduct being reviewed;
9. to be provided reasonable opportunity to present your own version and response to the incident in question, stating your side of the story;
10. to request witnesses to participate in the conduct process where appropriate;
 - Witnesses should be able to provide information directly relevant to the policy violation or incident in question and should not include character witnesses.
 - Witnesses may be present during the conduct meeting only to provide information and be questioned about said information.
 - Notification and arrangements for witnesses' anticipation in the conduct meeting are the responsibility of the resident requesting those witnesses.
 - A list of requested witnesses must be submitted to the staff member calling the conduct meeting no later than two (2) full business days prior to the meeting.
 - Approval of the witnesses is at the discretion of the staff member conducting the meeting.
11. to take notes but are prohibited from using recorders.

It is your **RESPONSIBILITY** to

1. know and adhere to foundation and university policies
2. read your license agreement and handbook
3. schedule and keep your conduct and administrative appointments; a reminder notice may be sent but is not required. The conduct meeting may be held in your absence if you either fail to show up for a hearing or fail to schedule an appointment
4. be truthful when providing information to foundation and campus officials
5. provide foundation and campus officials with verification of your identity (student ID card)
6. comply with all sanctions imposed in the timeframe provided
7. provide advanced notice and a clear and compelling reason if you are experiencing a scheduling conflict or are not able to complete your sanctions when due
8. You are responsible for following up with the appropriate staff member prior to deadlines
9. Comply with all requests of foundation and campus officials

JUDICIAL PROCEDURES

The following are the steps of the student conduct review process, a list of people who you can expect to be involved in the conduct review process, and what to expect. The process is designed to ensure due process but should not be confused with a court of law. Student conduct decisions are based on reasonable conclusion of the information provided in the situation. You are responsible for knowing your rights and responsibilities regarding this process.

WHO IS INVOLVED?

Assistant Director, Residential Education: The assistant director, residential education may serve as the conduct officer or refer the case to a complex coordinator, graduate complex coordinator, program coordinator, the director of FHS, and/or the university conduct officer, who would serve as the judicial officer for the case throughout the process. The assistant director may also serve as an appeals officer.

Program/Complex Coordinators: Incident Reports involving policy violations are randomly assigned to Coordinators who also serve as Conduct Officers.

Director of University Village: Serves as appeals officer when necessary and appropriate.

GLOSSARY OF TERMS

Incident Report (IR): A document filled out by any University Village staff member which records violation of University Village policy by a University Village resident(s). This document is stored in a database and each IR is randomly assigned to a Coordinator by the Assistant Director, Residential Education.

Policy Violation: Act or involvement by a resident in decision making or behavior that does not adhere to University Village License Agreement.

Conduct Meeting: A Conduct Meeting is a meeting between a resident and a University Village Coordinator that is designed to resolve the resident's role in an incident. Conduct Meetings generally take about 30 minutes depending on the incident in question and the extent of the resident's involvement. During the meeting, the resident will be informed of the alleged policy violations. The resident will then have a chance to respond. Following a thorough discussion of all available information, the Coordinator will decide if the student is "Responsible" or "Not Responsible" for a violation of University Village policy and assign appropriate sanctions if applicable.

Conduct Officer: The Coordinators that generally hold conduct meetings are Graduate Complex Coordinators, Complex Coordinators, or Program Coordinator. The Conduct Officer will:

- Listen non-judgmentally and discuss questions, issues and concerns
- Help evaluate options
- Explain University Village policies and procedures
- Make appropriate referrals when necessary
- Empower students to address their concerns and problems
- Bring patterns of problems/complaints to University Village administrators

Hearing Summary Form: A document used by the Conduct Officer in a conduct meeting to record resident's information, alleged policy violations, items discussed during conduct meeting, and a summary

of the outcome of the conduct meeting. Each resident involved in a conduct meeting is entitled to receive a copy of this document.

Sanction: When a student is found to be in violation of a policy (by his or her own admission and/or by the preponderance of the evidence), a sanction may be assigned. Sanctions are designed to hold students accountable for misconduct with the goal of educating them to use more acceptable behaviors in the future. If assigned sanction(s) are not completed within the specified time frame, the student's residential/student status may be in jeopardy.

Appeal: Students have the right to appeal the conduct decision of the conduct officer if they feel it is excessive or inappropriate. To file an appeal, the student must contact the Assistant Director, Kerrie Krol via email at klkrol@csupomona.edu conduct hearing or scheduled hearing date.

Absentia: A student who fails to appear for a conduct meeting is not excused from pending action. The meeting will take place in absentia, evidence will be reviewed and a decision will be made. The student will be informed of that decision in writing and will be expected to complete all sanctions imposed. A student who fails to appear for the conduct meeting may lose his/her right to appeal the decision/s of the conduct officer.

STEPS IN THE CONDUCT PROCESS

1. Upon receipt of information concerning a violation of the Village or university policies, residential education initiates an investigation.
2. If there is sufficient reason to continue an investigation, a representative from residential education will act as a conduct officer and will post a letter on your apartment door asking you to come in and meet to discuss the incident and determine facts and discuss possible resolution(s) or sanction(s).
3. If you need to schedule a meeting, you must do so within the stated timeframe. Failure to attend the conduct meeting will not be taken as an admission of responsibility, but the meeting will continue as scheduled considering whatever written material has been provided by the conduct officer and sanction(s) may be applied in the absence of the student.
4. The conduct officer arranges for a meeting and facilitates that meeting.
5. After the meeting has been held and a decision rendered, the student will receive a judicial hearing summary form that will include what was talked about during the meeting, as well as any resolution(s) or sanction(s) and due dates for those.

Scheduling a Conduct Meeting

The conduct officer will send a letter which notifies the student of the alleged misconduct. This letter will instruct the student to come in for a meeting, as well as a deadline by which the student has to schedule that meeting. It is the responsibility of the student to schedule and attend this meeting.

At a conduct meeting, the conduct officer will:

- Explain the judicial process;
- Read over the incident report and other incident documentation;
- Give time for the student to explain his/her side of the events that transpired;
- Discuss whether a violation has occurred and responsibility or non responsibility;
- Determine the degree to which the student was involved, and
- Assign a sanction(s), if appropriate and necessary.

Conduct meeting outcomes are limited to facts and issues reviewed during the conduct process. The student will receive written notification of the decision at the end of the conduct meeting. All imposed sanctions must be completed by the deadline given or further conduct action will ensue.

Proceedings

All proceedings including the initial conduct meeting are carried out in a manner which is informal and at the same time assures fundamental fairness. Records regarding conduct proceedings, including Incident Reports, conduct letters and records from appeal proceedings, will be maintained by and remain the property of FHS. A student may review (no copies will be given out) his/her own conduct file during normal business hours by making an appointment with the assistant director, residential education. A written request to review records must be made no fewer than 24 hours in advance so he/she may be prepared for viewing. Records may not be taken out of the FHS office nor may they be duplicated. Records will not be available to any member of the public except upon written consent of the students involved.

Standard of Evidence

Formal rules of evidence, such as in the court of law, are not applicable to the FHS conduct system. If a student denies responsibility for an alleged policy infraction, the conduct officer must make his/her decision based upon the preponderance of the evidence. After weighing all of the available evidence, the conduct officer will decide whether there is more evidence (greater than 50%) that the student is responsible for the misconduct than evidence that the student was not.

Witnesses

When a student is meeting with the conduct officer, witnesses may be invited to speak on the student's behalf. The witnesses' statements must be directly pertinent to the policy violations being addressed at the meeting. Witnesses' attendance will be limited to the specific duration of the individuals' statements. Character witnesses are not appropriate to these types of meeting and will be allowed only in special circumstances. All witnesses' names and roles in the situation must be submitted, in writing, to the FHS hearing officer at least 24 hours in advance of the meeting.

Sanctions

When a student is found to be in violation of a policy (by his or her own admission and/or by the preponderance of the evidence), a sanction may be assigned. Sanctions are designed to hold students accountable for misconduct with the goal of educating them to use more acceptable behaviors in the future. All sanctions have a deadline which must be met or further conduct action could ensue. Sanctions will be educational learning experiences designed to help the student grow and develop while also giving back to the community from which the violation occurred.

Sanctions may include, but are not limited to:

Passive Sanctions

(No action is required of the student)

- Follow Up Letter Written notices of formal documentation of a low-level incident with an indication that future behavior may/will result in more severe disciplinary action.
- Disciplinary Warning Notice in writing that a given behavior is a violation of the license agreement.
- Disciplinary Probation Written notice that further infractions of policies may result in revocation of the license agreement.

Behavioral (Active) Sanctions

(Action is required of the student)

- Revocation of License Agreement This sanction is reserved for those students who indicate an unwillingness or inability to live within the parameters that have been established for living in the University Village. This sanction may include restriction of visitation rights to the FHS property. A resident whose license agreement is revoked will still be held financially responsible for the term of the license agreement.
- Restitution A requirement that the student make a payment to FHS or other persons, groups or organizations for damages for which he/she is responsible. This is true whether the action was intentional or accidental. Charges can be added to the student's account with Foundation and paid at the front desk.
- Community Service/Educational Sanction Requirement to complete a project, thereby giving back to the community. There will be a logical relationship between the misconduct and the assigned community project.

Consistency and Fairness

A conduct officer must evaluate each situation and each student individually to arrive at the most appropriate sanction. As a result, a sanction for one student may differ from another with a "similar" policy infraction. This is because the conduct officer must consider multiple factors, including the details of the current incident, the student's previous conduct history, attitude and other factors in arriving at the best sanction for the individual to learn and grow from.

Appeal Process

Students have the right to appeal the conduct decision of the conduct officer if they feel it is excessive or inappropriate. The deadlines for requesting appeals are strictly maintained and should be observed by the student making the request.

To file an appeal, the student must submit a completed Conduct Appeal form within three (3) business days of the date of the conduct hearing or scheduled hearing date. The form, which is available at the FHS office and Village Web site, will provide the student the opportunity to outline his/her reasons for appeal which may include the following.

1. The student contends he/she was not responsible for the misconduct, and the conduct officer did not meet the "preponderance of the evidence" standard that is required.
2. The student contends the standard procedures ("due process") were not followed to the extent his/her rights were violated.
3. The student contends there is new evidence now available shedding new light on the case. (Students who failed to appear for the initial conduct meeting cannot use the appeal process to challenge the basic facts or evidence that was available, but not presented by them, at the time that the initial conduct meeting was held.) When legitimate new evidence is available, the case will be referred back to the conduct officer.

Burden of Proof

Up until the point of appeal, the burden of proof in determining the "preponderance of evidence" is upon the conduct officer. When a student initiates an appeal, which challenges the decision, the burden of proof switches to him/her. In other words, in the appeal, the student must demonstrate to the appeal

officer that the initial conduct decision was unfair. If a student fails to appear for the scheduled appeal meeting, the appeal will be automatically denied.

The appeal officer will investigate the case by talking with the student, any witnesses with pertinent testimony and the conduct officer who made the decision(s) being appealed. The student has the right to be accompanied by a non-lawyer support person (upon written request), to call witnesses and to speak on his/her own behalf. Within seven (7) business days, the student will receive written notification of the final decision. The original conduct decision can be upheld, modified or reversed. Decisions made by the appeal officer are final.

FACILITIES MANAGEMENT

The Facilities Management Department of FHS welcomes you to the University Village. We hope you will be as proud of where you reside as we are of our facilities.

Our staff is comprised of a facilities manager, maintenance assistant, maintenance workers, student maintenance, and student custodians. We are “team-committed” and strive to resolve or correct all facility-related issues as efficiently and effectively as scheduling will allow. Our goal is to answer work orders within a 24-hour period during regular business hours (although some repairs may require parts or outside vendor assistance, which will take more time to complete the work order, in which case we will notify you).

Work Orders

Routine maintenance problems are taken care of through a work order request system. If there are maintenance issues in your room or apartment log on to the Village Web site at CPPVillage.com, and complete a work order. Provide as much detail about your problem as possible (location, nature of problem, etc). Work orders should be put in as soon as you notice a problem.

Do you smell gas? Have a leak?

Please call the office IMMEDIATELY at (909) 869-4242

For all emergencies after business hours,
call the Community Advisor (CA) on Duty at 909-762-8286

APARTMENT FEATURES, SERVICES PROVIDED & RESIDENT EXPECTATIONS

Moving in to the Village

The following are procedures for your initial check-in to your apartment. Transfer and Check Out information is in the OPERATIONS section of this handbook.

When You Arrive

Your apartment and assigned bed space should be “ready” for you upon move-in. It should be fully furnished and clean. In Phase I, your bed, desk, dresser, bookshelf and closet areas should be cleared for your use. In Phase II and III, you should find your bedroom door locked when you arrive. In all phases, one-half of the bathroom you use should be available for your belongings. For Phase II residents, bedrooms 1 and 2 should use the bathroom closest to the kitchen, and bedrooms 3 and 4 should use the bathroom in the hallway. For Phase III, you should use the bathroom that is on your side of the apartment. There should also be space for you in the kitchen, living room and common closet areas.

All University Village apartment units are “furnished.” Licensees may not remove any furniture and/or appliances from the interior of the apartment. With the exception of Phase I residents, you may NOT store our furniture in your storage closets. We have a capable staff available to attend maintenance needs, but Licensees are expected to take basic responsibility for care and upkeep of the furnishings. Additionally, only furnishings meant to be outside patio furniture will be permitted in the patio areas, regardless of whether it is owned by the individual resident or not.

Other items and services we provide include vacuum bags, smoke detector batteries, light bulbs, pest control services and most maintenance repairs. These items are available in the Community Center.

Check-In

When you first move into your apartment, the premises should be in a clean and livable condition. Should your room not be in a “livable” condition, please contact the office right away. If you move into an apartment where residents already live, you may have to talk to your roommates about the condition of the apartment, and you may have to negotiate having certain areas cleaned or cleared, so you are given equitable space for your belongings.

The upkeep of the common areas (kitchen, living room and bathrooms) is the responsibility of ALL residents. If you move into an occupied apartment and find the common areas unsatisfactory, you and your roommates should discuss your expectations for sharing the apartment. Work together to ensure all common areas meet shared expectations. If you do not reach resolution, contact your CA for assistance.

Room & Inventory Forms

It is your responsibility to complete the Room & Apartment Inventory forms you received and to submit them to the office within 2 business days of checking in. If you need assistance filling it out, please contact your CA or the FHS Office immediately. Completed forms will work in your favor as they show the conditions already existing when you moved in, so you will not be held accountable for them when you check out (other than cleaning). If damages are discovered after you move out that you did not list as an existing condition on your Room & Apartment Inventory forms nor reported them with a work order during your occupancy, you will be charged for labor and parts to repair the damages.

Air Conditioning / Heating Unit

Efficiency of your heater and air conditioner is dependent upon complete air circulation. It is important to keep ALL vents in every room OPEN. In addition, please ensure that the large return air vent near the heater closet is UNOBSTRUCTED.

For heating, place the thermostat on “Auto” and “Heat” and set it for as warm as all roommates agree upon. For air conditioning, set the thermostat on “Auto” and “Cool,” but the temperature should NEVER BE SET BELOW 72 DEGREES. Anything cooler will cause the unit to freeze up and not function properly.

IMPORTANT NOTE TO ALL RESIDENTS...

Since the costs of electricity and gas have drastically increased, FHS closely monitors your apartment’s monthly charges. If you are found to be using electricity and gas in excess of normal usage, then you will be billed for this excess. **There will not be any warnings issued.** Please refer to the Utilities section of your License Agreement.

Carpeting and Vacuum

The carpeting in your apartment is cleaned, generally on a once-per-year basis. If your carpet is not clean or spills occur, fill out a work order to have your carpet cleaned or repaired. If carpet damage occurs, the resident will be charged for the cleaning or repair. You are responsible for vacuuming your carpet regularly and being sure your vacuum is in good repair and kept clean. The office provides free vacuum

bags, as well as free services to replace your belt or perform other vacuum maintenance, upon receipt of a work order.

Lights and Fixtures

The office will furnish light bulbs. Simply bring the burnt bulb to the FHS office, and we'll give you a new, energy conserving bulb at no charge. For fluorescent bulbs, put in a work order and we'll replace them. If you notice other lights are out around the Village grounds (for example, in the parking lot or walkways), please fill out a work order, so we can take care of it immediately.

Window Screens & Blinds

It is important that the window screens and blinds remain in good functional condition. They are not to be removed, tampered with and/or detached in any manner.

Food Waste Disposal

Each apartment unit is equipped with a food waste disposer in the kitchen sink. Please follow the instructions below when operating this appliance.

Care and Operating Instructions: Do not insert hand into disposer. Turn on cold water full flow (water should remain on during complete disposer operation and for sufficient time after grinding is completed to ensure all waste is flushed away). Turn switch to the "On" position to start disposer. Feed the food waste into the disposer while it is running. Do not dispose of huge quantities at once! Do not turn off the motor or water until grinding is complete.

Stove & Oven Usage

Even though the stove and oven use gas, the pilot lights are operated by electronic igniters (in all units except those modified for the disabled).

To operate: Turn the dial all the way to "Light." There will be a clicking sound before the ignition. Once ignited, you can set the flame height. It's best to first light the burners before placing pots and pans on them. When turning on the oven, follow the above guidelines, keeping the oven door shut.

The hood above your range and its filter should be cleaned at least once a month. If the filter will not come clean, despite your best effort, submit a work order for a replacement. ALWAYS make sure the gas is turned off after using the oven or stove. Do not keep food heating on your stove top or in your oven if the apartment is not occupied.

Dishwasher (Phase II Only)

In order to reduce maintenance problems with dishwashers, the following guidelines should be used:

- Scrub dishes first, especially if it will be a few days before you run the load.
- Use only powdered dishwasher detergent, not liquid. Be sure the product is advertised as an automatic dishwasher detergent, not one for hand washing dishes.
- Once a month, pour a cup of distilled vinegar in the dishwasher and run it empty 2-3 times.
- If you do not normally use the dishwasher, please turn it on "Rinse and Hold" once per week.

NOTE: As dishwashers fail, FHS is not replacing them.

Bathroom Fans

Bathrooms are equipped with exhaust fans. The fans should never be disconnected.

Bathroom Outlets

There is a ground fault interrupter (GFI) built into the electrical outlets in one of the two bathrooms. If you lose power, you can reset the electricity by pressing the reset button on the GFI outlet. If it does not reset, submit a work order.

Toilets

Do not flush paper towels because they do not degrade. Never flush feminine hygiene products, regardless of what the packaging states. If your toilet does overflow or clog up, turn off the water supply immediately. There is a water shut-off valve next to the toilet on the lower left side of the wall. Also, submit a work order immediately. Continuous requests to clean either toilets or shower/sinks drains may result in an administrative charge. Phase III residents; please conserve water by using the appropriate flush button, depending upon the amount of water needed.

Beds/Bed Frames

The bed you are provided is a tool-less assembly system which makes it very versatile for you. You can raise or lower your bed to meet your needs. It is your responsibility to do this. Our maintenance staff can only be asked to assist with raising or lowering your bed **AFTER** you have tried to do it on your own. In compliance with fire code, your bed is never to block an entrance or exit. This means that if you live in Phase I, you may **NOT** put your bed in front of the sliding glass door. Your bed **MUST** stay in your bedroom at all times.

Phase I: The beds in your apartment may be separated as twin extra long beds, bunked or lofted. If you are bunking your bed, please talk to maintenance about getting a support bar for your safety if your room does not already have one.

Phase II and III: These beds may be raised slightly (not lofted). This will provide you with more space in your single bedroom.

If you prefer to have a futon in your room in place of the bed that we provide, you must submit an application for approval in the front office. A \$50 fee is associated with this change.

Telephones

Your apartment is equipped with wiring for a specific number of phone lines. You may be required to share a telephone number with your roommates. You may contact the office to check how many lines are available at the time of your request.

To establish a telephone account, you must first contact the phone company (currently Verizon). It is recommended you purchase inside wiring maintenance service from Verizon for a small additional fee. At that point, you will have two options for how to get the number to ring in the room(s) you desire:

1. You may contract directly with Verizon. The charge for this service averages \$42-\$85, and if you qualify for a "Universal Lifeline" (low income) account, this wiring service will be \$10.
2. You may contract directly with FHS by completing a "Telephone Wiring Request" form, and this will cost \$20. However, since service is done on a first-come, first-served basis, there is no guarantee on how long it will take to be accomplished.

Choose just one option above. Do not complete a Telephone Wiring Request form if you are having Verizon perform the service for you, or you may be double-charged. Remember, residents are prohibited from tampering with the wiring and phone jacks.

Pest Control

You should submit a work order request if you see a rodent, or evidence of a rodent, so the maintenance staff can set a trap immediately. Notify the office when the rodent is trapped. If you find other pests inside or outside your apartment (e.g., ants, cockroaches, gnats), please come to the Community Center and fill out a Request for Pest Control. It is important you do this as soon as possible. The form requires the signatures of ALL roommates because of the cooperation needed in terms of safely storing food and preventing potential allergic reactions to the treatment. FHS retains a pest control management firm that responds to requests twice a month (free to residents who complete paperwork as directed above). The technician also does routine pest inspections for ants, gnats, cockroaches, earwigs, weevils, crickets, spiders, flying insects, wasps and rodents. If you experience a pest problem in between these professional service periods, you are responsible for taking basic action by purchasing an insecticide product such as Raid or Black Flag. Also, do not forget to keep your apartment clean and grease-free.

Cable TV

Cable service is provided for you by the University Village. We pay for standard service, a receiver and a remote to be used in the common area. We provide one cable box per apartment for the common area. If you would like an additional box for the individual bedrooms, you must set that up with Time Warner. You may NOT purchase/use DIRECTV, Dish network or anything where a satellite dish is needed. You may not modify or add anything to the cable box account in the common area.

Other services available at an additional cost:

- Premium channels - HBO, Showtime, Cinemax and the Movie Channel
- Additional outlets, converters, remotes for individual bedrooms
- Pay-per-view events
- Weekly TV guides

The cable company is: **TIMEWARNER CABLE**

212 S. Indian Hill Blvd.

Claremont, CA 91711

888-255-5789

www.timewarnercable.com

**Is your cable acting up and you don't know what to do?
Here is some very valuable information on how you can work with
Time Warner Cable to get your cable back in working order.**

Step 1: Unplug the cable box. Count to 60. Re-plug the cable box. If still broken, proceed to steps 2-8.

Step 2: Look on the back of the Cable box for the serial code. It is a thin paper bar code sticker with a number starting with "GI....." Write it down.

Step 3: Call 1-866-886-7282

Step 4: Ask to be transferred to Bulk Services

Step 5: Give the address of the Village: 3400 Poly Vista - Pomona, CA 91768

Step 6: If the box in your living room is out, tell them you are in apartment # (building number apartment location). Example: Living room box is out in Bldg 125-1E, tell them you are in apartment "1251E"

Step 7: Give them the Serial number you wrote down.

Step 8: They will determine if they need to send someone out or fix it remotely.

FIRE SAFETY EQUIPMENT

Each apartment is equipped with fire safety devices in the unlikely event of an emergency. Please familiarize yourself with the paragraphs below so you will always be prepared.

Fire Extinguishers

Your extinguisher is stored in the broom closet of your kitchen (except in modified units where it is kept under the kitchen sink). Once a year, minimally, the extinguishers are checked and serviced. If your extinguisher is not properly charged (the arrow pointing in the green-colored section), please come into the office and inform the staff right away.

Note: Do not use the fire extinguisher for a grease fire on your stove, if at all possible, because it may be more dangerous. Keep a box of baking soda handy for such mishaps (which we hope are infrequent!). Baking soda tossed on a grease fire will quickly extinguish the flame. Never use water as it will increase the grease fire!

Smoke Detectors

The smoke detectors in your apartment are fairly sensitive. When taking a shower, close the bathroom door to ensure that steam does not affect the detector. When cooking, be sure to use the fan above the stove which could help prevent a grease fire. Please walk through your apartment and locate all of your smoke detectors.

If your detector makes a beeping sound, it means the battery is low. Anytime the Community Center is open, you can come in and pick up a new battery. If you need assistance, complete a work order as soon as possible to have the battery replaced (if after hours, call the CA on duty at (909) 762-8286. Anytime a smoke detector sounds an alarm, you should respond to it as an **EMERGENCY** and proceed in a safe manner.

Sometimes you may have a "false alarm." The smoke detectors can be set off by dust or an insect, or they just may need routine cleaning. Opening the front door and windows (to allow fresh air into the apartment) may stop the false alarm. Be advised that your smoke detector is equipped with a False Alarm Control which, once activated, quiets unwanted alarms for up to 15 minutes. To use the False Alarm Control: Press and release the test button during unwanted alarm. The alarm should stop within ten seconds. This means the smoke alarm is in False Alarm Control. Just before returning to normal operation, the smoke alarm will sound two short beeps. This signals the end of False Alarm Control. If the smoke alarm does not go into False Alarm Control and continues to sound its loud alarm horn, the smoke is too heavy and could be a possible dangerous situation. Evacuate your apartment and call the CA on duty at (909) 762-8286. In accordance with the City of Pomona, Ordinance #3286, tampering with any smoke detector/fire safety equipment is a misdemeanor violation and may be subject to a fine.

OPERATIONS

The Operations Staff in FHS is happy to welcome you to our community. We work in the FHS office in the Community Center. We are available to assist you from 8:00 a.m. to 5:00 p.m. Monday through Friday at (909) 869-4242. We can assist you with the following:

- Understanding your bill
- Clarifying the license agreement
- Re-licensing (renewing your license agreement for the next license period)
 - Questions about our Internet system
 - Check-in/check-out questions/procedures
- Helping you fill out a cancellation form or any forms
 - Paying your license fees
- Answering any other questions you may have about living at the Village

Laundry

The laundry room is located in the Recreation Center and is both coin and Bronco Access card operated. You will receive a DISCOUNT if you put money on your Bronco Access card and use it to do your laundry. If you lose money in the laundry machines, please write down the machine number, and come to the office to fill out a laundry money refund form. Our laundry provider will then refund your money. If the Bronco Access card machine is not working, please call our office and report this, so we can get it fixed. The laundry facilities are accessible 24 hours a day/7 days a week. A change machine is also provided to you for your convenience in the Community Center.

Connecting to the Internet

In the FHS office (and on the Village Web site), there is printed information about how to connect to the Internet. Please make sure that you are using the correct “Ethernet” cable in the correct port. Although wireless service is not allowed, feel free to purchase your own high-speed service. Should it be detected that you are operating off of a wireless system, you will be shut-down for non compliance. If you need assistance, please contact the office, and we would be happy to help you.

Temporary Key/Lock-Outs

If you are locked out during regular office hours, come to the office, and a staff member will let you into your apartment. After office hours, call the CA on duty at **909-762-8286**. Before you are let back into your apartment, you will have to show an ID or answer some confidential questions. You receive 2 free lockouts per quarter; each subsequent lockout will incur a \$25 fee. Please inform us immediately if you lose your keys. **The replacement cost for losing your apartment key is \$150 and \$25 for your mailbox key.** Please be advised that excessive lockouts will lead to a conduct meeting.

Parking Lots and Security Gates

Students who live at the Village must park within the security gates. There are two entrances for residents: Valley and South Campus Drive. The parking lot located on South Campus Drive is available for free to all Cal Poly Students with current parking passes. Gate cards are issued to students who live on the property and are intended for the sole use of the residents they are issued to. “Swiping” guests into the Village is prohibited. If you are found doing this, your actions will be documented, and you will be called in for a conduct meeting. Tampering with gate arms may be cause for removal from the Village. Please do not leave valuable items in your car when you park at the Village. *Please note that the Valley gate will be*

locked at 11 p.m. Monday through Thursday and at 11 p.m. on Fridays and throughout weekends and holiday break closings.

A. RULES & REGULATIONS

1. All motor vehicles, as defined in the California Vehicle Code, shall be operated with due regard for the safety of all members of the housing community. Traffic regulations which have been established for the safety of the community include the following:
 - a. Parking with designated CPP parking permits only;
 - b. **Ten (10) mile-per-hour-speed limit;**
 - c. Head-in parking only in properly marked spaces;
 - d. No parking in red, blue, white, orange, or yellow curbed areas, nor in disabled person parking stalls or wheelchair access lanes, nor in Village Staff/Faculty spaces;
 - e. Adherence to all posted signs and lights;
 - f. No parking in visitor lots by residents. No parking in resident lots by visitors at any time, or they will be ticketed. Residents may not use their gate card to allow any visitor into the resident lot.
 - g. Abandoned or illegally parked vehicles may be removed and stored at the owner's expense.
2. No vehicle repair will be done in the Village parking area except by permission of the FHS management.
3. The FHS assumes no responsibility for any damage to vehicles. Claims made to CPP Risk Management must occur within 72 business hours from the time of the alleged damage.
4. Violations of these traffic regulations can result in parking privileges being suspended, revoked, and/or parking citations being issued.

B. REGISTRATION OF MOTOR VEHICLES

1. All licensees who possess a motor vehicle and wish to park in the Village parking lot must register their vehicles with the CPP Parking Services and FHS offices. Registration is required because the parking lot is state property and subject to university parking fees and regulations. Registration and regulations include the following:
 - a. After registration of the vehicle, the Licensee will be issued a Village parking sticker and gate card.
 - b. The gate card is to be kept in the possession of the Licensee and not given to anyone for any reason.
 - c. Every quarter, the gate card must be presented with the current Cal Poly Pomona parking permit to receive the current University Village sticker.
 - d. The parking permit is non-transferable and must be displayed on the vehicle for which it is registered and the vehicle must belong to the resident registering the vehicle.
 - e. The permit with the sticker must be displayed in plain view in the front windshield. Failure to display the permit/sticker as required will result in a citation.
 - f. Upon checking out, the licensee will return the gate card.
 - g. If the gate card is ever lost or stolen, the licensee will report this to FHS immediately. A fee of \$25 will be assessed for a lost, stolen, damaged, and/or non-returned card.
 - h. A new card will be issued to the licensee by FHS only upon payment of the replacement fee.
 - i. If a resident does not register his/her CPP permit and get a Village sticker each quarter, then the gate card will be deactivated
2. All motor vehicles parking in the Village parking area must display a valid CPP parking permit with a current Village parking sticker.
3. Cal Poly Pomona parking permits may be obtained from the University Cashier's Office.
4. Each Licensee will be issued only one gate card but may register one automobile (car or truck) and one motorcycle in the Village as long as each vehicle possess a CPP parking permit.

Payments

License fees are due and payable in full on the **first day of the month**. INVOICES ARE NOT SENT! Residents are encouraged to pay in advance, and a discount is given if fees are paid on a quarterly basis or if the entire license agreement is paid in full in advance. Payments may be made by cash, check, money order/cashier's check, or credit card. Checks should be made payable to **CAL POLY POMONA FOUNDATION**. Cash payments must be made at the FHS office during regular business hours. Checks and credit card payments may be mailed, brought to the office or placed in the drop box located at the front of the Community Center. When using the drop box, please use payment envelopes provided. **NEVER SEND OR PUT CASH IN THE DROP BOX**. All payments left in the drop box will be posted on the next business day. A \$25.00 late fee will be assessed for payments not received/postmarked by the 10th of the month. You may request to pay your license fees late, without receiving a late fee, by submitting a "Late Fee Waiver Form" to the FHS Office by the 10th of the month. The "Late Fee Waiver Form" is available in the Community Center and on the Village website: cppvillage.com. If a resident has had 2 returned checks, it is required that ALL future payments be made by cash, credit card, money order or cashier's check only.

You will only be able to request to pay your fees late THREE times during the Academic Year and one time during the Summer. It is your responsibility to budget your money, so you can pay your fees on time.

ONLINE PAYMENTS

The University Village Online Portal system provides instant access to your University Village account 24 hours per day, 7 days a week. The Portal may be accessed through the new Village Web site (CPPvillage.com) using the following steps:

Click the link under Online Services labelled **CURRENT RESIDENT LOGIN** on the Village Web site.

Your login is your Bronco ID number: ##### (Nine digits, numbers only)

Your PIN Number is: #### (Numbers only)

The new online system allows you to view your individual housing information including your room assignment current Village account balance, and any work orders you may have pending. If you have any questions or difficulty accessing online services, please feel free to contact Village IT Student Assistant at (909) 869-4242 or come by the Village Business Office.

HOUSING ASSIGNMENT INFORMATION

Our computer system uses the information you provide on your questionnaire to place compatible people together. Single rooms seem to be the most popular; therefore, they are in high demand. If a single space is available when you come up on the list, you will be assigned to it unless you have asked for roommates who requested double rooms. When single spaces are no longer available, you will be assigned a double room.

Returners

A returner is any student who has lived in the University Village previously and is returning after taking no more than one quarter off. (Example: If a student lived in the Village for the spring quarter and moved out for the summer, he/she is considered a returner when applying for the fall quarter.) Returners are

prioritized separately and assigned rooms before new applicants. Returners have the opportunity to choose their own bed space during the re-licensing process. New applicants are those who have never lived in the Village before or who are returning after taking more than a quarter off.

Roommate Requests

Whenever possible, we attempt to honor roommate requests. This can be accomplished if all students wishing to live together list each other (including Bronco ID #) on their application. After you move in, if you have a vacant space in your apartment, this is considered a viable space in which to place a new resident. If you would like to have someone specific move in, please contact the office to request this. Understand that someone may move into a vacant space at any time with little or no warning so please leave space for her/him and all of his/her belongings. **WE DO NOT GUARANTEE ANY ROOMMATE REQUESTS.**

Transfer/Room Change Information

If a space becomes available in your apartment, you will have 24 hours to notify the FHS Office if you wish to transfer to that vacant space. Residents in the same apartment get first priority over the other residents and/or new applicants.

If you would like to request a transfer, you must come to the FHS office and request to have your name added to our Transfer Waiting List. You will be notified as openings occur.

Please communicate with your roommates if you are canceling your license agreement, so they may follow these procedures.

There is a \$10 transfer fee if you transfer apartments and there will be additional daily charges. Since rent varies depending on which Phase you live in, if you paid in advance for the quarter or Academic Year, you need to make sure that your payments are now equivalent to the phase in which you reside. These fees are due upon completion of the transfer.

Transfers because of roommate conflict are done as a **last resort** and only after the Residential education staff has intervened and deemed it necessary.

All transfers must be completed and the keys to prior bed space must be returned within 24 hours. If keys are not returned in the allotted time, additional charges may apply. The charges may include, but are not limited to, a \$150 lock change charge and a daily rate for occupying an additional space.

Transfers (whether room-to-room or apartment-to-apartment) are conducted in the same way as complete check-outs. You should be aware of other potential costs which are the sole responsibility of the resident(s) involved. **STUDENTS WHO SWITCH ROOMS/APARTMENTS WITHOUT COMPLETING AN APARTMENT/ROOM CHANGE REQUEST FORM AND WITHOUT APPROVAL OF THE HOUSING COORDINATOR WILL INCUR AN ADDITIONAL PENALTY of \$75 AND MAY BE REQUIRED TO MOVE BACK TO THEIR ORIGINAL SPACES.**

Vacancies at the End of a License Agreement

Current residents have priority and will choose which rooms/apartments they wish to transfer to before assignment of any new applicants. Specific dates and times for re-licensing must be adhered to in order to

reserve your chosen space. Any spaces not chosen by current residents by the specified date will be computer assigned to qualified new applicants.

CHECKING OUT INFORMATION

Checking Out of Your Room & Apartment

When you check-out, leave your bed space and common areas in a clean condition ready for the next resident. Lock your bedroom door, so it will remain in that condition until inspected. Clean out your mailbox, and then turn in your keys and gate card. Submit a Damage Release Form with the signatures of all your roommates, if necessary. Obtain a check-out voucher. The check-out process will be distributed via the *Village View*, so please read it and all postings about check-out.

It is strongly recommended that you communicate with your roommates well in advance of the check-out deadline (particularly in June). You all must cooperate and participate in cleaning the common areas, or all residents will be assessed charges.

Check-Outs/Cancellations

- ALL cancellations require a 30 days' notice. Cancellation forms are available in the Community Center and on the Village Web site: www.CPPVillage.com.
- A "Cancellation of License Agreement Request" form must be completed, even at the end of a license agreement period. This is important in facilitating the closing of your account.
- In all cases except graduation, if cancellation occurs before the end of the license agreement, licensees must pay a cancellation fee of \$475, in addition to their 30-days notice.
- End-of-license agreement checkouts must be completed by 3:00 p.m. of the stated last day of agreement. If you are not checked out by that time, you will incur a \$150 improper check-out penalty.
- All personal belongings should be removed from the apartment and keys need to be returned when checking out. A signed check-out voucher will be issued, proving you returned your keys and checked out with a FHS staff member.
- After you've checked-out, a staff member will inspect your space within 24 hours. Within six weeks, you'll be notified of any additional damage charges not covered by the non-refundable \$150 Facility Fee. You have a right to appeal any charges. Detailed check-out information will be provided by the FHS office and will be posted in the *Village View*.
- Final paperwork, with refund or invoice, will be sent to you from Cal Poly Pomona Foundation within six weeks of your checkout.

Inspections

The Room & Apartment Inventory forms also serve as a Check-Out form for the staff to conduct an inspection after you transfer or move out. Your inventory forms are due back within 48 hours from the date that you check-in or transferred in. You are expected to leave your area in an acceptable state for the next resident. For example, if your bed frame is in need of repair, you cannot argue, "It was that way when I moved in" because it was your responsibility then to take care of the situation accordingly. If you never completed your Room & Apartment Inventory form, you will be liable for all damages/cleaning in your apartment. In accordance with your license agreement, all residents will be charged a non-refundable \$150 Facility Fee to cover general cleaning and wear and tear repair. Should cleaning and repair services be

required, above and beyond normal parameters, you and your roommates (as applicable) will be assessed additional charges.

Refund or Invoice

Any charges will be calculated on your Cancellation/Account Summary Form and processed accordingly. All other charges or refunds (past due fees and so forth) will be assessed. Your account will then be reconciled by the FHS Office within four to six weeks.

Abandoned Property and Storage Fees

If you leave items behind after transferring or moving out, there will be a minimum labor charge of \$35 (charged at \$35 per hour) to pack and label them. We only pack and label items that are deemed as being of a high value. Following that, you will receive an official copy of Civil Code Section 1984, "Notice of Right to Reclaim Abandoned Property" which gives you 18 days to pick up your belongings. If you identify and pick up items during this time frame, you will be assessed a charge of \$10 per day in storage fees before they are released to you. After 18 days, if you have not claimed your items, they will be disposed of in accordance with California law. (Please also realize if the above scenario is necessary, it will delay your paperwork and your potential refund.)

CONTACT US!

University Village
3400 Poly Vista, Building 300
Pomona, California 91768
Front Office: 909.869.4242 Fax: 909.869.4155
Email: village@csupomona.edu
Web site: www.cppvillage.com

Front Office Hours:
8am-5pm, Monday-Friday

CA Office Hours:
5pm-10pm, Monday-Friday
2pm-10pm, Saturday & Sunday
Duty Phone: 909.762.8286