

COLLEGIATE STATION @ CANYON

47 Valley View Rd.

Canyon, TX 79015

Office: 806-655-0220

Hours: M-F 9:00am - 6:00pm; Sat 10:00am - 5:00pm; Sun 1:00pm - 5:00pm

Community Director: Charlie Poole

Assistant Community Director: Sara Jones

For Non-Emergency after-hours assistance call the Community Leader on-duty:

806-655-0220

For Emergency Assistance call: 911

WEST TEXAS A&M UNIVERSITY

Academic Affairs	651-2044	Registrar	651-4911
Admissions	651-2020	Religious Services:	651-5779 or 651-2313
Athletic events	651-4400	Student Activities	651-2313
Bookstore	651-2744	Student Employment	651-2397
Business Office	800-99-WTAMU	Student Government Assoc.	651-2385
Campus recreation/intramurals	651-2313	Student Programming Assoc.	651-2313
Career Services	651-2345	Student Services	651-2350
Counseling Center	651-2345	Tutoring Assistance	651-5300
Health Center	651-3287	University Police (emergency)	911
Financial Aid	651-2055	Univ. Police Office	651-2300
Library	651-2215	Wellness Center	651-2323

This handbook is compiled and edited by Collegiate Management Services, LP (CMS), which manages Collegiate Station @ Canyon off of the campus of West Texas A&M University in Canyon, Texas. CMS is pleased to serve the residents of Collegiate Station @ Canyon through this living and learning collegiate housing community.

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HANDBOOK
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INTRODUCTION

Collegiate Station @ Canyon is a collegiate living and learning community. As such, the staff and residents of Collegiate Station @ Canyon partner to make the community environment clean and welcoming. All communities need rules, regulations, and standards of conduct to help achieve a positive living environment. Collegiate Station @ Canyon is no exception. The following guiding principles apply to all residents of Collegiate Station @ Canyon:

1. Respect the rights of others, whatever their race, gender, religion, national origin, disabilities, sexual orientation, or family status.
2. Exercise care and good citizenship when using community and private property or facilities.
3. Accept that all residents have the right to be able to study and/or sleep without undue disturbance or noise. Specifically, all residents have:
 - a. The right to expect others to refrain from distracting behaviors in hallways, stairways, and shared areas within the apartments (e.g., playing or bouncing balls, and other objects, slamming doors, etc.)
 - b. The right to expect others to refrain from shouting in/from the hallways, balconies, and shared or public areas.
4. While there are no designated quiet hours, residents are expected to be courteous to others at all times, and keep their noise at a level acceptable to those around them.
5. All residents have the right to tactfully discuss the inappropriate behavior of other residents and guests without fear of negative repercussions.
6. Accept responsibility and liability for your actions and the actions or behavior of your guests at all times.

Residents are expected to cooperate with staff and other residents at all times. Residents are expected to be familiar with and responsibly follow all published or posted procedures, policies, rules, and regulations throughout the property, in this Handbook, the Lease Agreement and its addenda. Residents will respect the rights of others, and each resident is responsible and held accountable for his or her behavior, and for the behavior of his or her guest(s). Rules and regulations at Collegiate Station @ Canyon will be consistently and strictly enforced by Collegiate Station @ Canyon staff at all times. Violations of any of the rules and regulations of Collegiate Station @ Canyon may result in disciplinary action, including possible eviction.

ELIGIBILITY

To be eligible to lease and reside at Collegiate Station @ Canyon, you must qualify in all areas including income requirements as well as passing credit and criminal background checks. As this is an off-campus living and learning community and all qualified applicants will be allowed to live as residents on a per bed basis.

COMMUNITY LEADERS AND PROGRAMMING

As part of Collegiate Management's commitment to providing a living environment that is conducive to academic success, the Collegiate Station @ Canyon community is assisted by a network of Community Assistants. A Community Assistant (CA) is employed by Collegiate Management and assigned to a residential area with responsibility to assist and advise the residents and to monitor their living environment. The CA is generally responsible for assisting residents individually and in groups and is the primary facilitator of developing and maintaining a sense of community among the residents. Through the leadership of the Community Director and Assistant Community Director, the Community Assistant is also an integral component to building and maintaining positive resident relations throughout the year.

One of the ways of developing positive relationships is through educational programming and activities. Community Assistants create and implement programs focusing on personal wellness and principles of successful living/learning communities. Community Assistants are trained to program within a modified wellness wheel that includes, but is not limited to, these aspects: academic, spiritual, cultural and ethnicity, physical/emotional, sexual health, social issues, arts, university life, community building/service, and career planning. Programming should address the interests and needs of residents. Therefore all residents are encouraged to participate in surveys and other avenues of communication with the staff regarding social and educational programming. Residents are encouraged to attend these programs, as they exist solely to improve the quality of the off-campus living experience for all residents. Another way in which Community Assistants facilitate and improve openness within the residential community is resident interaction reporting.

COMMUNITY MEETINGS AND ACTIVITIES

A general meeting of all residents is held during the first week of classes in the Fall and Spring semesters. It is our hope that all residents will attend these meetings for the benefit of the entire community. Notices will be posted on each floor or stairway announcing the time and place of the meeting. Attendance of all residents is not required but encouraged. Residents are responsible for all information distributed and discussed during these meetings. The intent of these meetings is to provide helpful information to residents and also to provide a forum for residents to share their ideas for creating and maintaining a positive living environment Collegiate Station @ Canyon.

GENERAL STANDARDS

Residents at Collegiate Station @ Canyon have a right to an environment which is conducive to study, sleep, learning and leisure. When individual needs come in conflict with those of other community members, it is the responsibility of the individual with concerns to initiate action addressing and alleviating these concerns.

1. The resident should make all reasonable efforts to address his/her concerns with the individual(s) involved. To effectively resolve conflict within the community, residents must accept responsibility for themselves and their actions, as well as take responsibility for interacting with their community and its individual members.
2. A resident may address his/her concerns to the Community staff. Although staff members are assigned the responsibility for discipline and residence education, as a general rule, matters should be referred to them only after the individual has reasonably attempted to resolve his/her concerns.
3. The Community Director, Assistant Community Director, and Community Assistants are more than willing to assist the individual resident to address or alleviate concerns.

COURTESY AND QUIET HOURS POLICY

Residents are expected to be courteous to others at all times. While there will be no designated quiet hours, residents are expected to always keep their noise at a comfortable level. Excessive noise is not tolerated and could result in a discipline notice or fine. Car horns should not be used to contact or call someone. Car stereos are another area that must be monitored at all times. Residents and their guests are expected to turn down their car stereos before pulling into Collegiate Station @ Canyon parking lots, in order to be courteous to others. Failure to do so

could result in a discipline sanction. Excessive car/motorcycle exhaust noise may also violate the community standard for noise control.

GUEST POLICY

No uniform visitation hours exist at Collegiate Station @ Canyon. Overnight guests are allowed to stay up to three (3) consecutive nights without prior consent of the Community Director. Residents are responsible and liable for the conduct and actions of their family and guest(s). Guests must abide by Community policies, and federal, state and local laws. Consideration should be given with regard to the comfort of other residents. At no time should a guest become a burden or provide an inconvenience to other residents. Guests should be accompanied by their host resident while on-site. Violations of the Guest Policy will result in an Incident Report being issued to the Leasing Office, typically by a Community Leader. Each resident involved in an alleged violation of the Guest Policy may be immediately restricted from receiving guests until a disciplinary meeting takes place, and each guest involved may be banned from visiting the apartment building where the violation occurred.

MAIL SERVICE

All Collegiate Station @ Canyon residents are provided a postal box outside of the Clubhouse. The cost of this service is included in your rent. Each apartment has a postal box designated by the apartment number. Residents within an apartment share a postal box. Please check your mail daily. Residents are expected to respect the privacy of others' mail. When providing your address, the following format should be followed:

Resident's Name

47 Valley View Rd., Apt. XXX (use only the three digit apartment number)
Canyon, TX 79015

BULLETIN BOARDS and PUBLIC NOTICES

1. Please read bulletin boards and public notices daily. Notices of importance and interest to residents will be posted.
2. Notices placed on the bulletin boards must be approved and posted through the Collegiate Station @ Canyon Office.
3. A section of the bulletin boards located on the first floor of each building is designated for personal messages (i.e., items for sale). Residents who wish to use this service should contact their Community Assistant or the Collegiate Station @ Canyon Office.

All public notices posted in Collegiate Station @ Canyon must be approved by the Community Assistant or Assistant Community Director and posted by the Collegiate Station @ Canyon staff. Notices are not allowed in any locations other than bulletin boards. Unapproved notices or notices placed in areas other than bulletin boards will be immediately removed.

COMMON AREAS AND CLUBHOUSE FACILITIES

When space is available, groups of residents may reserve community areas for private use, group meetings, discussions, etc. For information about reserving community areas, see the Collegiate Station @ Canyon Office.

A multi-media class room is available for residents use in the Collegiate Station @ Canyon Clubhouse, and is open to residents from 9:00 a.m. to 10:00 p.m. The fitness room in the Collegiate Station @ Canyon Clubhouse is available twenty four hours a day. The fitness room is

equipped with professional (health club style) equipment, including a treadmill, a recumbent exercise bike, a stair climber, weight machines, and televisions.

A patio recreation area is available behind the Collegiate Station @ Canyon Clubhouse. Groups may schedule activities in this area by contacting the Collegiate Station @ Canyon Office. An outdoor swimming pool, barbeque grill, and volleyball court are also located behind the Clubhouse. Residents must abide by rules and regulations established for use of recreational and service facilities at Collegiate Station @ Canyon. Pool Regulations are posted at the pool area. For safety reasons, residents or guests under the age sixteen (16) must be accompanied by a parent or legal guardian. Do not use outdoor grills, barbeque pits, etc. on balconies, walkways, or anywhere near a building. Use only outdoor cooking facilities provided by the property where they are intended to be used. The courtyard (interior of the apartment complex) is also intended for the use and enjoyment of residents. Please help to keep all common areas clean and neat.

Sand Volleyball

The volleyball court is available from 10:00am-8:00pm on Sunday-Thursday and from 10:00am-10:00pm on Friday and Saturday.

- ◆ Persons under the age of 16 must be accompanied by an adult or a legal guardian.
- ◆ There are no pets allowed in the sand volleyball area.
- ◆ No littering.
- ◆ No glass containers allowed.
- ◆ Please report any damaged equipment immediately to the Manager or a Community Leader.
- ◆ Pool furniture is prohibited in the court area.
- ◆ Proper attire is required.
- ◆ No loud stereo or radio.
- ◆ Showering is required after using the court before entering the pool area
- ◆ Court is reserved for resident use and their limited guests.
- ◆ In case of emergency: Dial 911
- ◆ Collegiate Station @ Canyon is not liable for personal injury or damage or loss of property.

Media Center

- ◆ The media center equipment is open from 10am-10pm for resident use only.
- ◆ Report damaged or dangerous equipment immediately to management.
- ◆ Persons under 16 must be accompanied by an adult resident.
- ◆ Management has direct control of the media center facilities.
- ◆ No alcohol or smoking is allowed.
- ◆ This area is not supervised. If unfamiliar with the equipment, please refrain from using them until you receive proper instruction.
- ◆ Collegiate Station @ Canyon is not liable for personal injury or damage or loss of property.

Pool Policies

1. No lifeguard is on duty. Persons using the pool facilities do so at their own risk. The Owner/Management assumes no responsibility for accident or injury.
2. Management reserves the right to suspend pool privileges of the residents and/or their guests who violate the pool rules/policies.
3. Residents and their guests must be especially careful in supervising and watching their children in the pool area.
4. The pool gates may not be propped open or otherwise rendered inoperable, even if temporarily.
5. No children under the age of 16 will be allowed in the pool area, unless accompanied by a parent, guardian or adult who has been given written authority by the parent or guardian to supervise the child and has assumed responsibility for such supervision.
6. The pool may only be used by residents and their guests. No more than (2) guests of an apartment may use the pool at any time.
7. No person who is ill may use the pool.
8. Glass containers are not allowed in the pool area.
9. No horseplay, fighting, dangerous conduct or noise which disturbs others is allowed in the pool or pool area.
10. Diving is not allowed and is strictly prohibited.
11. No electrical equipment of any kind may be used in the pool or pool area without Owner/Management approval.
12. Safety equipment is to be used only in case of an emergency.
13. Residents are requested to immediately notify the Owner/Management if any of the rules are violated.
14. Parents, guardians or custodians of a child are totally responsible for the child's compliance of the pool rules. The rules apply to all individuals using the pool.
15. Pets are not allowed in the pool area.
16. Proper swimsuit attire is required when using the pool. Cut-offs, jeans and sweats are not allowed in the pool.
17. Alcoholic beverages are not to be consumed by anyone under the age of 21.
18. The residents, occupants, children and their guests agree to observe all signs posted in the pool area.
19. A signed copy of the "Pool Rules Addendum" must be in the resident's file in order to have access to the pool.
20. Pool rules and use of the pool are subject to change.
21. Pool hours are **10am-10pm on Sunday-Thursday and 10am-12am on Friday and Saturday**

Student Services

- ◆ Documents are to be saved on resident's own floppy and not on the hard drive.
- ◆ Documents saved on the hard drive will be deleted.
- ◆ Complimentary copy and local fax services are available for Residents. Long distance fax service is available for an additional charge.
- ◆ Persons under the age of 16 must be accompanied by an adult resident when using the Service Center.
- ◆ Residents will be held responsible for any damage to equipment during his/her computer time.
- ◆ For residents use only.
- ◆ Resident must accompany guest at all times.

Fitness Center

All residents are expected to conduct themselves in a responsible, courteous, and safe manner in compliance with the Fitness Center Rules Addendum. All emergencies or injuries must be reported to the Management Staff or on-duty Community Leader. In the event that there is ever an emergency or injury in the fitness room, call 911 immediately.

Collegiate Station @ Canyon is not responsible for personal belongings that are lost or stolen in the fitness room. Please report any equipment problems to the management staff. Residents that use the fitness center and exercise do so at their own risk. *Collegiate Station @ Canyon* is not responsible for any injury that may occur to individuals engaging in any exercise activity. Each individual is responsible for his/her own safety.

No one under 16 years of age is permitted in the fitness room, even as a spectator.

1. No bags, coats, purses, etc. are permitted in the fitness room.
2. Bicycles, skateboards, roller blades, and pets are not allowed in the fitness room.
3. No gum or chewing tobacco inside the fitness room.
4. No food or drink in the fitness room, except water in sealed-top water bottles.
5. No signs, posters, advertisements, or decorations may be placed or posted in the fitness room.
6. Bathing suits and jeans are not permitted in the fitness room.
7. Shirts and shoes must be worn, no flip flops or sandals. No jeans or pants with exposed belt loops.
8. Residents must accompany their guest(s) at all times when using the fitness center.
9. Please wipe off the machines after each use.
10. Please do not move any equipment.
11. When the weight room is crowded, please limit your time on the cardiovascular equipment to 20 minutes.
12. Safety clips must be worn on treadmills at all times.
13. Persons abusing the equipment will be prohibited from using the fitness center.
14. Please refrain from using profanity.
15. Disorderly conduct and horseplay will not be tolerated.
16. This fitness center **is open 24 hours.**

RULES, GUIDELINES AND EXPLANATIONS

MOVE-IN AND MOVE-OUT PROCEDURES

1. **Move-in Procedures:** The resident should report to the Collegiate Station @ Canyon Clubhouse to begin the move-in process. At the time of move-in the resident will obtain keys, a personal data form (if not previously completed), a room move-in form, and a copy of this Handbook. A Community Assistant or other staff member will review the apartment amenities and appliances and document the condition of the apartment with the resident at move-in.
2. **Move-Out Procedures:** At the end of the designated lease term, if the lease is not renewed, residents must officially and properly move-out of their apartment. You must fill out a thirty day (30) notice to vacate. Official clearance must be obtained prior to all other move-out procedures. For move-out, the persons determining the condition of the room/apartment, furnishings and other items will be the resident and a member of the Management staff. The resident must contact his/her Community Assistant or another member of the Collegiate Station @ Canyon staff to schedule a move-out time.
 - ◆ Prior to actually checking out with a staff member, the resident must remove all of his or her personal items, remove all trash, clean the floors and clean the room/apartment.
 - ◆ The resident and the staff member will inspect the resident's room/apartment for cleanliness, furnishings, damages, and any discrepancies between the room's conditions at move-out compared to its condition at move-in. The resident will be given the opportunity to explain any discrepancies, and should note such explanation on the move-out form.
 - ◆ It is very important that this clearance is done thoroughly. The Community Director will check the room/apartment condition at a later date and has the authority to remove charges. IT WILL BE ASSUMED THAT ANY DISCREPANCY BETWEEN MOVE-IN CONDITIONS AS NOTED ON THE MOVE-IN FORM AND THE MOVE-OUT CONDITION OF THE ROOM/APARTMENT IS THE RESPONSIBILITY OF THE RESIDENT AND APPROPRIATE CHARGES WILL BE ASSESSED.
 - ◆ Once the move-out procedure has been completed, the staff member and the resident will sign the bottom of the move-out form, and all keys issued to the resident must be returned.
 - ◆ You should complete a change of address card for the U.S. Postal Service. Collegiate Station @ Canyon cannot forward mail.

Abandoned Property is defined as items of significant value that are left when residents move-out of their rooms. This property will be inventoried and stored. The Management will make all reasonable efforts to inform the resident that he/she left property in his/her room or apartment. If the resident does not collect the abandoned property within 60 days of his/her move-out date, the items will become property of Collegiate Station @ Canyon and will be disposed of as deemed appropriate. Items left in rooms of little or no apparent value will be disposed of immediately following a resident's departure from a room.

ROOM CHANGE POLICY

1. Residents may change rooms/apartments only with written permission from the Collegiate Station @ Canyon Community Director. This includes changing of rooms within an apartment.
2. Room changes may not take place during the first week of the lease period.
3. On the Monday of the second week of classes, room change request forms may be obtained from the Collegiate Station @ Canyon Office. These forms must be completed as directed on the form and returned to the Collegiate Station @ Canyon Office by the following Wednesday at 12:00 noon.
4. Approved request forms may be picked up in the Collegiate Station @ Canyon Office on Thursday of the second week of classes, and approved moves may begin at 12:00 noon on that date.
5. All residents making room changes must be properly checked in and out of their respective rooms by a Community Leader in accordance with the move-in and move-out policies.
6. Approved moves must be completed by 10:00 p.m. on the Sunday of the third week of classes.
7. Following the second week of classes room changes will be permitted only when extenuating circumstances exist and only with written approval from the Community Director.
8. Residents who change rooms or bed assignments within a room without express written permission to do so from the Collegiate Station @ Canyon Office, may be required to move back to their assigned space, and may be assessed improper move-out charges. Every effort will be made to honor room change requests; however, changes can only be approved as space is available.

APARTMENT LEASE AND USE RULES

The following Rules and Regulations have been established by Management. **These rules do not replace the lease agreement**, but are applicable in addition to same. These are rules, regulations, and explanations of requirements for residing at Collegiate Station @ Canyon. Failure to comply with said Rules and Regulations, at the discretion of Management, may be grounds for termination of occupancy. However, all remedies under the lease will remain.

1. **Application:** Eligible persons requesting to live at Collegiate Station @ Canyon must complete and sign a Lease Application as well as pay an application fee of \$35 (non-refundable) and a \$100 Security Deposit.
2. **Facilities:** The Lease Application is for a space in any Collegiate Station @ Canyon apartment. Applicants requesting a specific roommate, building, apartment, or other accommodation, must provide this information on the application form. Collegiate Station @ Canyon reserves the right, at any time and for any reason, in its sole discretion, to change or cancel any room assignment.
3. **Agreement Period:** The rental agreement period is for the ENTIRE lease period, including breaks in which the University and its housing is typically closed. If the lease is entered into after the start date of the lease option, the agreement applies to the remaining balance of the lease period. The apartment must be vacated on or before the end of the lease period and a proper move-out must be completed with the Community Director or his/her staff. If a renewal has not been exercised, residents failing to vacate by the end of the lease period will be considered trespassers and all belongings considered abandoned property.
4. **Rental Payment:** Rent is due on the first day of each month. Residents must deliver rental payments to the business office or pay online by check or credit card on or before the due date. Residents may also pay rent at the beginning of each semester for multiple months in

advance. Failure to make timely rent payments may result in a warning letter, and the resident will have forty-eight (48) hours to bring his/her account into good standing. Failure to do so will be considered as violation of the lease and may be grounds for eviction.

A \$25.00 late fee will be charged to a resident's account if rent is not paid by 3rd of the month by 6:00 p.m. Additionally, a \$5.00 daily fee will be charged beginning on the 4th of the month until rent is paid. In the case of a returned check, the resident will be charged \$40 per check plus late fees. A returned check must be remedied within 24 hours of notification by manager or bank. If a resident has more than one returned check within one year, additional sanctions may be taken, up to and including eviction.

5. **Lease Renewal:** Lease renewals will be mailed to residents sixty (60) days prior to the lease's expiration date. Residents wishing to renew their lease shall inform the Community Director by returning the properly signed Lease Renewal to the Collegiate Station @ Canyon Office forty-five (45) days prior to expiration of current lease.
 - A. Current Apartment: Residents interested in living in the same apartment/room for a new lease period are given first opportunity to renew the lease for their current apartment/room only if the new lease period begins immediately after the current lease option ends.
 - B. New Apartment: Residents interested in renewing their lease for a new apartment/room must notify the Collegiate Station @ Canyon Office forty-five (45) days prior to expiration of current lease. Residents will be reassigned as new spaces become available. If the request is unable to be honored, the lease will be renewed for the current apartment.
 - C. Non-Renewal: Failure to return the signed Lease Renewal within the time stated above shall be cause for final termination of the lease upon its expiration. Neither the resident nor the Management is under any obligation to renew the lease upon its expiration.
6. **Subletting:** The resident shall not sublet the apartment, nor any part thereof, nor assign this lease. Residents may not distribute material or advertise from apartments without written permission from community director only.
7. **Cancellation/Refund Policy:** As stated in *Agreement Period*, a lease extends for the entire dates agreed upon in the lease option selected. If an individual cancels his/her lease a reletting charge equal to 85% of one month's rent, accelerated rent, and loss of deposit will be assessed.
8. **Refund of Security Deposit:** A security deposit of \$100.00 is required of all residents of Collegiate Station @ Canyon. Upon expiration of one's lease, one will be eligible for a refund of his/her deposit within 30 days of move-out in accordance with the following:
 - A. Any damages to a resident's bedroom and/or common areas will be deducted from the deposit. Deductions from the deposit will also be made for improper move-out fees, room cleaning, lost keys/key cards, as well as any other outstanding liabilities a resident may have with Collegiate Station @ Canyon.
 - B. Collegiate Station @ Canyon management reserves the right to withhold from a resident's account any appropriate charges and/or fines owed to the management, property, or University.
 - C. If a resident is removed from Collegiate Station @ Canyon for disciplinary reasons, the deposit maybe forfeited.

To avoid misunderstandings regarding the Security Deposits the following information is provided. **Release of the Security Deposit is Subject to the Following Provisions:**

1. Full term of lease has expired, and resident has vacated the apartment.
2. A written notice of intent to vacate is given at least 30 days prior to vacating.
3. No damage has been made to property beyond normal wear and tear.

4. Entire apartment (including appliances, bathroom, closets and cupboards) is clean.
5. No unpaid legal charges, delinquent rents or late fees are outstanding.
6. All keys are returned.
7. All garbage or trash is removed and placed in proper trash containers (dumpsters).
8. The "Move-In/Move-Out Condition" Form, signed at move-in, is signed by both parties upon move-out.
9. **Termination:** The management reserves the right to terminate the Lease Agreement at any time for violation of the terms and conditions stated herein or for any other reason that the property management, in its sole discretion, deems to be good cause. A resident removed from Collegiate Station @ Canyon for disciplinary reasons will have all unpaid rent accelerated (i.e., will come due immediately) for the remainder of the lease term.
10. **Plumbing:** A charge will be made for unclogging plumbing equipment in cases where malfunctions are caused by the introduction of improper objects therein, such as toys, cloth objects, grease and other foreign matter. The cost of repair or replacement of other equipment or furnishing will be paid by Resident.
11. **Windows and Draperies:** Do not cover windows with aluminum foil. Window treatments must have white or off white linings, so that exterior view is uniform. Do not allow drapes or other window treatments that may completely encase windows to trap excessive heat, as this may cause blinds to melt or discolor.
12. **Disturbing Noises:** Resident's and guests shall have due regard for the comfort and enjoyment of all other residents in the Apartment Community. Televisions, stereo units, radios and musical instruments are not to be played at such a volume or time that will annoy persons in other apartments.
13. **Signs:** Resident(s) should not display any signs, exterior lights or markings on the Apartment. Do not attach awnings or other projections to the outside of the building of which the Apartment is a part.
14. **Balconies/Patios:** All balconies or patios must be kept clean and clear of storage items. Hanging of clothes, garments or rugs over railing of balconies or patios is not permitted. Patios or balconies are not to be used for storage under any circumstances. Do not place plants or any other items on balcony railings.
15. **Pets:** With the exception of small fish, pets are not permitted in Collegiate Station @ Canyon. Residents found in violation of this guideline will be subject to penalties ranging from fumigation charges to removal from Collegiate Station @ Canyon.
16. **Laundry Washing and Drying Machines:** Do not use tints or dyes. Report any malfunction of machines to the office. Any laundry machines provided are to be used by residents at his or her own risk. Management shall not be responsible for any damage resulting to resident's personal property due to malfunctions of the laundry equipment. Management is not responsible for lost or stolen items.
17. **Alterations:** No apartment alterations are allowed without Management's prior approval (see: *Furnishings Policy and Apartment Personalization Policy* later in this Handbook).
18. **Storage:** No goods or materials of any kind that are combustible or would increase fire risk shall be placed in storage areas (e.g., closets). Any storage of resident's personal property in such designated areas shall be at the resident's risk and Management shall not be responsible for any loss or damages thereto. Heating/air conditioning or water heater closets are not to be used for storage purposes.
19. **Smoking/Tobacco Use Policy:** Smoking is prohibited in Collegiate Station @ Canyon apartments. The use of **smokeless** tobacco is permitted in individual residents' rooms/apartments if all occupants within a room/apartment agree to allow the use of these products within the room/apartment.

PROPERTY: RESPONSIBILITY AND LIABILITY

At no time should the furniture within an apartment or common area be removed from its designated location. Residents are expected to treat Collegiate Station @ Canyon property with care and respect at all times. This includes individual apartments, grounds, clubhouse and facilities. Intentional damage to Collegiate Station @ Canyon property may be grounds for eviction.

Residents are held responsible for the condition of the room/apartment to which they are assigned. Any damage to the room/apartment or its furnishings, which is considered to be beyond normal wear and tear, will be the resident's responsibility. Repair costs for damage to rooms/apartments, or the replacement costs for lost or damaged room furnishings, will be charged to the resident(s) assigned to the room/apartment. In each case, the charge will be divided equally between residents involved unless there is an agreement on the part of the residents that one resident has greater responsibility.

Residents Against Vandalism Expenses: Through this program, residents may confidentially report acts of vandalism or abuse to property or apartment facilities to their Community Assistant, the Community Director, or other Collegiate Station @ Canyon staff. If the Community Director determines that the resident's report of the incident is accurate AND the person(s) responsible for the damage is/are identified, Collegiate Station @ Canyon will reward the reporting resident(s) one-third (up to \$1,000) of the recovered cost of repairs or loss.

Management is NOT responsible for Resident's personal property. Management recommends all residents obtain apartment dweller's coverage at his or her expense from an insurance agent to cover any possible loss to personal property. Management shall not be liable to any resident, guest or occupant for personal injury or damage or loss of personal property from fire, flood, rain, hail, ice, water leaks, snow, lightning, wind and explosions.

MAINTENANCE CONCERNS

Maintenance requests should be made in writing to the Collegiate Station @ Canyon Office during business hours. Residents are expected to report maintenance problems in Collegiate Station @ Canyon such as leaky faucets, inoperable lamps, room temperature controls, broken windows, damaged blinds, telephone problems, etc., to their Community Assistant or the Collegiate Station @ Canyon Office. Repairs will be made as soon as possible. When work requests are received they will be logged into a computer system and tracked through completion.

Emergency repairs will be handled immediately. For emergency repairs contact the Management Office at 806-655-0220 between 9:00 am and 6:00 pm Monday through Friday. After hours, contact the Community Leader on-duty. If a maintenance emergency poses a risk to persons or property, call the police or fire department immediately and thereafter notify the office as appropriate.

PEST CONTROL

Apartments are treated on a regular basis. If a problem with pests exists, notify the office. You are asked to assist pest control efforts by maintaining high standard of good housekeeping. Residents will be notified of scheduled pest treatment at least two days in advance of spraying. Specific instructions regarding room/apartment preparation will be included and must be followed. All residents and visitors are required to be out of the facility during the treatment time. Residents who fail to comply with room/apartment preparation instructions, or who fail to vacate the facility during treatment, are subject to fines (\$25.00 minimum) and disciplinary action. The treatment of individual rooms will be done upon the request of the residents. Such requests must be submitted to the Community Director.

FURNISHINGS POLICY & APARTMENT PERSONALIZATION POLICY

During the first two weeks of classes each semester, your Community Assistant will visit your room to help you understand and comply with the furnishings and apartment personalization guidelines and policies. If you have any questions prior to his/her visit please contact your Community Assistant or the Collegiate Station @ Canyon Office. Residents who do not comply with the room personalization policies and guidelines may be charged for damages and will be given instructions on how to meet these standards.

Residents are expected to comply with these guidelines. Those who fail to do so will be subject to action by Collegiate Station @ Canyon such that they will be brought into compliance. This may include but is not limited to fines, restitution, confiscation of unauthorized, illegal or prohibited property, and/or official disciplinary action.

1. Collegiate Station @ Canyon Property
 - a. All movable furnishings provided by Collegiate Station @ Canyon (e.g., apartment furniture, etc.) must remain in their assigned room/apartment even if not being used.
 - b. Clubhouse or pool furnishings are not to be removed from their intended locations. Any resident possessing clubhouse or pool furniture in their room will be charged a \$25.00 fine per item.
 - c. The beds in Collegiate Station @ Canyon are NOT bunkable or loftable. They are moveable. However, residents who desire a change in their bed configuration should contact their Community Assistant or Management staff. Water beds are not allowed.
 - d. Window blinds are not to be removed and must stay in their intended location.
 - e. Windows:
 - ◆ Residents assigned to rooms equipped with window screens must not unfasten or remove screens.
 - ◆ Nothing may be placed between windows and screens or outside of windows at any time.
 - f. As all facilities in Collegiate Station @ Canyon are centrally heated and cooled, it is expected that windows remain closed. Do not leave doors and windows open while the HVAC system is on.
 - g. Common areas, including hallways, restrooms, lounges, stairs, and exterior grounds adjacent to entrances, are to be kept clean of trash and litter. Misuse of these areas may result in common area-cleaning charges.
 - h. Residents providing or receiving cable television service illegally will be reported to the cable company and may be subject to legal action. Regardless of any action taken by the cable company, residents involved in such activity will be subject to disciplinary action through Collegiate Station @ Canyon.
2. Decorations

Residents are encouraged to decorate their room as long as it does not create any permanent damage to the room or create a fire hazard. Damage caused by the improper use of nails, screws, tacks, staples, tape, etc., will be charged to the residents of a room.

- a. Residents may use:
 - Poster putty or rubber cement
 - Tape may also be used, though not recommended
 - SMALL nails and tacks, though not recommended and may not be used on any wooden or plaster surface
- b. Items not permitted when decorating your room include:
 - Screws used in any room surface
 - Improper use of nails, screws, tacks, staples, tape, etc.
 - Hooks and other adhesive wall attachments
 - Plant hangers or similar hooks placed in ceilings or other room surfaces
 - Contact paper
 - Wallpaper
 - Carpet tape
 - Rubber backed carpet
 - Covers over room door air vents and/or ceiling air vents
 - Hanging sheets, blankets or any object that obstructs emergency evacuation
 - Hanging posters and other decorations which cover large portions of wall surfaces that present fire hazards
 - The use of candles, incense or other flame/heat producing items
 - Using perfuming agents (such as potpourri) that may cause distress to others
 - Collections of alcohol containers such as cans, bottles, decanters, and decorative containers
 - Placing adhesive stickers and emblems on any surface in resident rooms

APARTMENT AND GROUNDS UPKEEP

1. All apartments and rooms must be maintained to suitable health standards as defined by the Collegiate Station @ Canyon Office. Cleaning of the individual room/apartment is the responsibility of the resident(s) occupying the room/apartment. The custodial and maintenance staff maintains the cleanliness and upkeep of the clubhouse and outdoor community areas only.
 - a. When cleaning rooms or apartments, residents may not sweep trash and dirt outside; it should be collected and disposed of properly. Additionally, residents shall not shake, clean or hang bedclothes, rugs, mops, dust mops, etc. from windows or walkway railings.
 - b. Residents are responsible for properly disposing of room or apartment trash in the dumpsters provided near each building. Under no circumstances is it permissible to leave trash outside the apartment on balconies or walkways, or any other public area or grounds in or near the housing facilities. At a minimum, residents found in violation of this policy shall pay a \$25.00 fee. Members of the Collegiate Station @ Canyon Staff will inspect these facilities periodically to ensure compliance with these standards.
2. There are dumpsters conveniently located throughout the Apartment Community. Please insure that all trash is placed in plastic bags and securely tied before placing it in the dumpster, not beside it. Break down boxes before placing them in dumpsters.
3. Residents' individual rooms/apartments are to be kept in such a condition that they do not present a health, fire, or safety hazard. Additionally, riding bikes, roller blades, skateboards, etc. anywhere inside apartments is prohibited.

4. In accordance with fire safety regulations, stairwells must be kept free of furniture, debris and other obstructions at all times. Fighting, rough-housing, throwing, bouncing or kicking of any objects on balconies, hallways, stairwells, and other common areas is strictly prohibited at all times.

PARKING LOTS AND DRIVES

Parking spaces at Collegiate Station @ Canyon are for residents only. A special parking permit is required. Residents will receive a numbered parking permit at the time of move in and are required to display it prominently inside the front windshield of their vehicle.

The maximum speed limit throughout the Apartment Community is 10 mph. Please drive carefully and watch out for all pedestrians. Parking lots are not to be used for abandoned or inoperable vehicles. The determination of whether a vehicle is abandoned or inoperable shall be within the discretion of Management, but a vehicle will be deemed to be inoperable if not “street legal”. Automobiles should not be parked on the grass. Recreational vehicles and trailers may only be parked in parking areas designated for such vehicles. Vehicles not conforming to these rules may be towed away at Resident’s expense.

All state regulations that apply on the street will apply in the Apartment Community. All vehicles, including motorcycles and mini-bikes, must be properly licensed as well. No one under the legal age requirement is allowed to operate a motor vehicle of any type on the grounds of the Apartment Community at any time. All motorcycles and mini-bikes must be parked in the parking lot, and may not be placed in the Apartment.

BICYCLES

Residents who bring bicycles to the campus are responsible for their security. Good locks and case-hardened chains are recommended for locking bicycles. Bicycles should be kept only in exterior areas designed for their storage.

APARTMENT AND ROOM ACCESS

1. Entrance doors should never be left propped open.
2. Building windows are never to be used to enter a building, and only in emergency circumstances would they be used to exit a Building.
3. Residents’ hours are self-determined.
4. Lock and Key Policy:
 - a. Keys Issued to residents: Each resident is issued a key to his/her room/apartment at the time he/she moves into Collegiate Station @ Canyon. Residents will also be issued an entrance door key card. Keys issued to a resident must not be given to any other individual.
 - b. The Management staff has access to resident room keys for emergency and maintenance purposes. The Management staff reserves the right to enter any room without prior notice to make repairs, to inspect for compliance with health, fire and building codes and for any emergency.
 - c. Adding, changing or in any way altering locks installed on the doors of the Apartment is prohibited.
 - d. Lock out: If a resident locks his/herself out of their room he/she may contact a staff member for assistance. Residents will be charged a \$30.00 fee per lockout, payable to the Collegiate Station @ Canyon office.

- e. Lost Keys: If a resident loses his/her key(s) he/she is to immediately inform the Community Director. If the key(s) cannot be located within 48 hours, the resident's lock will be changed and new keys issued. At a resident's request, locks will be changed immediately. The fee for a lock change in Collegiate Station @ Canyon is \$85.00.
 - f. Lost Key Cards: If a resident loses a key card he/she should report this to the Community Director immediately. The lost key card will be deactivated from the electronic system and a new key card will be issued. Collegiate Station @ Canyon residents will be charged a \$20.00 card key replacement fee. Should a resident locate his/her original key card after a replacement key card has been issued, he/she will receive a refund of \$10.00.
 - g. Damaged Key Card: Damaged key cards should be turned into the Community Director so that a replacement card can be issued. Residents will be charged to replace a damaged card if the Community Director determines the card was damaged through abuse.
5. It is a violation of Collegiate Station @ Canyon policy for any person or group to obstruct, prevent, or interfere with the free and unobstructed use of any building entrance/exit. Persons who fail or refuse to promptly move or disperse when requested to do so by a member of the Management Staff, are subject to disciplinary action.
 6. Theft: Thefts should be reported immediately to the Local Police and Community Director. Any resident caught stealing, or discovered in possession of stolen articles, will face immediate disciplinary action. In addition, criminal prosecution may result from such involvement. Residents should never leave rooms unlocked at any time. We discourage residents from keeping cash and other valuables in plain view within their room. Remember lock your door!

SOLICITATION POLICY

Commercial-for-profit solicitation is not permitted at Collegiate Station @ Canyon. Residents may not act as agents for business firms when this entails solicitations or the receiving of business offers or goods in the complex/apartments. The apartment complex and apartments may not be used for any business purposes of any nature. Babysitting is not permitted in Collegiate Station @ Canyon rooms or apartments. Individuals wishing to approach residents for the purpose of soliciting sales or memberships must have approval from the Community Director and must register at the Management Office.

1. All individuals or groups wishing to survey or distribute surveys to residents must have approval from the Community Director.
2. All individuals and groups wishing to post/distribute informational materials in Collegiate Station @ Canyon must have permission to do so from the Collegiate Station @ Canyon Community Director.

STANDARDS OF RESIDENT CONDUCT

Residents and their guests are expected to exhibit regard for the rights of others and respect the safety of persons and property. As citizens they are also expected to conform to all local, state and federal laws. Through appropriate procedures, which include due process, disciplinary action will be taken in response to conduct which violates these principles, policies and procedures in this Handbook or the Lease Agreement. Misconduct is defined as:

1. The obstruction or disruption of the teaching, administrative, public service or other authorized activity or function which may take place at Collegiate Station @ Canyon.
2. The interference with, failure to cooperate with, or failure to provide identification to any properly identified Management staff member while that person is in the performance of his/her duties.
3. The physical or verbal abuse, harassment, or threatening of any resident, member of the Management staff, or visitor to Collegiate Station @ Canyon.
4. Drunken behavior or any violation of the Alcohol Policy.
5. Lewd, indecent conduct and/or expression.
6. The illicit use, possession or sale of illegal, dangerous or controlled drugs.
7. The taking, damaging or malicious destruction of property belonging to Collegiate Station @ Canyon, to residents, the University, or to any visitor of Collegiate Station @ Canyon.
8. The unlawful possession of firearms, explosives, fireworks, or offensive or defensive prohibited weapons.
9. Unauthorized entry into or occupation of Collegiate Station @ Canyon property or facilities.
10. Falsification, alteration, fabrication or misuse of forms, documents or records
11. Conduct at a disciplinary hearing involving contemptuous, disrespectful or disorderly behavior, or the giving of false testimony or other evidences at any meeting.
12. Any action taken or situation created which is intended to produce mental or physical discomfort, embarrassment, harassment, ridicule or suffering.
13. Tampering with or damaging fire safety equipment.
14. Failure to evacuate a building when an alarm is sounded.
15. Abuse and/or unauthorized use of telephone, Internet, or cable television services.
16. Passing or throwing objects from windows.
17. Providing false information (including false identification).
18. Failure to complete or comply with any sanction issued by Collegiate Station @ Canyon in addressing a disciplinary matter.
19. Failure to follow established rules, regulations, and policies.

DISCIPLINARY SANCTIONS

The Community Director of Collegiate Station @ Canyon will address most infractions within the apartment community (minor infractions may be handled by other staff members, including Community Assistants). The Director (and his/her designates) may handle matters informally with the resident(s) involved. Should a resident desire formal disposition for a matter regarding University policies including the Student Code of Conduct, the matter may be referred to the Dean of Student Life or University Police, as appropriate. However, Management staff has the authority to address and resolve any violations of Collegiate Station @ Canyon polices (including the Lease Agreement). In handling disciplinary matters within Collegiate Station @ Canyon, the Director may take the following actions:

- A. Discipline Meeting: meeting with members of the Collegiate Station @ Canyon staff and residents involved to discuss a mutually acceptable resolution of the matter. If the matter is not resolved, referral to the Community Director is appropriate.
- B. Periodic advising/counseling sessions by a member of the Staff.
- C. Community service project hours.
- D. Restricted access to Collegiate Station @ Canyon

- E. Restitution: reimbursement by a resident for damage, loss, or misappropriation of property. Reimbursement may take the form of appropriate service to repair property or otherwise compensate for damages.
- F. Behavioral Contracts: written agreements between a resident and Collegiate Station @ Canyon Management staff member outlining specific behaviors the resident will or will not engage in relative to a specific behavioral problem.
- G. Official Warning: a written statement to a resident that continuation or repetition of specified conduct may be cause for other disciplinary action, up to and including eviction.
- H. Official Reprimand: a written censure to a resident for violation of a specified regulation.
- I. Disciplinary Probation: a written censure to a resident indicating subsequent misconduct will likely result in the resident being removed from Collegiate Station @ Canyon. Probation is an extremely significant sanction placed on a resident for a specific period of time.
- J. Any appropriate combination of the above.

EMERGENCY AND DISASTER INFORMATION

EMERGENCIES IN GENERAL

Emergencies are defined as existing or potential dangers to life or property. Emergencies can occur on any day at any time. The ability to handle emergencies properly requires calm, intelligence and common sense. In emergency situations:

- Remain calm
- Call the police, ambulance, or fire department (911)
- Handle the situation according to procedures and common sense
- Employees must complete an incident report and contact their supervisor

Unfortunately, learning about handling emergencies is best learned through experience. However, contained herein is information on coping with several different types of emergencies. Please review each section. If you have any questions please ask your Community Leader or other management staff. We strongly recommend that you purchase renter's insurance to cover unexpected damage to your personal belongings from water, fire, windstorm, etc.

UNIVERSITY POLICE

The Local Police Officers are responsible for law enforcement and vehicle traffic control on campus. The campus is patrolled by police commissioned law enforcement officers 24 hours each day of the year.

- Report crimes in progress by calling 911.
- Report any other crime you witness or of which you are a victim on campus to the

EVACUATION PROCEDURES

If the fire alarm sounds, everyone should exit the building as quickly as possible. It is essential for each resident to know what to do if and when an evacuation of the building is necessary. Collegiate Station @ Canyon conducts at least two emergency evacuation drills each semester. The procedure for evacuation is:

1. All residents should vacate their apartment and the premises immediately. Residents should meet in the parking lots (exterior of complex) and listen for directions.
2. Residents should not reenter the complex or apartments until instructed to do so by Fire Department personnel, Campus Police, or the Collegiate Station @ Canyon Management staff.

FIRE SAFETY EQUIPMENT

The fire safety equipment installed in Collegiate Station @ Canyon **MUST NOT** be tampered with or used for any reason other than a genuine emergency. Any act of arson, falsely reporting a fire or other emergency, falsely setting off a fire alarm, tampering with or removing fire extinguishers, hoses, smoke detectors or any other emergency equipment, except when done with real need for such equipment, is an extremely serious violation. Individuals found to be responsible for tampering with any fire safety equipment will be subject to disciplinary action that may include eviction from Collegiate Station @ Canyon and/or expulsion from the University.

TORNADO AND SEVERE WEATHER

In the event of a tornado or severe storm, please take shelter immediately. Do not take shelter in your car. Do not go outside to watch the storm. Storms and tornadoes are unpredictable. Please cooperate with all Staff and emergency personnel instructions. The safest room is a first floor interior bathroom. Please use the following guidelines depending on which floor you reside:

- Residents on the ground floor: Interior hall, closet, or bathroom away from windows.
- Residents on the second and third floors: With a friend or other resident(s) on the ground floor, or in an interior hall, closet, or bathroom away from windows.

After a tornado has passed, take the following action:

- Call 911 if anyone has been injured.
- Watch out for fallen electrical lines; do not attempt to move fallen electrical lines.
- Inform the Community Director or your Community Assistants if you notice any electrical, gas, or water problems

MEDICAL EMERGENCIES

(source: NSU Faculty Handbook)

In case of a medical emergency, remain calm, dial 911 (Emergency) and give the dispatcher the following information:

- name of person calling
- location of the incident or the accident
- telephone number
- the nature of the illness or injury.

The dispatcher will then make certain that the appropriate personnel and equipment are sent to the scene.

FREEZE

In the case of severe freezing weather water pipes in our community may freeze and burst if appropriate action is not taken throughout the community. Please take the following precautions when the outside temperature is sustained at less than 30° for more than 12 hours or overnight.

1. Drip all faucets in your apartment (both hot and cold water).
2. Turn on the heat and leave it at the 60° mark or higher.
3. Open your closet and cabinet doors to expose plumbing fixtures so that these spaces will be heated.

If you expect to be out-of-town during potentially freezing weather, please notify the management office. If residents are gone, we will be entering the apartments to take these same precautions. If you negligently fail to take these precautions, you may be liable for damages to apartment property and your neighbor's property.

HAZARDOUS MATERIALS INCIDENTS

The accidental spill of material considered hazardous must be handled only by qualified personnel. If such a spill occurs, contact local Police at 911. The dispatcher should be given the necessary information such as building name or address, room number, floor level, injuries (if any) and the name of the person calling. The dispatcher will then send the appropriate personnel, who will seal off the area to prevent entry and, if possible, shut off any sources of ignition and the source of the spill. The spill must be contained so that it does not enter drains or other uncontrollable areas.

DRUG AND ALCOHOL POLICIES

Drug Policy: In compliance with local, state, and Federal Law, the possession, distribution and use of illicit drugs on Collegiate Station @ Canyon property is strictly prohibited. **Zero Tolerance Statement:** Any person found to be in violation of this policy will be referred to Local Police and will be subject to criminal prosecution under Federal and Texas State Law.

Alcohol Policy: The use of alcoholic beverages must be in compliance with federal, state, and local laws.

1. At Collegiate Station @ Canyon alcoholic beverages may be possessed and consumed by residents of Collegiate Station @ Canyon who are of legal age to possess and drink alcoholic beverages under the following conditions ONLY:
 - ◆ Consumption must take place within the confines of the residents' apartments
 - ◆ All residents assigned to an apartment must be of legal drinking age in the State of Texas
 - ◆ No person under the legal drinking age in the State of Texas may be present in the apartment when alcohol is being consumed
 - ◆ At no time will containers larger than individual bottles or cans be permitted. Kegs or similar containers are prohibited
 - ◆ Alcoholic beverages may not be consumed in any public or outdoor area
2. Any violation of this Alcohol Policy is considered to be an extremely serious infraction. Residents should expect significant sanctions commensurate with this view.
 - a. Possession or use of false identification will result in appropriate disciplinary and/or criminal action.
 - b. Appropriate disciplinary and/or criminal action will be taken in cases where persons of legal age are found providing alcoholic beverages to persons not of legal drinking age.

