

## COMMUNITY AND UNIVERSITY CONTACT INFORMATION

### COLLEGIATE STATION

1811 Collegiate Boulevard

Rolla, MO 65401

Office: 573-341-2316 Fax: 573-458-0004

Hours: M-Thurs. 8:00 – 7:00; Fri - Sat. 9:00 – 5:00; Sun. 1:00-8:00

Community Director: Erica Garcille

Assistant Community Director: Yuri Johnson

**For Emergency Assistance call: 911 or 364-1213**

### SOUTHWESTERN OKLAHOMA STATE UNIVERSITY

Academic Affairs	341-4954	Health Center	341-4284
Admissions	341-4165	Human Resources	341-4241
Athletic events	341-4175	Library	341-4227
Bookstore	341-7906	Registrar	341-4181
Business Office	341-4195	Student Activities	341-4295
Career Services	341-4241	Student Govern. Assoc.	341-4972
Counseling Center	341-4937	Student Health Services	341-4284
Dean of Students	341-4131	University Press	341-4328
Distance Learning	341-6576	University Police	341-4300
Financial Aid	341-4282	Univ. Police Office	341-4300

*This handbook is compiled and edited by Collegiate Management Services, LP (CMS), which manages Collegiate Station near University of Missouri at Rolla . CMS is pleased to serve the residents of Collegiate Station through this living and learning collegiate housing community.*

**COLLEGIATE STATION COMMUNITY HANDBOOK 2006**  
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## **INTRODUCTION**

Collegiate Station is a collegiate living and learning community. As such, the staff and residents of Collegiate Station 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 is no exception. The following guiding principles apply to all residents of Collegiate Station:

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 will be consistently and strictly enforced by Collegiate Station staff at all times. Violations of any of the rules and regulations of Collegiate Station may result in disciplinary action, including possible eviction.

## **ELIGIBILITY**

To be eligible to lease and reside at Collegiate Station, 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 ASSISTANTS AND PROGRAMMING**

As part of Collegiate Management's commitment to providing a living environment that is conducive to academic success, the Collegiate Station 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 Assistants host a minimum of two (2) one-on-one interactions per resident assigned to their area; one within the first three weeks of the semester, and one near mid-term.

## **GENERAL STANDARDS**

Residents at Collegiate Station 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 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. Overnight guests are allowed to stay up to seven (7) 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 Assistant. 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 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*  
1811 Collegiate Blvd., Apt. XXXX (use only the four digit apartment number)  
Rolla, MO 65401

## **PUBLIC NOTICES**

Please read public notices daily. Notices of importance and interest to residents will be posted in the office and clubhouse.

### **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 Office.

A Media room is available for residents use in the Collegiate Station Clubhouse, and is open to residents 8:00 A.M. to 11:00 P.M.. The fitness room in the Collegiate Station Clubhouse is available 8:00 A.M. to 11:00 P.M.. The fitness room is equipped with professional (health club style) equipment, including a treadmill, a recumbent exercise bike, two elliptical machines, weight machines, and a television.

A patio recreation area is available behind the Collegiate Station Clubhouse. Groups may schedule activities in this area by contacting the Collegiate Station Office. An outdoor heated spa, 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. Spa Regulations are posted at the spa 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 7:00am-11:00pm on Sunday-Thursday and from 7:00am-12 midnight 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 Community Director or a Community Leader.
- ◆ Patio 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 spa area
- ◆ Court is reserved for resident use and their limited guests.
- ◆ In case of emergency: Dial 911
- ◆ Collegiate Station is not liable for personal injury or damage or loss of property.

## **SPA POLICIES**

1. No lifeguard is on duty. Persons using the spa facilities do so at their own risk. The Owner/Management assumes no responsibility for accident or injury.
2. Management reserves the right to suspend spa privileges of the residents and/or their guests who violate the spa rules/policies.
3. Residents and their guests must be especially careful in supervising and watching their children in the spa area.
4. The spa 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 spa 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 spa may only be used by residents and their guests. No more than (2) guests of an apartment may use the spa at any time.
7. No person who is ill may use the spa.
8. Glass containers are not allowed in the spa area.
9. No horseplay, fighting, dangerous conduct or noise which disturbs others is allowed in the spa or spa area.
10. Diving is not allowed and is strictly prohibited.
11. No electrical equipment of any kind may be used in the spa or spa 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 spa rules. The rules apply to all individuals using the spa.
15. Pets are not allowed in the spa area.
16. Proper swimsuit attire is required when using the spa. Cut-offs, jeans and sweats are not allowed in the spa.
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 spa area.
19. A signed copy of "Community Policies Addendum" must be in the resident's file in order to have access to the spa.
20. Spa rules and use of the spa are subject to change.
21. Spa hours are **8am-11pm on Sunday-Thursday and 8am-12 midnight on Friday and Saturday**

## MEDIA CENTER

- ◆ The media center equipment is open during office hours 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 is not liable for personal injury or damage or loss of property.

## FITNESS CENTER

All residents are expected to conduct themselves in a responsible, courteous, and safe manner in compliance with the Community Policies Addendum. All emergencies or injuries must be reported to the Management Staff or on-duty Community Assistant. In the event that there is ever an emergency or injury in the fitness room, call 911 immediately. *Collegiate Station* 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* 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 30 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 **8:00am to 11:00pm.**

## 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.
- ◆ Persons under the age of 16 must be accompanied by an adult resident when using the Computer 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.

## RULES, GUIDELINES AND EXPLANATIONS

### MOVE-IN AND MOVE-OUT PROCEDURES

1. **Move-in Procedures:** The resident should report to the Collegiate Station 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.
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. 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 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 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 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.

## **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. 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 must complete and sign a Lease Application as well as pay an application fee of \$35 (nonrefundable) and a \$100 Security Deposit.
2. **Facilities:** The Lease Application is for a space in any Collegiate Station apartment. Applicants requesting a specific roommate, building, apartment, or other accommodation, must provide this information on the application form. Collegiate Station 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 4th of the month. Additionally, a \$10.00 daily fee will be charged beginning on the 6th 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 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 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.
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, except as noted below, a reletting charge equal to 85% of one month's rent, plus accelerated rent charges for the remainder of the lease term, and loss of deposit will be assessed.
8. **Refund of Security Deposit:** A security deposit is required of all residents of Collegiate Station. 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.
- B. Collegiate Station management reserves the right to withhold from a resident's account any appropriate charges and/or fines owed to the management or property.
- C. If a resident is removed from Collegiate Station 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 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 complete 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. **Pets:** With the exception of small fish, pets are not permitted in Collegiate Station Apartments or on the premises of Collegiate Station. Residents found in violation of this guideline will be subject to penalties ranging from fumigation charges to removal from

Collegiate Station.

15. **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.
16. **Alterations:** No apartment alterations are allowed without Management's prior approval (see: *Furnishings Policy and Apartment Personalization Policy* later in this Handbook).
17. **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.
18. **Smoking/Tobacco Use Policy:** Smoking is prohibited in Collegiate Station Apartments and clubhouse. 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 property with care and respect at all times. This includes individual apartments, grounds, clubhouse and facilities. Intentional damage to Collegiate Station 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.

### **MAINTENANCE CONCERNS**

Maintenance requests should be made in writing to the Collegiate Station Office during business hours. Residents are expected to report maintenance problems in Collegiate Station such as leaky faucets, room temperature controls, broken windows, damaged blinds, etc., to their Community Assistant or the Collegiate Station 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 573-341-2316. 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**

If you have any questions about apartment personalization policies, please contact your Community Assistant or the Collegiate Station 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 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 Property
  - a. All movable furnishings provided by Collegiate Station (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 patio furniture in their room will be charged a \$25.00 fine per item.
  - c. The beds in Collegiate Station 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 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.

## 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
  - 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 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 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.
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**

**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 are only allowed to park in the Collegiate Station parking lot if management has given approval. 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 on the premises 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. 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 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 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 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 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. 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 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 must have permission to do so from the Collegiate Station 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.
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.
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, to residents, the University, or to any visitor of Collegiate Station.

8. The unlawful possession of firearms, explosives, fireworks, or offensive or defensive prohibited weapons.
9. Unauthorized entry into or occupation of Collegiate Station 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 in addressing a disciplinary matter.
19. Failure to follow established rules, regulations, and policies.

### **DISCIPLINARY SANCTIONS**

The Community Director of Collegiate Station 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 polices (including the Lease Agreement). In handling disciplinary matters within Collegiate Station, the Director may take the following actions:

- A. Discipline Meeting: meeting with members of the Collegiate Station 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
- 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 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. 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.

### **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 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 Management staff.

## **FIRE SAFETY EQUIPMENT**

The fire safety equipment installed in Collegiate Station **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.

## **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**

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 the police at 573-364-1213. 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 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 Missouri State Law.

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

1. At Collegiate Station alcoholic beverages may be possessed and consumed by residents of Collegiate Station 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 Missouri
  - ◆ No person under the legal drinking age in the State of Missouri 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.