

Upper Eastside Lofts



2011-2012

Resident Handbook

**6400 Folsom Blvd.
Sacramento, CA 95819
(916) 739-0900**

www.UELsacramento.com



Table of Contents

Introduction.....	1
Your Loft.....	3
Cable Line Up.....	5
Internet and Cable.....	5
Common Areas and Amenities.....	6
Policies and Procedures.....	7
Community Living.....	15
Safety and Emergency Procedures.....	18
Area Map.....	21

Introduction

Welcome to the Upper Eastside Lofts! Our staff is here to assist you in any way to make your stay with us a positive one. Please do not hesitate to contact us with questions, comments, or concerns.

Our leasing office is located on the first floor of the 6400 building next to the main entrance gate. Our office hours are as follows:

Monday-Friday: 9am-12am

Saturday: 10am-12am

Sunday: 10am-12am

Follow us to stay connected with what is going on at UEL:



www.facebook.com/loftlvin



www.twitter.com/uelsacramento

Staff

The Community Manager (Danny Hyché)

The role of the Community Manager is to supervise all professional staff members and oversee the operation of the property. The Community Manager works as a direct liaison between the university and the Upper Eastside Lofts.

The Residence Life Coordinator (Sonya Maestas)

The RLC is responsible for all aspects of the student and residence life program at UEL. The RLC directly supervises all Resident Assistants and oversees the judicial program as well as any roommate conflicts that may arise.

The Resident Assistant

Resident Assistants (RAs) are student members of the staff who work most closely with the residents. The majority of the Resident Assistants' responsibilities involve direct contact with residents. One of the most important RA responsibilities is to be available to, and spend time with, all residents. Basic administrative duties include maintaining communication between management and the residents, as well as implementation of policies, procedures and programming.

Resident Assistants

Xiomara Serran-Torres, Townhome Lofts

Ishmael Pruitt, 1st Floor 6380 Building

Camillio Branch, 2nd Floor 6380 Building

Shardon Perryman, 3rd Floor 6380 Building

Shannon Reed, 4th Floor 6380 Building

Ronnie Escorpiso, 1st Floor 6400 Building

Vanessa Segura, 2nd Floor 6400 Building

Sarah Hawks, 3rd Floor 6400 Building

Jazmine Brown, 4th Floor 6400 Building

The Leasing and Marketing Manager (Julie Ford)

The Leasing and Marketing Manager is responsible for leasing, all property advertising, building and maintaining university relations. The Leasing and Marketing Manager is always available to answer questions about the lease.

Resident Services Manager (Laini Harris)

The Resident Services Manager is responsible for all resident billing, payments, and collections. The resident services manager is not only available to the residents for answers but also the guarantor.

The Maintenance Supervisor (Bob Miller)

Maintains the facilities and grounds, responds to maintenance requests, provides general upkeep of the lofts and supervises the maintenance team.

Telephone Directory

Main Office
(916) 739-0900

Fax
(916) 739-0901

Danny Hyche, Community Manager
(916) 739-0900

Sonya Maestas, Residence Life Coordinator
(916) 739-0971

Julie Ford, Leasing and Marketing Manager
(916) 739-0900

Laini Harris, Resident Services Manager
(916) 739-0983

Bob Miller, Maintenance Supervisor
(916) 739-0900

Community Assistant Duty Cell Phone
(916) 747-9858

Your Loft

Dishwasher

In order to reduce maintenance problems with dishwashers, the following guidelines should be used: Scrub dishes first, especially if it will be a few days before you run the load. Be sure the product is advertised as an automatic dishwasher detergent, not one for hand-washing dishes. Once a month, pour a cup of distilled vinegar in the dishwasher and run it empty 2-3 times. The vinegar will help to wash away the loose, greasy grime, sanitizes, and helps remove the musty odor.

Food Waste Disposal

Each loft is equipped with a food waste disposal in the kitchen sink. Please use common sense when operating this appliance. Care and Operating Instructions: Do not insert hand into disposal. Turn on cold water full flow (water should remain on during complete disposal operation and for a sufficient time after grinding is completed to ensure all waste is flushed away.) Turn the switch to the "On" position to start disposal. Feed the food waste into the disposal while it is running; do not dispose of huge quantities at once! Do not turn off the motor or water until grinding is complete.

Office Staff



From Left: Laini, Sonya, Danny, Julie

Maintenance Staff



Bob Miller, Maintenance Supervisor
(Maintenance Helpers not pictured)

Heating and Cooling Unit

Efficiency of your heater is dependent upon complete air circulation. It is important to keep all vents in every room open. In addition, please ensure that return air vents are left unobstructed. If you wish to request a new air filter, please submit a maintenance request.

It is helpful to know that the temperature may be raised or lowered using the arrow buttons. The system may be changed from heat to air using the button labeled "System", and a constant temperature can be reached by using the button labeled "Hold". The hold button will keep the loft at the temperature you indicate with the arrow buttons.

If you are unsure how to correctly operate the thermostat in your loft, please ask your RA or another staff member for assistance.

Smoke Detectors

The smoke detectors in your loft are very sensitive. When taking a shower, close the bathroom door to ensure the steam does not affect the detector. When cooking, be sure to use the fan above the stove. This could help prevent a grease fire. If your detector makes a beeping sound, it means the battery is low. Complete a work order as soon as possible to have the battery replaced. Any time a smoke detector sounds an alarm, you should respond to it as an emergency and proceed in a safe manner. Never disconnect the smoke detectors. Sometimes you may experience a "false alarm." The smoke detectors can be set off by dust, an insect or just may need routine cleaning. Open all windows to allow fresh air into the loft.

Toilets

Do not flush paper towels-they do not degrade. Never flush feminine hygiene products, regardless what the packaging states. If your toilet does overflow or clog up, turn off the water supply immediately. There is a water shut-off valve located in the large closet of the living area. The water-shut off valve is labeled as "Toilet Water." Residents are required to plunge their own toilet prior to calling in maintenance. Residents will be responsible for any toilet damages/overflows that are the result of improperly disposed articles.

Washer / Dryers

Laundry facilities are provided for your use. All appliances should only be used in the manner for which they were intended. No dying of fabric or other materials is ever permitted. In the event you should need instruction on how to use the machines, please contact your RA.

Window Screens

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

Comcast Internet and Cable Troubleshooting

If the internet in your loft isn't working, check to see if your roommates are having trouble with their connections. If your roommates are able to connect to then the internet system is properly working. If none of the computers in the loft are working, then the router in the closet should be checked to make sure it has power. You may also reset your router to see if this fixes the problem. **If you are still unable to get a connection, please contact Comcast at 1-800-856-2374. Please note that an account number is not needed to schedule service with the bulk department. Your address will suffice. It is important for you to tell them you are with the Upper Eastside Lofts Bulk Account.**

Reminders from Comcast

- The internet connections in each loft are not set up to be wireless. Resident's personal wireless router problems are not the responsibility of Comcast, nor are problems caused to resident's personal equipment through the use of wireless routers
- If you would like to upgrade your cable channels, please call Comcast at 1-800-856-2374.

2 California Channel	25 KCSO-33 (Telemundo)	52 TV Land
2 Shopper's Paradise	26 AZN TV	53 Animal Planet
3 KRCA-3 (NBC)	27 Galavision	54 Sci-Fi
4 KQCA (WB)	30 Court TV	55 Comedy Central
5 KUVS-19 (Univision)	31 Speed Channel	56 E!
6 KVIE-6 (PBS)	32 ESPN	57 FX
7 KVIE-7 (PBS)	33 ESPN 2	58 Spike TV
8 KTXL-40 (FOX)	34 Comcast Sports Net	59 Style
9 QVC	35 The Golf Channel	60 Food Network
10 KXTV-10 (ABC)	36 Fox Sports Net Bay Area	61 Home & Garden
11 KSPX-29 (PAX)	38 CNBC	62 Learning Channel
12 KMAX-31	39 Fox News	63 Discovery Channel
13 KOVR-13 (CBS)	40 CNN	64 History Channel
14 Metro Cable	41 CNN Headline News	65 Versus
15 Educational Access	43 TBS	66 AMC
16 Educational Access	44 TNT	67 Turner Classic Movies
17 Public Access	45 USA	68 Bravo
18 Public Access	46 Lifetime	69 A&E
19 Galavision	47 Gameshow Network	70 MTV
21 TV Guide Home	48 ABC Family	71 VH-1
22 Home Shopping Network	49 Cartoon Network	73 BET
23 KTFK-64 (Telefutura)	50 Nickelodeon	95 C-Span
24 KTNC-42 (Azteca)	51 Disney Channel	96 Religious Coalition

The Community Room and Common Areas

Facilities and Amenities

The clubhouse is the place to go for great amenities. Most of the events and activities hosted by the property take place in and around the clubhouse. All rules governing common area amenities will be enforced by management and are subject to periodic review and revision. The facilities available at the property are for the exclusive use of property residents. A resident must accompany all guests. The maintenance and care of these facilities is every resident's responsibility; therefore, abuses may result in facilities closing. Please report all repair needs or problems to the property office.

Building and Patio Furniture

For your comfort while studying or socializing, the property has provided furniture in the clubhouse and pool area. This furniture is meant to stay in the designated areas so that all residents can enjoy its use. Please do not take the public area furniture into your room; there will be a moving charge for removing furniture from any public area. Please do not take the public area furniture into your room; there will be a \$50 moving charge for removing furniture from any public area. All missing furniture should be reported immediately to property personnel to assist in recovering the missing property.

Business Services

Residents are able to send and receive faxes from the property office. Please see a staff member for details. Residents receiving packages too large for mailboxes should pick them up in the leasing office. We reserve the right to refuse any package that is too large for our office or is considered suspicious or hazardous in any way.

Swimming Pool

The pool is open daily, weather permitting. Please be advised that the pool is not designed for diving. Pool furniture is not to be removed from the designated area. Oversize personal flotation devices or rafts may not be permitted in the pool area. Please feel free to use the toys and flotation devices provided by the property. The area may close occasionally for maintenance purposes and during specific property repair projects. Only residents and their guests are permitted to use the pool. Residents must accompany guests at all times. Persons under the age of 16 must be registered in the leasing office to be allowed in the swimming area.

Pool Hours: Sunday-Monday (7 days a week) 6:00 A.M.-1:00 A.M. Please note, the pool is open past weekday quiet hours, however quiet hours must still be observed.

Resident Services

Housekeeping

The property provides janitorial service for the community room, hallways, breezeways, and grounds. Residents are responsible for the cleaning and upkeep of their loft. For your convenience, dumpsters are located throughout the property for trash disposal. Please use another dumpster on the property if the one nearest you is full. It is everyone's responsibility to keep the community clean and free of trash. Do not leave trash on the stairwell or in the hallways. If trash is found in inappropriate locations, your account can be charged trash removal fees.

Mail

Each resident is assigned a mailbox and key at the time of check-in. Mail is delivered daily by the United States Post Office with the exception of Sundays and Federal Holidays. You will receive notification of packages and special deliveries by a note dropped off at your loft or in your mailbox. You will need to bring a photo ID and sign for your package at the property office during regular business hours. Due to U.S. Post Office regulations, we cannot open your mailbox for you if you do not have your key.

Social Activities

One of the best parts about living with us is the social atmosphere. From the beginning of the year, we like to emphasize a community spirit. The RA staff does the largest part to facilitate this for residents by sponsoring programs, including pool parties, bowling, movie nights, and much more. Residents who would like to volunteer to assist with functions should talk to their RA.

Policies and Procedures

Introduction

The following policies and procedures are in place to ensure that all residents enjoy their stay at the Upper Eastside Lofts. If you have any questions about these policies please see your Resident Assistant or a member of the management staff.

Quiet Hours

24 hour courtesy hours are always in affect, meaning always be thoughtful of your loft-mates and your neighbors. We have established quiet hours in order to help you reach your fullest potential as a student.

Sunday-Thursday quiet hours begin at 10:00PM and end at 10:00AM the next morning.

Friday-Saturday quiet hours begin at 1:00AM and end at 10:00AM the next morning.

Alcohol

Alcohol-related conduct which infringes upon the rights of others is not acceptable under any circumstance. The possession and/or consumption of alcoholic beverages in lofts must comply with local, state, and federal laws and regulations. Alcohol is not permitted in common areas (e.g., pool, stairwell, hallways, parking lots, and community room). The possession of kegs, beer bongs, party balls etc. is prohibited at any location on the premises.

Loft Changes/Transfers

During the year if you wish to move to another loft, you must contact the Residence Life Coordinator who will assist you in completing the appropriate form and procedure. All loft changes must be approved in advance and a transfer fee of \$200 may be assessed.

Assault

The threat of physical abuse of any community member or guest is forbidden. Threats of any kind, racial or sexual harassment, malicious pranks, or abusive name-calling is not permitted and grounds for termination of lease agreement.

Ball Playing, Bicycles and Skateboards

Ball playing (including but not limited to, baseball, football or soccer), skateboarding, rollerblading, bicycle riding or use of any equipment with wheels are prohibited in the buildings/apartment/suites. These activities have the potential to create excessive noise, inflict damage, and can cause physical injury.

BBQs, Fire Pits, Open Flames, and Fireworks

Personal BBQs are not allowed in lofts, on balconies, or on the property in general. There are also not to be any contained fires, open flames, or fireworks on the premises.

Residents are welcomed and encouraged to use the gas BBQ grill in the pool area provided by the property. Please keep the following conditions in mind:

- It is your responsibility to safely and correctly operate the BBQ. Please ask a staff member if you require assistance.
- It is your responsibility to clean up the BBQ and pool area after use.
- If you find the propane tank to be empty, please inform a staff member. Usually within one business day, a staff member will have the propane tank refilled for resident use.
- Please remember to properly shut down the BBQ and replace its cover.

Explosives/Flammables/Incense

The burning of any materials, including incense and candles, is prohibited. Residents shall not possess any explosive, fireworks, ammunition, gasoline, or other highly flammable material. Violation of this policy may result in criminal prosecution. See also Weapons Policy.

Bicycles

Bicycles should be stored in designated or approved areas. We advise residents to provide their own vandal-proof bike lock and to always lock your frame and wheels to the racks. The property is not responsible for lost or damaged bicycles. Following uniform fire code, bikes should be stored only in areas provided or on the resident's balcony. Any bicycles parked and/or locked in any hallways, stairwell, or clubhouse, may be removed upon sight and impounded.

Check In/Check Out

A Check-in/Check-out Inventory & Condition form will be provided by property staff. Please take time to read the comments concerning your loft. It is your responsibility to return this form to your RA upon completion and notify them if you find additional issues or have a concern. Please make sure this form is an accurate listing of your loft, as it will protect you from being charged for any damages which may have occurred before you moved in.

Prior to check-out at the end of the year, please consult your RA to have your loft inspected. You will also be responsible for turning in your keys, and completing a forwarding address card. Note: You are responsible for knowing your lease end date and moving out by that time. If you fail to move out by your lease end date, you will be charged a holdover fee of \$150 per day.

Commercial Ventures/Solicitation

The resident agrees to not use his/her apartment/suite for commercial purposes (including, but not limited to babysitting on the property), nor will the resident participate in or encourage door-to-door solicitation in the housing facility. The Internet connection provided as part of the lease/license agreement may not be used for any commercial or profit-making enterprise.

Damages

Residents are responsible for the condition of loft furnishings and will be billed for all repair and/or replacement costs. Any and all repairs needed within lofts and other areas must be performed by authorized maintenance personnel. Residents will be charged for the repair of any damages for which they or their guests are responsible.

Discipline

As in all living situations, we have a set of policies and guidelines for the property which must be adhered to. It is very important that you familiarize yourself with all rules and regulations and the material contained in this handbook and in your lease/license agreement. Since every resident will have received these rules, this is considered your "first warning". Part of the RA's job involves making sure that the rules of the property are followed.

For those persons whose behavior is such that it requires more attention, any or all of the following may occur: a meeting with the RLC, a written warning (with copies to your file and guarantors of the lease/license agreement), restriction

from areas or events, relocation within the building complex, referral to the manager and/or, University official, contract probation, eviction, and/or criminal prosecution.

As the Upper Eastside Lofts is a California State University, Sacramento university-affiliated property, all residents are responsible for abiding by rules and regulations found within Title 5 of the California Code of Regulations. This document can be accessed through the California State University, Sacramento website.

Pets

Residents are prohibited from having animals, except for aquarium bound fish (up to a 10 gallon capacity), in lofts, common areas, or on the premises. Residents may not feed/shelter stray animals. Residents are obligated to inform management of pets so appropriate action can be taken to remove and protect the animal. Failure to comply with this policy could result in a first time offense fine Of \$100.00, a repeat offense fine of \$200.00, and possible eviction from the property.

In the instance of medical conditions or disabilities, some residents may be authorized to have a dog or a cat. Such residents must gain the consent of management prior to bringing a pet to the property.

Physical Abuse and Harassment

Physical, verbal and other abusive behavior and threats of physical abuse toward residents and/or staff are violations of policy and will not be tolerated. Such conduct may be grounds for immediate disciplinary action, removal from the property, including criminal prosecution. Examples of prohibited conduct include sexual and racial harassment, threats of violence, sexual assault, fighting, punching, slapping, kicking, scratching and pushing. Practical jokes, pranks or other disruptions are prohibited.

Disruptive Behavior

Residents are expected to act in a manner that will not disturb the academic pursuits or infringe upon the privacy rights, health or safety of other persons. Understand that any activity that has a negative impact on the roommates or neighbors will not be tolerated.

Drugs

It is explicitly illegal to use, possess, manufacture, or sell drugs or other controlled substances in both public and private spaces. Residents using, possessing, or selling drugs will be subject to disciplinary and/or criminal actions, including immediate eviction.

Please note that being authorized to use or possess medical marijuana does not supersede other rules and regulations in this handbook such as the Smoking policy.

Elevators

If an elevator malfunctions press the alarm and stay inside until help arrives. Do not attempt to pry open doors or climb out. Residents will be charged the cost to retrieve items dropped down shafts, or repairs due to resident negligence or damage.

Failure to Comply

Each resident is required to follow all directives of the Property and/or University staff and act in an appropriate and civil manner. Failure to accurately identify oneself to staff or comply with staff requests and directives will result in disciplinary action.

Gambling

Gambling is prohibited on the property, including all lofts, common areas and grounds.

Guests

We encourage you to invite guests to your loft, but please keep in mind that your guests must abide by the property's rules and regulations. You are directly responsible for communicating these policies to your guests. As the hosts, you are held accountable and responsible for the conduct of your guests at all times. Guests not complying with property policies will be asked to leave and could be banned from our property. In order to ensure the most comfortable atmosphere for residents, guests are not allowed to spend more than 3 nights per month. You are required to be with your guests at all times on the property! The number of guests at any given time should not exceed two times the amount of residents living in the loft (for example: A four bed loft is allowed a max of 8 guests at a time).

For the safety and security of underage children and the privacy of our residents, persons under the age of 16 are only permitted between the hours of 8:00am and 8:00pm.

Inspections

Loft inspections will occur for preventative maintenance and condition assessment. Although not required, we will do our best to notify residents in advance of these inspections. In the event that a resident has previously violated lease/license agreement policies regarding proper cleanliness, guest privileges or the pet policy, this document serves as notice for management to re-inspect the loft as necessary to ensure there are no further violations.

Keys and Locks

Each resident is issued an individual loft key card (which also grants access to hallways doors, pool and side entrance gates), a mailbox key, and if applicable, a bedroom and individual gate key. Residents may not duplicate, distribute or loan loft, bedroom or mailbox keys. Improper handling of keys, including damage by punching holes in cards, will result in replacement costs of \$25 key, paid by the

resident. If a key card becomes demagnetized at no fault of the resident, the staff will reprogram the key card at no charge. Residents may not change the locks on any door or install additional locks or chains without prior approval from management. Upon completion or termination of the lease/license agreement all keys must be returned to management. Failure to return keys will result in replacement costs, paid by the resident.

In the event that you are locked out of your loft during regular business hours, please come to the leasing office. A staff member will escort you to your loft upon presentation of your ID. If you are locked out after regular business hours, please call the RA duty phone for assistance.

Maintenance

All maintenance concerns in your bed space, your loft, or elsewhere on the property should be reported. You can enter maintenance requests online at www.UELSacramento.com, your RA or to the office during regular business hours. Please provide us with all the information pertaining to your maintenance request in order for us to most efficiently respond to your issue. After regular business hours you should leave a voicemail message on the leasing office answering system, or contact the RA on call via the duty cell phone. Please use good judgment when deciding to contact staff after hours. Examples of maintenance emergencies include flood, a broken window in a first-floor loft, front door lock malfunction, or fire. A broken air conditioner or appliance does not constitute an emergency.

Upon submission of the request, the maintenance staff will undertake corrective measures as quickly as possible. You will be notified when the work has been completed or if more time is needed to correct the situation.

Mistreatment of Staff

Threats, harassment and any other mistreatment of property staff are grounds for disciplinary action, which can include cancellation of lease/license agreement, disciplinary action and criminal prosecution.

Musical Instruments

Within a community environment, it is impossible to allow residents to have electrical instruments or drums on the premises. Remember, your neighbors need to be able to sleep, study, and relax without the excessive noise these instruments create.

Noise

You have the right to expect that you will be able to study or sleep without undue disturbance from noise. Keeping the volume on your stereo and TV at a level that can only be heard in your loft and lowering your voice when you are talking in the stairwells or hallways are two things you can do to maintain a quiet environment. Residents are encouraged to speak with fellow residents about noise issues. If you do not get the desired results, take the concern to your RA or contact the RA on

call. The property is committed to your education. In order to provide an environment where every resident can sleep or study when and where they want, we ask that all residents keep noise levels at a minimum after 10:00 p.m.

Parking

Parking is limited to residents displaying permits. Due to limited parking facilities, parking permits are available for a monthly fee on a first come, first serve basis. Each resident is permitted only one vehicle. The deadline for displaying permits is the first day of classes each semester. It is your responsibility to have the permit displayed on time. Any vehicle parked in a "Tow Zone" and any non-permitted vehicles parked inside the property will be towed without warning. You will be given a specific parking spot with a number that coordinates with your decal. If someone is parked in your numbered spot you are authorized to call Eagle Towing Company at (916) 454-0958. You will be required to show the driver your decal that coordinates with that spot. Keep your car locked and your valuables out of sight. The property is not responsible for any damage or loss to your motor vehicle or its contents.

****Speeding and reckless driving is strictly prohibited in our parking lots!**

Payments

You will not receive a bill or invoice for any installment amount due. We do not provide payment slips, payment reminders, etc. It is your responsibility to make the payments by the assigned date based on the payment plan you chose by referring to your copies of the lease/license agreement. Either deliver the payment to the office or mail the payments. It is also important to note that all late fees, lock-out charges/lost keys, and damages will be deducted from payment before rent.

Please also note that if you are choosing the monthly installment option, these payments are installment payments, not monthly rent payments. This statement means that each payment is part of the installment amount not a particular month's rent. If you do not make the payments by the designated due date, you will be assessed a late fee. Payments that are mailed must be received by the due date, regardless of postmark, to avoid late fees. A \$25 late fee will be assessed if payment is received after 10:00 AM on the 3rd of the month, and a \$5 daily late fee will be assessed for each day after the 6th of the month.

- PAYMENTS VIA CREDIT CARD -

We accept credit card payments through our contracted vendor, Property Solutions.

Please follow these steps to complete an online credit card payment:

-Visit our website at www.UELsacramento.com and click on the 'pay rent' at the top right of the page.

-Select the 'Pay Rent' option. (If this is your first time paying, you may need to set-up your account by 'enrolling now'. You will now be directed to the Property Solutions' 'Resident Pay' portal where you can not only pay your rent, but also manage your account (view history, set up automatic payments, etc.) and pay via electronic check, Visa, Mastercard, or Discover/Novus.

Should you encounter any technical difficulties using this payment option, please contact Property Solutions directly at 1-877-826-9700. If you wish to ask more general questions about your account and payments, feel free to call our staff in the Leasing Office at (916) 739-0900.

*Please note that a 24 hour drop box is available near the front office door.

Insufficient Funds/Returned Checks

If the property receives a returned check on your behalf, there will be a NSF/Returned check fee of \$30 charged to your account in addition to possible late fees. After two returned checks, we no longer accept checks on your behalf. All future payments would have to be made by credit/debit card, money order or cashier's check only. Additional fees may apply.

Financial Aid

The Financial Aid Office does not automatically disperse Financial Aid checks to the property. It is your responsibility, as the recipient, to use your Financial Aid to cover your educational and/or housing costs. If you have questions about your Financial Aid, please call the Financial Aid Office.

Public Posting

All posted signs and posters must be pre-approved by management before they may be posted. Posters and signs can only be placed in designated areas. See your RA for details.

Smoking

Smoking is strictly prohibited in all lofts, hallways, and the clubhouse. Smoking is permitted in the parking lot outside of the security gates. If you have questions, please contact a staff member. Smoking is also prohibited in outdoor areas within 30 feet of doorways, windows and ground level air intake structures. The resident accepts responsibility for informing visitors or guests of the property's no-smoking policy.

Throwing Objects

Balls, sports equipment and any other similar item may not be used in the interior areas of the property. No object may be thrown or dropped from a window or loft area opening. Window screens must be left intact and must not be removed, loosened, or altered in any manner.

Vacant Bed Spaces

Current residents cannot refuse a new roommate as long as there are empty bed spaces in the loft. It is a violation of your lease/license agreement to tell a potential roommate that you do not have a vacant bed space in your loft when in fact one or more bed spaces are unoccupied. If you do not wish to have new roommates you can rent any open bed space(s) at the current rate.

Vandalism

Willful destruction of property by a resident or guest is a violation of policy and may result in disciplinary action, prosecution and immediate eviction.

Weapons

Firearms, ammunition, fireworks, explosives, highly flammable materials, weapons, projectile devices, guns or knives, or any other weapon or material or instrument which poses a risk of damage or injury is strictly prohibited and a violation of the law. DEFINITIONS (in all cases include, but are not limited to, the following): Firearms - Any gun, rifle, pistol or handgun designed to fire bullets, BBs, pellets or shots (including paint balls or darts) regardless of the propellant used. This includes ornamental rifles used for military or ROTC training.

- Weapons - Any instrument of combat possessed or carried for the purpose of inflicting or threatening bodily injury, including a blackjack, slingshot, billy, sandclub, sandbag or metal knuckles.
- Knives - Dirks, daggers, ice picks, pocket knives, or knives having a fixed blade longer than 2-1/2 inches (California Penal Code 626.10). This does not apply to the lawful use of cutlery and other eating implements used in food preparation or consumption. Also see Explosives/Flammables/Incense.

Windows

Window screens must be left in place at all times. Residents may not exit a loft through the windows unless there is a fire. Hangings, partitions, or curtains of any type may not be used in a way that inhibits exit of a bedspace and/or loft and/or common area in the event of an emergency. Unauthorized entry into any portion of the property via window, roofs, ledges, and locked areas is prohibited.

Access Gates

Residents must enter the gate code in order to gain access to the community. Residents should never give out the gate code to non-residents. Residents should also refrain from giving out their personal hallway door access codes to other residents and non-residents.

Community Living

Learning to live in a community environment requires maturity, an examination of values, and assessing how one's behavior affects others. Take time to review your lease/license agreement and familiarize yourself with the rules and regulations. You and your guests are responsible for following them.

The underlying assumption at the property is that residents have the capacity and desire to be self-directing and responsible members of their community. Residents enter the community as young adults who are responsible and in search of opportunities for development and learning. Your loft is yours to use, but not to abuse. You have the freedom to make it work for you, coupled with the responsibility to keep it working for others.

Getting Along With Your Roommates

Living with others requires maturity, patience, open communication, willingness to compromise, and respect for others. No matter how compatible roommates are, there is always the potential for conflict. Culture, cleanliness, sleeping patterns, habits, and hobbies are some examples of things that can be different among roommates. These differences can serve to be positive learning opportunities for people living together, or they can create a negative atmosphere within the loft that can seem intolerable. You and the attitude that you take in communicating with your roommate will determine whether or not your situation will be positive or negative. The RA staff is committed to facilitating communication between and among roommates. Work with your RA to accomplish this goal; it can make the environment in your home even better!

Communication Guidelines

Your RA will be stopping by during the first week of school to help you and your roommates talk about aspects of community living that can sometimes create conflict. One of the many tips and tools the RA has is a Roommate Agreement. This is an agreement between roommates to ensure that basic needs have been discussed. Roommates should discuss each topic and come up with guidelines all roommates can live with. If you are having problems, or need help you're your roommate contract, please see the RA on your floor for help. Here are some questions to consider:

Cleaning Up

- How important is a clean room?
- Who should do which jobs?
- How often should we clean the bedspace/common area/bathroom?
- Who will buy the cleaning supplies?

Alcohol/Tobacco

- Do you use these items?
- How would you feel if I use (or do not use) them?
- How would you feel if these items

were in the apartment/suite?

- Noise
- When can music/TV be played at a higher level?
- Are there hours when the apartment/suite should be extra quiet for studying?

Personal Activities

- Do we plan on doing things together?
- What do you do for fun?

Sharing Things

- Do you mind lending personal articles, such as clothes, money, notes, books, food, toothpaste, and other items?
- What items are for both (all) of our use?
- What items are "off limits"?

Sleeping

- When do you like to go to sleep?
- When do you get up in the

Visitors

- When do you have friends come over and visit?
- How do you feel about overnight guests (of same and/or opposite sex)?
- How well do you deal with guest problems?

What if there is a problem?

The property has several programs in place to intervene if you and your roommates are not getting along as well as you would like. The most important step you can take is to discuss your concerns with your roommate. Frequently, conflict occurs because one roommate assumes the other should know s/he is upset, but the roommate doesn't actually realize there is a problem. It is difficult to commit the time necessary to work through the conflict, but the skills learned in the process will serve you for the rest of your life. Take advantage of the situation to become more skilled at working with others. If you do not feel you are able to handle the situation yourself, consider talking with your Community Assistant or the Residence Life Coordinator.

Tips for living with roommates

- Treat your roommates as equals. Don't give orders, make unreasonable demands, or expect favors. Try to put yourself in the shoes of your roommate to determine if what you are doing (or not doing!) is reasonable.
- Respect your roommates' right to privacy. Don't pry into their private affairs or expect to share in their activities unless invited.
- Keep borrowing to an absolute minimum.
- Avoid trying to "reform" or correct your roommate(s). Don't expect them to conform to your standards or accept your beliefs.
- Work out mutually agreeable divisions of chores. Don't wait for your roommate to take care of the housekeeping.
- Make a sincere effort to be friendly. Don't withdraw into a shell or forget common courtesy, which is unfortunately not "common" enough!
- Accept routine inconvenience without complaint. Don't gripe continuously about little annoyances that are insignificant. If they are significant, talk to your roommate right away, and not to anyone else.
- Keep your promises and commitments without exception. Don't break appointments or renege on agreements.

morning?

- Can you sleep with the lights or music on?

Study Habits

- Do you study in the room?
- How often and how long do you study?
- Do you study with/without music on?
- Do you study with the door open?

- Respect the efforts of others to study. Don't cause interruptions or make unnecessary noise.
- If you have a disagreement with a roommate, talk about it as soon as possible. Do not let your anger or frustration build up until you explode. Your RA is available to support and mediate if necessary.
- Have a discussion and agree to boundaries about various relevant items.

Health and Hygiene

Lofts must be kept clean and sanitary at all times, including proper disposal of empty food and beverage containers. Residents are prohibited from activities that violate any health code. Residents may not violate these regulations or interfere with the safe and clean environment of others. If a pest problem is a direct result of your cleanliness you will be billed for extermination service.

Safety and Emergency Procedures

Safety and Emergency Procedures

The property has a strong commitment to safety; to make it work, you must also have this commitment. We have adopted instructions and procedures to follow in emergency situations; please be aware of these and understand their importance.

We work closely with local police and fire departments and are constantly evaluated to ensure that we continue to provide the safest living environment possible. If you do not understand any of these regulations and suggestions, please ask your RA for clarification. Think safety at all times.

Emergency Notification System

As a resident of UEL, you are automatically signed up for text message notifications. After the initial text message you can opt out all together or choose to only receive emergency notifications.

Earthquake

Residents should maintain an emergency supply kit in his/her apartment/suite consisting of a three-day supply of water, non-perishable food, closed toe shoes, a flashlight and fresh batteries, a battery operated radio, gloves and any medication that might be required by the resident. At the sign of an earthquake, residents should immediately seek cover and when safe, should evacuate the building.

Fire Safety

Fire warning devices and safety equipment are to be used only in case of emergency. The sounding of a fire alarm should be taken seriously and residents should proceed according to the instruction posted in and about the property. The intentional sounding of an alarm outside of an emergency situation will be considered a criminal offense and the person or persons responsible will be treated accordingly.

Multiple outlet "octopus" plugs are not permitted. Surge protector power strips with circuit breakers are permitted. UL approved, grounded power strips with circuit breakers may be used only for computer and computer related hardware. A maximum of two power strips may be used per room. Extension cords are not permitted.

Live holiday decorations such as trees/wreaths are prohibited. Hot plates, candles, incense, space heaters, cooking grills, lighter fluid, and other combustibles are prohibited due to the increased risk of fire hazard. Do not hang anything from or tamper with sprinkler heads. You will be held responsible for damaged from explosion of sprinkler heads. more information, please refer to the Rules & Regulations portion of your lease/license agreement.

If there is a fire or the alarm sounds, feel your door with the back of your hand before exiting. If it is cool, exit the room, close the door, and proceed to evacuate the building. If the door is hot, don't open it; fill any cracks with wet towels, signal from your room by hanging a sheet out your window and wait to be rescued by the fire department. Upon leaving your loft, close your door. If smoke is present in the breezeways, lie down and crawl to safety; fresh air will be near the floor.

After you have exited, please be sure to move away from the building in order to avoid falling debris and to give the fire department personnel room to operate. Notify a member of the property staff upon exiting the building. The fire department will give an "all clear" when it is safe to re-enter the building. Finally, for safety sake, always let your roommate know where you are, a practice commonly known as the buddy system.

In the event of fire, residents should proceed away from the property and meet in the parking lot behind Hoppy Brewing Company. You are required by law to evacuate the buildings when the alarm sounds. Failure to do so is not only dangerous and illegal, but it also may result in criminal prosecution and the initiation of eviction proceedings. Persons involved in tampering with smoke detectors, extinguishers, sprinklers, or any of the protective casings around the fire safety equipment will be subject to criminal prosecution. Upon your exit, please report any information that you know to the RA (e.g., the location of the fire).

Your Personal Safety

Personal safety measures are just as important to your well-being as those previously mentioned. Crimes, injuries, and personal assaults all occur outside of our control, but there are steps that can be taken to decrease your likelihood of being a victim.

SAFETY TIPS:

- Do not walk alone after dark. Get someone from your building to walk with you.
- Do not prop open any doors. Do not open doors for strangers.

- When you leave your loft, remember to lock your door, this applies even when you leave for only a minute. Always carry your loft key card with you. If your loft key card is lost or stolen, please report it to the property office so the lost card may be deactivated.
- Use the one-way door viewer before opening the door to let in a guest. Never open your door to someone you don't know. Report suspicious-looking persons to your RA or property personnel.
- If you see an unsafe feature on our property (for example, an EXIT light out), please notify property personnel immediately.

Tips on Preventing Auto Crime

- Be alert and use common sense.
- Roll up windows. Lock your car.
- Never hide a spare key in your car.
- Never leave CD's, packages, purses, or other valuables in plain sight.
- Approach your car from behind on the passenger side while giving the impression that you are just passing by. Walk past the passenger side and look into the car. Check the back seat. Then proceed to the driver's door.
- Carry your key ring in your hand while walking to your car, whether in daylight or dark.
- As soon as you get in the car, lock the doors.
- If someone is in your car or loitering around it, call the police or security. DO NOT confront the stranger.

Personal Property Insurance

Please be aware that the property takes many precautions to maintain the safest living environment possible, but we are not liable for any losses or damages that may occur to your personal property. If you are a dependent, you may be covered under your guardian's personal property insurance.

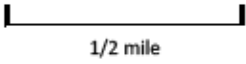
The property takes many precautionary measures in attempting to aid the well-being of our residents. These include: strongly urging you to keep your loft and bed space locked at all times and having an extensive preventive maintenance program designed to detect and cure any problem areas throughout the physical facility. We strongly recommend that you obtain personal property insurance for all of your valuables.

NON-LIABILITY OF OWNER. Owner, its officers, agents and employees, shall not be liable in any manner for any loss, injury, or damage to Tenant, its agents, guests, and licensees, including but not limited to, acts of theft, burglary, vandalism and assault. Tenant assumes all risk of loss or damage of Tenant's property within the Property, which may be caused by water leakage, fire, windstorm, explosion, or other cause, or by the act of omission of any other harmless Owner, its officers, agents and employees from and against any and all claims for injury, loss, or damages to person or property, regardless of cause, arising out of or resulting from damage, injury or loss alleged to have been sustained by Tenant; without in any way limiting or restricting the generality of

the above, Owner shall not be liable for any claims arising from acts of theft, vandalism, assault and other criminal activity committed on the Property.

For the purpose of this paragraph, Owner shall include Education Realty Trust, Inc., Allen & O'Hara Education Services, Inc., its officers, agents and employees.

The Upper Eastside Lofts Neighborhood



Thank you for taking time to read the property's Resident Handbook. Please remember that you are an important part of our community and we hope you invest time and interest in keeping our property a great place to live!