

**CSU NORTHRIDGE
OFFICE OF STUDENT HOUSING
2009-10 STUDENT HANDBOOK
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DIRECTOR'S WELCOME

August, 2009

I am absolutely delighted that you have chosen to live in Student Housing at California State University, Northridge during the 2009-2010 academic year!

By electing to go to college, you've chosen to strive to REALIZE YOUR POTENTIAL, to grow and develop as a person, expand your horizons, broaden your perspective, challenge your biases and prejudices, learn more about yourself and others, and become more independent and confident. There's really no better place than the residence halls to practice skills and apply learning you will acquire in the classroom. While living on campus, you will have an opportunity to be an active and engaged member of a college community that offers many events, programs and other informal interactions through which you will learn more about yourself and your impact on the world around you.

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

Sincerely,

Tim Trevan
Director of Student Housing

OFFICE OF STUDENT HOUSING DEPARTMENT DIRECTORY

Pacific Willow Hall Offices (Building 6)

Director and Director's Staff

Director of Student Housing (677-2160)

Tim Trevan

Responsible for the overall development, planning, and administration of the Housing Program, including Residential Life, Administrative Services, Operations, Residential Computing Resources, and the departmental budget.

Associate Director for Administrative Services (677-6105)

Claire Davis

Responsible for the Administrative Services unit in Student Housing, including Mail Room, Front Office, Business Services, and Conference Services.

Administrative Services Assistant

Réka Kiss (677-6117)

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

Associate Director for Residential Life (677-6116)

Melissa Giles

Responsible for the design and coordination of student learning goals, outcomes, and interventions. Also responsible for the overall supervision Residential Life staff.

Associate Director for Operations (677-2234)

Beverly Watson

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

Business Services (677-2160)

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

Manager of Business Services – Michelle Pusey

Responsible for management of the contracts, compliance, and billing processes as well as Front Office operations.

Business Services, continued

Contracts and Allocations Coordinator – DaVon Henson

Coordinates the application process by receiving, reviewing, and accepting housing license agreements. Maintains application files, waiting lists, and answers inquiries regarding applicant status.

Business Services Assistant - Margaret Gonzalez

Processes student billing and answers billing questions.

Front Office Manager – Marlyn Smith

Manages the Front Housing Office.

Receptionist – Alana Mora

Receptionist for the Front Housing Office

Collections and Eligibility Assistant – Kathy Kaiser

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

Conference and Hospitality Services

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

Manager of Conference Services (677-6106)

Karla La Rosa

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

Conference Coordinator (677-6104)

Nadine Dotto

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

Mail Clerk – Corvin Courtney

Processes resident mail.

Mail Clerk – Jonathon Santillano

Processes resident mail.

Maintenance, Custodial, and Grounds Services

Heather Hall Offices (Building 13)

Maintenance Supervisor for Operations (677-2234)

Steve Reeves

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

Manager of Custodial and Grounds Services (677-2234)

Sharlene Chacon

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

Custodial Services Lead (677-2234)

Marilyn Brown

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

Residential Computing Resources (RCR)

RCR Help Desk (677-6114)

Keith Blaine

Coordinator of Information Systems

Manages the Office of Residential Computing Resources

Karl DeAngelo

Information Systems Analyst

Gabriel Schwarzer

Information Technology Consultant

Financial Services Office

Financial Operations Analyst (677-6150)

Ada Parsi

Works with the departmental budget, payroll, and human resources

Residential Life Offices

Monday – Friday, 9:00 a.m. – 5:00 p.m.

Residential Life Assistant (677-6116)

Mirta Powell

Responsible for the daily operation of the Residential Life office.

Residential Life Offices, continued

Sign Language Interpreters (677-6112)

Maren Jensen, Shannon Hunter, Steven Barnthouse

Residential Life Special Projects Coordinator (677-6113)

Erica Lovano

Responsible for the coordination of the daily operation of the Residential Access and Interpreting Services Program, development and selection of student residential life staff, the Residential Family Program, and the Academic Mentors Program.

Assistant Director for Residential Life (677-4257)

Miche Jackson

Supervises the professional residential life staff (Senior Community Directors and Community Directors)

Senior Community Directors, Community Directors, Assistant Community Directors, Community Advisors

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

University Village Apartments and Residence Halls Association Advisor (Building 9 and University Village CD Office)

TBD – Community Director and RHA Advisor (677-7781)

Park North (6-102)

TBD – Senior Community Director (677-6119)

TBD – Assistant Community Director (677-6118)

Burdock (4), Southernwood (5), Pacific Willow (6), Torrey Pine (7), Bayberry (8)

Park South (6-101)

TBD – Community Director (677-6121)

TBD – Community Advisor (677-4910)

Lupin (11), Heather (13), Rose Crown (14)

Residential Life Offices, continued

Park East (6-109)

Franklin Ellis – Senior Community Director (677-4254)

Victoria Gonzalez – Assistant Community Director (677-4256)

Piñon (9), Valley Oak (10), Saguaro (12), Bougainvillea (15)

Park West (6-101)

TBD – Community Director (677-6120)

TBD – Community Advisor (677-4910)

Chanterelle (1), Carrageen (2), Woodruff (3)

Park Suites (Park Suites Community Center)

TBD – Senior Community Director (677-xxxx)

TBD – Assistant Community Director (677-xxxx)

COMMUNITY STANDARDS

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

WHAT ARE COMMUNITY STANDARDS?

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

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

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

WHY HAVE COMMUNITY STANDARDS?

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

and personal conduct.

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

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

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

point of view.

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

WHAT ABOUT RESIDENCE LIFE AND UNIVERSITY POLICIES AND PROCEDURES?

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

HOW ARE COMMUNITY STANDARDS DEVELOPED?

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

FACILITIES AND SERVICES

Maintenance and Custodial Services

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

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

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

Trash Receptacles

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

Parking

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

available at Parking Services. The deposit is \$25.00 and can be paid in either cash or check. Unfortunately, this charge cannot be applied to your student account.

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

Daily permits may be purchased at a permit dispenser in the G10 Parking Structure by Lupin Hall (11). Permits currently cost \$5.00 per vehicle per day, and allow vehicles to park in the Residential Parking Lots.

Personal Telephone Service

Telephone service is provided by AT&T. To connect telephone service, residents should visit the AT&T website located at: <http://localization.att.com/loc/controller?cdvn=landinglocalization&pid=1080<ype=res>.

Cable Television Service

Basic cable, under the terms of the CSUN Housing agreement, is channels 2-24. Residents receive free service up to channel 24. Other services are additional. Residents may contact Time Warner directly for those services.

Public Telephones

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

Recreational Facilities

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

members of the Residence Halls Association (RHA) located in the RHA Office in Pinon Hall (9).

Swimming Pool Safety Alert

Each year, about 260 children under 5 drown in swimming pools. In addition, the suction from drains in swimming pools and spas, under certain conditions, can entrap swimmers underwater. To help protect your family, be sure to take the following steps.

Use Layers of Protection

To prevent swimming pool drowning, layers of protection are essential. Place barriers completely around the pool, closely supervise young children, and be prepared in case of emergency.

In addition, if a child is missing, always look first in the pool. Seconds count! Knowing how to swim doesn't make a child drown-proof. Never use flotation devices as a substitute for supervision. Keep rescue equipment and a phone next to the pool. Learn cardiopulmonary resuscitation (CPR). Install physical barriers around the pool to limit access. Fences and walls should be at least 4-feet high and installed completely around the pool. Gates should be self-closing and self-latching. The latch should be out of reach of small children. If your house forms one side of the barrier for the pool, doors leading from the house to the pool should be protected with alarms that sound when the doors are unexpectedly opened. Or, use a power safety cover, a motor-powered barrier placed over the water area, to prevent access by young children. For above-ground pools, steps and ladders to the pool should be secured or removed when the pool is not in use.

Pool and Spa Entrapment Dangers

Consumer Product Safety Alert

For more information, please visit CPSC's Web site at www.cpsc.gov, or call the CPSC Hotline at (800) 638-2772.

Vending Machines

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

Laundry Facilities

For your convenience, coin-operated washers and dryers are provided in each building in the University Park Apartments on

the first floor, in the University Suites on each floor, and in the laundry room in the UVA (connected to the UVA Recreation Room). Malfunctions should be reported to the laundry company as indicated on the machines. There is an ATM machine and change machine in the Satellite Student Union.

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

Mail – Receiving, Sending, and Picking it Up

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

If you will be living in University Park – Apartments or Suites

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

If you will be living in the University Village Apartments

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

*At check-in you will be issued a mailbox number and a combination for your mailbox.

Mail for each building is sorted and delivered Monday through Friday. To pick up your mail in the University Park, go to the mailroom located adjacent to Piñon Hall (9). Outgoing mail slots are also located in the Piñon Hall (9) mailroom. To pick up your mail in the University Village Apartments, go to the mailboxes attached to the Recreation Room. Outgoing mail slots are located here as well.

If you receive a package or oversized envelope that will not fit into your resident mailbox, you will receive a package slip via email. You may retrieve your package when you bring both the package slip and a photo I.D. (CSUN I.D. or driver's license) to the Mail Services Office in Piñon Hall (9).

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

Access Services for Persons with Disabilities

If you require an accommodation for a disability (room accommodation, accommodation for a program or meeting, etc.), please contact our staff member in charge of Access Services at 818-677-6113 and we will be happy to assist you.

Residential Computing Resources (RCR)

Residential Computing Resources supports broadband, reliable network connections throughout the residence halls, including wireless connectivity in common study areas. Our staff provides knowledgeable and responsive technical support to our residential clients for their network connections and cable TV service.

Our customers include undergraduate students, graduate students, family housing, and conference guests. Our primary goal is to ensure that our clients can fully utilize network resources for their academic and personal needs through their in-room data connection. We ensure that all computers connected to the network meet campus minimum security standards, and we educate all residents about bandwidth limitations and encourage them to utilize legal file sharing services. Illegal file sharing is expressly prohibited.

RCR builds advanced web applications for housing services to help manage processes including: application management, guest registration, equipment management, RA portal, mailroom management, and several other integrated modules to streamline tasks.

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

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

Signing Up for High-Speed Internet Access

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

Computer Lab

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

Our Rules for the Computer Lab

No food or drink is allowed.

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

Be courteous and aware of students studying or doing homework.

Guest Housing

The University Guest Housing program offers hotel-style accommodations in the University Village Apartments. We offer accommodations at daily rates for short-term visits to the University. Our Guest Suites are fully furnished one-bedroom apartments with full kitchens. Reservations can be made by calling or e-mailing Guest Housing Services. The date(s) and number of guests will be needed to make a reservation as well as major credit card information to guarantee the suite. If you wish to cancel reservations, you need to do so no later than 24 hours before the reservation date. Contact us at (818)677-4986, or e-mail nadine.dotto@csun.edu. Take advantage of this great opportunity when your family or friends come to visit!

ABOUT YOUR LIVING SPACE

You and your roommates will be sharing a living space for the academic year. It would be a good idea to discuss with each other how you want to clean, share materials, and

decorate/arrange the unit so that you may live together comfortably. Your RA will have roommate agreements available for you and your roommates at check-in time. This a great tool to help guide you in the process of deciding how you will live in your individual unit.

What's in my Suite/Apartment?

University Park – The Suites

The Suites is a new housing complex designed specifically for first year freshman. Students will live two to a bedroom with shared living rooms, study rooms and semi-private bathrooms. Bedrooms are furnished with two beds, dressers, desks and chairs. The living area is designed to accommodate the 32 residents within each cluster of suites and is furnished with televisions, comfortable couches, chairs, and tables. Semi-private bathrooms are shared by two bedrooms and have a private shower room, private toilet room and sink/counter area.

University Park – The Apartments

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

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

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

UVA

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

Unit Maintenance

Trash Disposal

Grease, oil, or hard food stuffs should not be poured down any of the drains in your unit. You should let the refuse cool, place it in a container, and remove it **ON A DAILY BASIS** with the rest of your trash. **Leftover food should not be flushed down the toilets.** The garbage should be thrown out with the other trash **ON A DAILY BASIS** to maintain a clean and healthy environment.

Pest Control

Keep your unit clean and store food properly. Storing food properly means placing leftovers in containers with a cover, in plastic saran wrap, Ziploc bags, etc. This limits access for pests to find a place to live. If you have pest problems such as roaches or bees, fill out a *Maintenance Request form*. However if you get ants you must clean the area thoroughly and purchase ant spray at the grocery store and treat that area yourself. The university cannot provide chemicals or apply chemicals in your unit. The university can provide however at no cost to the residents a professional exterminator for the treatment of other pests beyond the ants as mentioned. We are, however, based on state regulations, limited in this regard.

Toilet Cleaning

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

Appliances

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

NOT ALLOWED

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

Special Guidelines for Apartments without Kitchens

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

Students should not overload their outlets. Do not add additional extension cords or outlets in the kitchen.

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

All residents living within a University Park Apartment building with no kitchens may utilize common area kitchens (not available on every floor). Each individual using the common area kitchen will be held responsible for cleaning the area after each use, this includes throwing trash into the appropriate receptacle, and washing the area(s) used while cooking. Failure to comply with these guidelines may result in the loss of use in the common area kitchens and a charge for cleaning the common area.

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

ALLOWED

- Refrigerator (4.5 cubic feet/3 feet high)
- Microwave
- Coffeepot
- Blender

Damages

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

Doors

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

Walls & Ceilings

Any method you use to attach something to the walls or ceilings may cause some damage, so carefully consider the potential damage before you proceed. While neither sanctioning nor prohibiting attaching things to the walls or ceilings, we remind you that the cost of repairing and repainting damaged room walls or ceilings will be billed to the residents of that unit.

SAFETY AND SECURITY

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

Student Housing On-Call Duty System

Ten Resident Advisors perform on-call duty each night.

RAs will be on duty from:

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

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

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

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

Matador Patrol Program

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

The Matador Patrol assistants perform many duties aimed at creating a safe environment for our residents and their guests. The Matador Patrol patrols the grounds of on-campus housing. They provide walking campus escorts if you do not wish to walk alone at night. These staff members also monitor drive-in gates to the University Park complex each night from 7:00 p.m. – 3:00 a.m.

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

Restricted Access

Matador Patrol will control access to the University Park complex at Lindley Avenue and Zelzah Avenue entry points each night from 7:00 p.m. – 3:00 a.m. All other walkways and driveways will be locked during this period of time. Be sure to move your vehicle out of any parking area that will be locked if you or your guests intend to use it during these times. These procedures were put in place to provide a higher level of security. Please be kind to and cooperate with the Matador Patrol staff in following the required safety procedures.

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

University Park Gate Access Procedures

When the University Park perimeter gates are locked, on-campus housing residents will be granted access by showing their CSUN I.D. card and Resident sticker on their I.D.

Guests gain access through approval by a resident host by obtaining a guest pass from the Guest Registration Assistants located at the Lindley Avenue and Zelzah entrances to University Park between the hours of 7:00 p.m. and 1:00 a.m. In either case, you AND your guest must be present to register. If your guest will be staying past 1:00 a.m. you must register and gain approval to host an overnight guest using our on-line overnight guest registration system. Those registrations need to be complete by 3:00 p.m. the day before the stay OR by 3:00 p.m. on a Thursday for a weekend stay. For additional policies and procedures related to hosting guests please see our policies section at the end of this handbook.

When a resident or guest drives into the facility, a current valid residential parking permit must be displayed in or on the vehicle. Those without permits will be directed to purchase a visitor parking permit or to public parking on the city streets.

Building Entry

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

Intercom System for the University Park Apartments

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

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

If you recognize the call and want the caller to visit, you must go down to the main entrance and let your guest into the building. A resident host must accompany guests at all times while in the complex. Unauthorized and unescorted guests will be asked to leave.

Lost Key Cards/Keys

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

Bedroom Locks in the University Park Apartments

Our maintenance department will, at your request, place a lock on your bedroom door. There is a one-time charge of \$160.00 to install the lock and create keys. We retain the sole authority to place locks in rooms because:

They become a permanent fixture of the room.

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

Insurance & Personal Property

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

Fire Sprinklers in University Park

DO NOT TAMPER WITH OR HANG ITEMS (CLOTHING, DECORATIONS, ETC.) FROM FIRE SPRINKLERS!!!

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

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

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

If the sprinkler is activated in your unit, vacate the room and call the police immediately at 677-2111. Then find the nearest RA or other housing staff member. The sooner we are aware of the situation, the faster we can respond. Finally, if you experience what you believe to be losses as a result of a sprinkler activation do not throw away any items that you perceive to be damaged and try to take photos of the damaged items.

Department of Public Safety

The Department of Public Safety can be reached by dialing x2111 or, in case of emergency, 911.

What Can I Do?

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

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

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

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

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

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

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

DO NOT LOAN your key card or key(s) to anyone...not only is it a violation of Student Housing Rules and Regulations, but it puts your roommates and members of your community in jeopardy.

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

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

Fire Alarms

- When the fire alarm sounds, stay calm.
- Before exiting the unit, feel the door for heat and look at the door seals for signs of smoke. If the door is hot or you see smoke, stay in your unit, put a wet towel at the base of the door, and call for help.

- If it's safe to exit the unit, put your shoes on, grab your keys, and evacuate the building immediately. If it's safe to do so, bring a wet towel to cover your nose, mouth, face and head if necessary.
- IF YOU ENCOUNTER SMOKE, STAY LOW.
- IF YOU ARE OVERCOME BY FLAMES: STOP, DROP, ROLL, AND COVER YOUR FACE.
- Move to the designated Evacuation Point outside the building, and wait for instructions from a staff member (maps are located on the back of each unit door).
- Whenever the fire alarm sounds you are to leave your room at all times if there is no fire or smoke immediately outside your door.

Injuries

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

Earthquakes

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

A Suggested List of Items for Emergency Survival

Basic Needs

Flashlights with extra batteries (NO CANDLES, PLEASE)
Water - 2 quarts to 1 gallon per person per day
First Aid Kit - ample and freshly stocked
First Aid Book
Non-perishable Food
Can opener (non-electric)
Blankets, space blankets or a sleeping bag for each person
Radio - Portable, battery operated
Spare batteries
Essential Medication and eyeglasses
Fire extinguisher - A-B-C type
Watch or clock - battery or spring wound
Money or Traveler's Checks

Safety and Comfort

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

Sanitation Supplies

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

Tools and Supplies

Axe, shovel, broom
Screwdriver
Pliers
Hammer
Coil of 1/2" rope

Plastic tape
Pen and paper
Plastic sheeting
Coil of bailing wire
Pail for carrying water or supplies

Car Emergency Kits

Non-perishable food - store in clean coffee cans
Bottled water
First aid kit and book
Flares
Fire extinguisher - A-B-C Type
Blanket or sleeping bag
Sealable plastic bags
Flashlight - fresh and spare batteries and bulb
Essential medication
Tools - screwdriver, pliers
Short rubber hose - for siphoning
Small package of tissues
Pre-moistened towelettes
Local maps
Extra clothes, jeans, sweater
Sturdy shoes or boots

Sheltering in Place

If there is an emergency requiring you to 'shelter in place' (generally, staying where you are and taking precautions such as locking doors, closing and locking windows, turning off air handling systems, etc. the university will make every effort to inform you of the need to do so. However, you are also responsible for your own safety and for gathering as much information as you can.

ROOMMATE RELATIONS

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

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

How do you work through problems with your roommate?

Here are some tips:

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

Be tactful when sharing your feelings with him or her.

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

Control your emotions.

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

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

Use the RA staff or the CD staff to assist you in this process.

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

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

Consider the following issues as you discuss your unit with your roommates:

Study time in the room/apartment – how late and when will we study?

Visitation and guest policy – when can guests visit, how late, and for how long?

Cleaning the room – who cleans what and when?

Use of stereo, TV, video games (if applicable) – how will we share this equipment, what times should we use it, etc.?

Sharing of and shopping for food

Use of each other's personal property

Space for clothes, luggage, and storage

STUDENT INVOLVEMENT IN STUDENT HOUSING

Residence Halls Association (RHA)

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

Community Councils

These organizations (Park North CC, Park South CC, Park East CC, Park West CC, and The Suites CC) provide leadership experience for residents. They give students input into decisions affecting the community, allow them to make recommendations for community betterment, and give them an opportunity to plan community activities. These organizations welcomes resident suggestions, comments, and ideas. All residents are encouraged to attend meetings and to run for representative positions and general executive board positions.

Office Assistants (OAs)

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

Budget Office - Ada Parsa
Conference Services - Karla La Rosa
Front Office/Business Services - Michelle Pusey
Mail Services - Corvin Courtney or Jonathon Santillano
RCR - Keith Blaine
Residential Life - Mirta Powell

Conference Assistants (CAs)

Conference Assistants provide clerical and customer service support for the Conference Services Program. Conference Assistants work closely with Conference leaders to ensure all

guests receive top customer service. Other responsibilities include the following: prepare building floor charts and check rooms prior to check in and following check out; supervise facility in use; prepare materials to ensure successful conference check in and check out, coordinate conference details, including housing assignments, meal plan arrangements, meeting space, parking, catering, and other facility usage; perform on-call duties; work some weekends and holiday shifts; miscellaneous duties as assigned. If you are interested in learning more about the CA position, please contact the Manager of Conference Services at 677-4986.

1ST YEAR RESIDENT ADVISOR POSITION DESCRIPTION

The Resident Advisor (RA) position is an integral part of residential life at California State University, Northridge. Employees will undertake one of the most exciting, rewarding, and challenging experiences of their lives. Those involved in the program will have the opportunity to develop leadership skills and gain a better understanding of themselves and others.

Position Requirements

- Enrollment and attendance in classes at California State University, Northridge with a minimum of 12 undergraduate units or 8 graduate units. Enrollment in more than 15 undergraduate units or 12 graduate units must be approved by supervisor.
- Good academic standing with a cumulative GPA of 2.5 or higher and semester GPA of 2.0 or higher prior to applying. Applicants with a 2.5 or lower semester GPA will be required to meet with their supervisor regarding their academic standing.
- Good judicial and financial standing.
- Residency in on-campus housing during time of employment.
- Involvement in extra-curricular activities and employment beyond the RA job is limited to a total of 15 hours per week and must be approved by supervisor.
- One year of college enrollment required.

General Skills and Abilities Necessary

- Some Leadership experience
- The desire to learn and grow

- Willingness and maturity to serve as a role-model and resource for peers
- An open mind and heart that allows you to make people from different backgrounds feel welcome and included.

Benefits/ Perks

- Compensation is contingent upon an **average of 20 hours per week** of work.
- Invaluable and rewarding growth experience
- A single bedroom or studio apartment
- A \$200.00 monthly stipend
- Basic phone service and installation

Applications for next year's staff will be out in Fall, 2009!

COMMUNICATING WITH DEAF/HARD OF HEARING RESIDENTS

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

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

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

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

read lips. If this isn't a successful means of communication, there are others.

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

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

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

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

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

RESIDENT'S RIGHTS

Each resident is entitled to certain basic rights. These rights describe the essence of our residential community. Each resident has the right to:

- Sleep and reside in the community without undue

interference of excess noise.

- Live in a clean and healthy environment.
- Demand respect for one's personal belongings.
- Expect privacy within the "Right of Entry" policy guidelines stated in the lease agreement.
- Live free from intimidation, physical, and emotional harm.
- Expect reasonable cooperation in the use of appliances shared in the unit (i.e. stove, refrigerator, closet space, etc.).
- Be an individual in a manner that does not interfere with the rights of others.
- Settle conflicts in a reasonable manner.

STUDENT HOUSING RULES AND REGULATIONS

Residential Code of Student Conduct – CSU, Northridge

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

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

- a. Residents and guests who are under the age of 21 are not permitted to use, possess, or be in the presence of alcohol.
- b. A resident over the age of 21 may consume alcohol under the following conditions:
 - While in his/her residential unit with the door closed
 - Not in the presence of anyone under 21 years of age.
 - Not as part of a large group or party where the main purpose appears to be drinking alcohol

- c. Residents and guests over 21 years of age may possess quantities of alcohol that are intended for personal consumption only. Kegs or other large containers or large quantities of alcohol are prohibited in housing.
- d. Persons over the age of 21 may possess and consume alcohol as a guest in the residential unit of a resident who is at least 21 years of age. The host resident must be present, the unit door must be closed and no one under the age of 21 may be present.
- e. Open containers of alcohol are not permitted outside of personal residences (See "b" above). Open alcohol containers in lounges, lobbies, balconies, etc are prohibited.
- f. Closed containers of alcohol are allowed in public areas only if they are being transported to the residential unit of a legal-aged resident.
- g. Any resident regardless of age found to be intoxicated and/or unable to exercise care for one's own safety and/or the safety of others due to intoxication is in violation of Student Housing Policy. Residents who violate any other university policy while under the influence of alcohol are also in violation of this policy.
- h. Possession of empty containers of alcohol will be interpreted as consumption of alcohol. Certain alcohol-related paraphernalia and alcohol-related decorations that contain or once served as containers for alcohol may be called into question, particularly in units where students who are under 21 are residing.
- i. The sale or distribution of alcohol is prohibited in housing.

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

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

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

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

- a. Unauthorized possession, use or misuse, removal, defacement and/or tampering of University owned property or leased property or equipment or any property belonging to a community member or guest is prohibited.
- b. Any resident who maliciously or accidentally damages University owned property will be held responsible for the cost of the damage and/or the cost of the labor to restore or repair the property to its original condition.
- c. Residents will also be held responsible for the actions of and/or damages incurred by their guests.
- d. Residents are prohibited from physically repairing damages to University property. If property is damaged, please report the damage to Residence Life staff immediately.
- e. Common area damage charges not readily assigned to a particular individual may be charged to a group or floor of residents. University furniture may not be removed from student units or common areas.
- f. Furniture may not be stored on balconies/balcony storage. Residents are responsible for the condition of their unit and the furnishings provided for them by housing.
- g. Residents must keep balconies clear of obstructions such as screens, bamboo or other coverings that block the view for safety personnel.

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

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

- a. Use of products that resemble or smell like marijuana, including but not limited to beedies or other types of herbal cigarettes and/or incense.
- b. The misuse of prescription medication and/or cleaning products or fumes. Also, the use of marijuana, even with a prescription, is prohibited.

- c. Inability to exercise care for one's own safety and/or the safety of others while under the influence of controlled substances.
- d. Suspicion of using illegal drugs which includes, but is not limited to, marijuana odor emanating from a unit, drug paraphernalia seen in a room, storage closet, balcony, etc.
- e. The sale and/or distribution of drugs and/or paraphernalia is prohibited.

VIII. Failure to Comply with an Administrative Request

- a. Failure to comply with an administrative request when a University staff member is acting in his/her official capacity including: failure to appear/meet, to vacate a unit, to cease inappropriate behavior, to produce identification, and/or to exit a facility when requested.
- b. Providing fabricated, falsified, misrepresentative, or non-negotiable information or documents.

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

- a. Tampering or damaging fire equipment or intentionally misusing fire alarms, smoke detectors, fire sprinklers, fire extinguishers, emergency exit signs or pulling the fire alarm when the cause is unrelated to notification of a fire.
- b. Intentionally or negligently causing and/or creating a fire, explosion or release of poisonous gas or fumes.
- c. Failure to evacuate a building immediately following the sounding of an alarm, unless otherwise instructed by Student Housing staff, fire-safety or other emergency response personnel.
- d. Possessing or storing gasoline, fireworks and/or combustible decorations and chemicals.
- e. Storing fuel-driven engines including motorcycles, mopeds, etc. in residential housing.
- f. Open flames (including candles and incense), combustible decorations and chemicals, deep fat fryers, electric fry pans, space heaters and halogen lamps are prohibited (including on balconies).
- g. Disabling, opening, damaging, or propping exits used exclusively as fire exits is prohibited (unless being used properly as an exit during an emergency situation).
- h. Grills – BBQ Grills cannot be operated anywhere but on balconies. If you wish to own and operate a grill you must go on-line, complete our grill safety form, and return it to a residence life staff member (RA, CD, etc.). Propane grills are prohibited. Charcoal grills are the only acceptable grill. Lighter fluid is also prohibited. Only self-starting charcoal is permitted.
- i. (Apartments with kitchens) Using toasters or other cooking devices in areas outside of the kitchen.
- j. (*Apartments without kitchens*) Using cooking devices outside of the designated area from the living room

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

XI. Harm or Threat of Harm to Self or Another: Committing acts of physical or mental abuse or engaging in actions that intimidate, harass, threaten, coerce, or otherwise endanger the health or safety of self or another person (including threats or attempts of suicide) is prohibited. This includes but is not limited to physical harm or threat of physical harm to any person and/or to self.

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

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

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

Exceptions:

Assisted living animals verified by our department

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

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

Pets for full-time Student Housing Staff

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

XVI. Quiet Hours:

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

Quiet hours mean that community members must keep noise at a very minimal level in all of our housing, surrounding grounds, and

recreation areas. Courtesy hours mean that residents are expected to maintain a reasonable or moderate noise level.

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

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

1:00 am – 9:00 am Saturday and Sunday

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

Courtesy hours are in effect at all other times.

XVII. Room Swaps and Changes: Unauthorized room transfers are strictly prohibited. Housing must ask that residents not change rooms without approval. Please contact your RA or CD to file a room change and avoid unnecessary confusion and charges during the year.

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

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

k. Use of sporting and recreation equipment is prohibited in indoor common areas such as lobbies, hallways, and entrances.

XXIV. Sexual Assault: Sexual assault, sexual battery, or rape of a community member or guest thereof is prohibited. Note: This behavior is defined as any sexual activity conducted without the expressed consent of all parties involved.

XX. Smoking: Due to California State University policy, smoking is prohibited in all of our buildings, student rooms, residential hallways, restrooms, lounges, stairs, balconies, volleyball and basketball courts and pool areas. Residents may only smoke 30 feet away from any building. This includes the use of smoking devices such as hookah pipes.

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

XXII. Threatening Behavior: Conduct that threatens or endangers the health or safety of any person within or related to the University community, including physical abuse, threats, intimidation, harassment, or sexual misconduct.

XXIII. Visitation: This visitation policy is designed with the safety and consideration of our community members and property in mind. In addition, these policies are dictated by California law in Title V of the California Code of Regulations. Student residents are permitted to host guests as long as the rights and privacy of the other persons living in the unit are taken into consideration, and the following guidelines are observed.

Persons who hold a current housing license agreement but visiting residents in other units are considered Residential Guests; all others are considered Non-Resident guests. There are two types of Non Resident Guests permitted to visit the Housing complex: Short Term guests and Overnight Guests.

The definition of a Short Term Guest is any person, hosted by a student resident, who does not hold a Housing license agreement, and will not be remaining in the housing complex after 1:00 a.m.

The definition of an Overnight Guest is any person, hosted by a student resident, who does not hold a Housing license agreement, and will not be remaining in the housing complex after 12:00 noon

the day following their arrival. (as specified on their online registration form)

The following is a list of policy guidelines for hosting all guests:

a. Non-Resident Guests arriving or remaining in the complex during the hours of 7:00 p.m. and 12:00 a.m. must be registered. Any guest not registered to stay overnight must leave the housing complex by 1:00 a.m. and not return before 7:00 a.m.

Please follow the registration process described here:

1. To register a Short Term Guest, the host student resident will need to meet the guest at the registration station on Lindley Avenue outside of Building 5 and sign the guest into the housing complex. The guest must show a regularly accepted picture I.D., such as a driver's license, and agree to adhere to all housing rules and regulations. All guests will be required to wear their guest passes visibly while in the housing complex. Short term guest length of stay may not extend past 1:00 a.m.

2. To register an Overnight Guest, the host resident must go online to the housing website (<https://housing.csun.edu/guest>) and register their guest by 3:00 p.m. on the business day PRIOR to the guest's arrival. Upon arrival, the resident must meet the guest at the registration tent near the Lindley entrance to University Park and sign the guest into the complex.

b. Overnight Guest length of stay may not extend past 12:00 noon the day following their arrival, unless otherwise approved for multiple consecutive days. Each resident is limited to 5 nights of this type of visitation per 30 day period.

c. Consequences of violating Overnight Guest policy include a potential judicial fine of up to \$30 per night for each violation.

d. All roommates must give their approval before any guest enters the unit. The right of a resident to occupy her/his room/apartment without the presence of a guest will take precedence over the right of a roommate to host guests. Residents may revoke their approval of a guest for any reason at any time.

e. No student resident may allow guests access to the housing complex after 7:00 p.m. without following the registration process outlined above. This includes boyfriends, girlfriends and family members.

f. All non-resident guests must wear a guest pass easily visible on their person while present in the housing complex. Guest passes

can be obtained after 7:00 p.m. at the guest registration station located at the Lindley entrance to University Park.

g. Residents are responsible for their guest's conduct at all times and any damages incurred by that guest. All guests must comply with all University and Student Housing policies. Guests may be asked by University staff to provide identification or leave the premises at any time. The guest must comply.

h. A guest must be accompanied by her/his host at all times. Guests are not permitted to be unescorted and may not be left unattended in the host's unit or within the community.

i. No residents or guests may sleep in the lounges, lobbies or other public areas unless it is in conjunction with an official hall sponsored event or other university purpose and approved in writing by a Community Director or other Housing professional staff.

j. Occupancy in any unit at any given time must not exceed 10 people, including residents.

k. Advertising for open parties or gatherings is not permitted under any circumstance.

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

XXV. Willful Disruption: Participating in an activity that substantially and materially disrupts the normal operations of the residential community, or infringes on the rights of members of the University community:

- a. Overt actions such as verbal attacks and physical assaults on students, University staff and/or their property.
- b. Physical or written defacement or destruction of residential property and/or Student Housing postings and posters.