We are delighted that you have chosen to live in Student Housing at California State University, Northridge during the 2016-2017 academic year!

By going to college, you’ve chosen 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 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 with many events, programs and informal interactions that will help you learn more about yourself and your impact on the world around you.

“Success lives here.” That’s the motto of Student Housing at Cal State Northridge. We look forward to you joining our community so you can live by those words too.

Sincerely,

Tim Trevan
Director of Student Housing

Student Housing Mission Statement

The Office of Student Housing and Conference Services exists to promote individual development, academic success, and conscientious citizenship among residents by providing facilities, services, and programs that foster respectful and responsible living in a learning environment.
DIRECTOR AND DIRECTOR'S STAFF

DIRECTOR OF STUDENT HOUSING
(818) 677-2160
Tim Trevan
Directing overall development, planning, and administration of the Housing Program, including Residential Life, Administrative Services, Operations, Residential Computing Resources, and the departmental budget.

ASSISTANT TO THE DIRECTOR
(818) 677-6117
(vacant)
Providing support to the Director of Student Housing and the Financial Operations Analyst.

ASSOCIATE DIRECTOR FOR ADMINISTRATIVE SERVICES
(818) 677-6105
Claire Davis
Supervising the Administrative Services unit in Student Housing, including Mail Services, Front Office, Business Services, and Conference Services.

ASSOCIATE DIRECTOR FOR RESIDENTIAL LIFE
(818) 677-6116
Melissa Giles
Supervising the design and coordination of student learning goals, outcomes, and interventions. Also managing Residential Life staff.

ASSOCIATE DIRECTOR FOR OPERATIONS
(818) 677-2234
(vacant)
Supervising Maintenance, Custodial and Grounds Departments for Student Housing. Overseeing projects and contractors, ensures that safety and building codes are maintained for the welfare of the student and professional staff population.

ADMINISTRATIVE SERVICES

BUSINESS SERVICES - Pacific Willow Hall (Building 6)
(818) 677-2160
Monday - Friday, 8:00 a.m. - 5:00 p.m.

Manager of Business Services
Michelle Pusey
Managing the contracts, compliance, and billing processes as well as Front Housing Office operations.

Contracts and Allocations Coordinator
DaVon Henson
Coordinating the application process and managing room assignments.

Resident Account Assistant
Marilyn Smith
Processing student billing and answering billing questions.

Administrative Services Assistant
Anita Mendoza
Providing administrative support to the Associate Director for Administrative Services and providing support for The Village Apartments application process.
Front Office Manager
Karen Boyer
Managing the Front Housing Office.

Customer Service Assistant
(vacant)
Answering telephones and assisting customers in the Front Housing Office.

Collections and Eligibility Coordinator
Natalia Figueroa
Ensuring housing contract eligibility, coordinating housing contract release appeals board, and monitoring rent collections.

Marketing and Communications Coordinator
Any Goldberg
Creating and delivering marketing ideas, materials and activities that communicate Student Housing message to the community.

CONFERENCE SERVICES - Piñon Hall (Building 9)
(818) 677-4986
Monday - Friday, 8:00 a.m. - 5:00 p.m.

Manager of Conference and Hospitality Services
Carye Vogt
Managing Conference Services operations and supervising the operations of Guest Housing and Mail Services.

Guest Services Coordinator
David Lee
Coordinating Guest Housing and assisting with Conference Services. Directly supervising Mail Services operations.

MAIL SERVICES - Piñon Hall (Building 9)
(818) 677-2686
Monday – Friday, 9:00 a.m. - 6:00 p.m.

Mail Clerks
Corvin Courtney
Jonathon Santillano

RESIDENTIAL COMPUTING RESOURCES (RCR)

RCR Help Desk - Pacific Willow Hall (Building 6)
(818) 677-6114

Manager of Information Services
Keith Blaine
Managing the Office of Residential Computing Resources.

Information Systems Analyst
Karl DeAngelo

Information Technology Consultant
Darsana Philip
FINANCIAL SERVICES OFFICE

Financial Service s- Pacific Willow Hall (Building 6)
(818) 677-6150

Financial Operations Analyst
Ada Parsi
Contributing to departmental budget, payroll and human resources

FACILITY OPERATIONS: Maintenance, Custodial, and Grounds

Heather Hall (Building 13)
(818) 677-2234

Assistant Director for Operations
Robert Bonfiglio
Supervising maintenance, grounds, and custodial staff. Assisting Associate Director for Operations in the management of all department operations.

Operations Assistant
Barbara Besse
Providing administrative support for the Operations office.

Custodial Services Lead
Marilyn Brown
Supervising custodial personnel, cleanliness of the buildings including the classrooms, computer labs, and common areas.

RESIDENTIAL LIFE OFFICES

Pacific Willow Hall (Building 6)
(818) 677-6116
Monday - Friday, 9:00 a.m. – 5:00 p.m.

Residential Life Assistant
Liberty Freeman
Coordinating daily operation of the Residential Life office.

Sign Language Interpreters
Maren Jensen
Steven Barnthouse
Courtney Lotane

Assistant Director for Residential Life
(vacant)
(818) 677-4257
Supervising the professional residential life staff of Senior Community Directors and Community Directors and The Village Apartments. Co-coordinating the Campus Judicial System.

Coordinator for Residential Student Success
(vacant)
(818) 677-6113
Coordinating daily operation of the Residential Access and Interpreting Services Program oversight of the Residential Academic Mentor Program, and academic success and retention initiatives for all residential students.
Coordinator for Residential Student Engagement
Matt Soto
(818) 677-7781
Responsible for the coordination of Residential Leadership Programs, large community programming, and advisor to the CSUN Residence Halls Association (RHA).

Park North
Office - Pacific Willow Hall (Building 6) 102
Burdock (Building 4), Southernwood (Building 5), Pacific Willow (Building 6),
Torrey Pine (Building 7), Bayberry (Building 8)
Isaiah Green, Senior Community Director (818) 677-6119
VACANT, Assistant Community Director (818) 677-6118

Park South
Office - Pacific Willow Hall (Building 6) 101
Lupin (Building 11), Heather (Building 13), Rose Crown (Building 14)
Jazmin (JD) Dantzler, Community Director (818) 677-6121
Aneidra Carrion, Community Advisor (818) 677-4910

Park East
Office - Pacific Willow Hall (Building 6) 109
Piñon (Building 9), Valley Oak (Building 10), Saguaro (Building 12), Bougainvillea (Building 15)
Roger Chapman-Custer, Senior Community Director (818) 677-4254
(vacant), Assistant Community Director (818) 677-4256

Park West
Office - Pacific Willow Hall (Building 6) 101
Chanterelle (Building 1), Carrageen (Building 2), Woodruff (Building 3)
Nancy Alonzo, Community Director (818) 677-6120
Patrick Johnson, Community Advisor (818) 677-4910

The Suites - North
Office - The Community Center
Steph Kaneen, Senior Community Director (818) 677-8173
Jacq Spitzack, Assistant Community Director (818) 677-8188
Braulio Diaz, Community Center Manager (818) 677-8135

The Suites - South
Office – The Community Center
Michele Davis, Senior Community Director (818) 677-8788
Vianey Ramirez, Assistant Community Director (818) 677 – 8081
Baylee Garland, Learning Center Manager (818) 677 - 8135

The Village Apartments
Office – The Village Recreation Center
vacant, Assistant Director for Residential Life (818) 677-4257
Ebony Harper, Community Advisor

Director of Student Conduct and Ethical Development
Sam Lingrosso
(818) 677-4971
COMMUNITY STANDARDS

Community Standards is a philosophy that empowers residents in their living experience at CSUN.

WHAT ARE COMMUNITY STANDARDS?
Community Standards allow the residents who share a community to define standards or rules for how they will treat each other and live together and hold each other accountable if the Standards are violated.

While Community Standards can be seen as a product - a list of agreements and expectations—they are actually 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. Community Standards evolve; therefore, the process is never finished. They are not a task to be completed but a means by which interactions occur.

Students must discuss and decide how they will hold themselves accountable for agreements and expectations. Initially, this can be difficult as many students believe that someone else (i.e. a Residence Life staff member, Police Services, etc.) is responsible for making sure that they get exactly what they want. Another obstacle is students’ reluctance to stand up for themselves. Equally difficult can be the thought of holding a peer to a standard.

WHY HAVE COMMUNITY STANDARDS?
Residential Life at CSUN believes that 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, and finding and testing limits. These experiences will increase your mature judgment only if you have the opportunity to make important decisions and reap the results. 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 resist authorities who appear to be denying their “freedom” or “independence.” At the same time, they may become angry with authorities who don’t fulfill their needs in an expected timeframe. Community Standards shifts students from expecting authority to satisfy needs to working as individuals and a community to create an environment that best meets everyone’s needs. The authority (in this case, a Resident Advisor) becomes a person who helps this process instead of someone who simply fixes things or automatically punishes behavior that does not align with expectations.

If every student lived in perfect isolation, conduct without consequence would be the norm. In reality, we exist within a tightly networked society. This means our behavior affects other people, and in turn, we feel the impact of others’ behavior on us. As a result, we develop expectations about acceptable behavior. 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 (e.g., 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 express our expectations of how we want to be affected by others. By hearing the range of everyone’s expectations, you will be less likely to believe that everyone does “X” or that everyone wants the same thing that you want. From an awareness of expectations, you and your peers can discuss your different expectations and agree on ways that you can live with the differences or be able to compromise around them. 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 valid and taking it 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 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 STUDENT HOUSING AND UNIVERSITY POLICIES AND PROCEDURES?
We 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 can assert his/her point of view. An underlying tenet of this system: to have needs met, one must participate in the system designed to negotiate needs. Through implementing the Community Standards model, you will learn that you are responsible for your Student Housing experience, and that you are not simply a passive recipient of your experience. Recognizing this concept leads to personal empowerment.

FACILITIES AND SERVICES

MAINTENANCE AND CUSTODIAL SERVICES
Student 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 submit a Maintenance Request on-line at https://housing.csun.edu/portal/portalLogin.php, by phone at (818) 677-2234, or on a request form located in the Student Housing Office or the Community Center in Building 18.

Maintenance or Custodial staff members usually respond to these requests within 24 hours. Most repairs are free of charge provided it was not due to vandalism or caused by the resident.

TRASH RECEPTACLES
To maintain a clean and healthy living environment, please remove the trash from your unit regularly and deposit it in the large trash bins located in gated areas near each building. We request that trash from your room not be placed in the smaller waste cans located within the buildings. All food products must be thrown away in trash bins. Recycling bins for aluminum items, glass, and newspaper are located near the outside trash bin areas.

PARKING
To park in the residential parking lots, including the parking structure next to Lupin Hall (Building 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. University Parking Services oversees all parking operations. Their website is http://www-admn.csun.edu/parking/. Village residents, may request a remote to operate the gate. Remotes are available at Parking Services with a $25.00 deposit.

You may purchase a resident parking permit through the Parking Services website. The address is http://www-admn.csun.edu/ucs/stu_park.htm. University guests and visitors must purchase and display a Parking Permit as well.

Daily permits may be purchased at a permit dispenser in the G9 Parking Structure by Lupin Hall (Building 11). Permits cost $8.00 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?cdnv=landinglocalization&pid=1080&ltype=res.

CABLE TELEVISION SERVICE
DIRECTV provides cable television service to The Park Apartments and Suites and Time Warner provides the service in The Village Apartments. You can find the channel line-up at: http://housing.csun.edu/tvservices.php. Contact DIRECTV or Time Warner directly if you want to order additional channels. Options for adding channels costs extra and is billed to the resident separately.

PUBLIC TELEPHONES
Public pay telephones are located throughout the Student Housing complex, and can be used to dial 911 free of charge in the event of an emergency.
RECREATIONAL FACILITIES
Basketball and sand volleyball courts are open from 10 a.m. – 10 p.m. daily on the east side of The Park Apartments and Suites. Some limited sports equipment is available at the Satellite Housing Community Center.

Three swimming pools are located in Student Housing, two on the east and west ends of the Park Apartments and Suites and one next to the Recreation Center in The Village Apartments. Pool Hours are 10 a.m. – 10 p.m. daily. Guests must be accompanied by a resident. Because 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.

SWIMMING POOL SAFETY ALERT
Each year, about 260 children under age five drown in swimming pools. The suction from drains in swimming pools, under certain conditions, can entrap swimmers underwater. Closely supervise young children, and be prepared in case of emergency. 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). For more information, please visit CPSC’s Web site at: http://www.cpsc.gov/.

MAIL – RECEIVING, SENDING AND PICKUP
If you have mail sent to you while you are living in student housing, the address you will use is as follows:

The Park Apartments and Suites
Your Name
Student Housing
17950 Lassen St., (Box #)*
Northridge, CA 91325

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

*Your mailbox number is located under contact information in your Housing Portal.

Mail for each building is sorted and delivered Monday through Friday. Residents in The Park Apartments and Suites will be assigned a mailbox outside the lobbies of either Piñon Hall (Building 9) or Heather Hall (Building 13). To pick up your mail in The Village Apartments, go to the mailboxes in Building L. Outgoing mail slots are located in all mailrooms.

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

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

COMPUTER LAB
A computer lab is located in Pacific Willow Hall (6). Your room key gives you access to the outside building doors and the lab itself. Computers are also available in the common area of the Learning Center (Building 21).

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.

RESIDENTIAL COMPUTING RESOURCES (RCR)
The Park Apartments and Suites
Residential Computing Resources supports broadband and reliable network connections throughout The Park Apartments and Suites, 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 primary goal is to ensure full use of network resources for academic and personal needs through in-room data connections. We ensure that all computers connected to the network meet campus minimum security standards, and we educate residents about bandwidth limitations and encourage them to use legal file sharing services. Illegal file sharing is expressly prohibited.

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.

If your computer has already been configured with a wireless device, you can access the wireless network by joining the “EDUROAM” network. You may also use the Ethernet ports located in each unit to connect to the campus network. If your computer requires configuration bring your computer to the Student Housing Office. Some services may require a charge. You will be notified prior to having a charge posted to your CSUN account. Do not use a wireless access point. These devices disrupt the wireless environment already provided. All network devices not installed by CSUN networking staff will be deactivated.

The Village Apartments
Residents residing in The Village Apartments must contract with outside sources for internet access. Time Warner provides high speed cable internet access and ATT provides high speed DSL internet access.

VENDING MACHINES
Beverage machines and some snack machines are located in most buildings in The Park Apartments. 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
Washers and dryers are provided on the first floor of each Park Apartment building, each floor of the Park Suites, and in Building L of The Village Apartments. Use your apartment-suite key for access. Machines are operated with credit or debit cards. Malfunctions should be reported to the laundry company as indicated on the machines.

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

STUDENT HOUSING ACCESS SERVICES FOR PERSONS WITH DISABILITIES
If you require an accommodation for a disability (living space or meeting room, etc.) within Student Housing, please contact our Access Services staff at (818) 677-6113 and we will be happy to assist you.

GUEST HOUSING
For short-term visits to the university, the Guest Housing program offers accommodations in The Village Apartments at daily rates. Our guest suites are fully furnished one-bedroom apartments with full kitchens. Contact us at (818) 677-4986. 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’s a good idea to discuss how you want to clean, share materials, and decorate/arrange the unit so that you may live together comfortably. Your RA will have a roommate agreement available at check-in and will follow up with you and your roommates to ensure its completion. This a great tool to help guide you in the process of deciding how you will live in your individual unit. Your happy coexistence with your roommates is a big part of our motto: “Success Lives Here.”

UNIT MAINTENANCE
TRASH DISPOSAL
Grease, oil, or hard food should not be poured down any drains in your unit. You should let the grease, oil, or hard food cool and then place it in a container to be removed on a daily basis with the rest of your trash. Leftover food should not be flushed down the toilets. It 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, placing leftovers in containers with a cover, in plastic saran wrap, Ziploc bags, etc. This deters pests. 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 treat that area yourself with ant spray that you have purchased. Based on state regulations the university cannot provide chemicals or apply chemicals in your unit. The university can provide, at no cost to residents, a professional exterminator for the treatment of other pests beyond the ants as mentioned.

TOILET CLEANING
While the Office 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 create a problem, we will charge residents for required services.

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 cooking rules in apartments without kitchens and in common area kitchens.

Students should not overload their outlets. Do not add additional extension cords of 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 clean and sanitary at all times. Attempting to use bathroom sinks or toilets as a garbage disposal while cooking in your apartment may result in a pipe clog, which will result in charges.

All residents living within a Park Apartment building with no kitchens may use common area kitchens (not available on every floor). Each individual using the common area kitchen will be 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, fill out a Unit Condition Report on line (which will be e-mailed to you). Indicate on this form the condition of all areas of your unit. 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 document 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) existed prior to your moving in. There is an appeal process if you feel that you were billed in error. Find out more at: http://www.housing.csun.edu/.
WALLS, DOORS & CEILINGS
Any method you use to attach something to the walls or ceilings may cause damage, so 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 unit residents.

SAFETY AND SECURITY
The Office of Student Housing knows that safety is essential to personal and academic success at CSUN. Because of the importance of safety, the department provides facilities, services, and procedures to make the complex as safe as possible.

COMMUNICATION IN AN EMERGENCY
The University will, when at all possible, use information available in SOLAR to communicate with students in an emergency. It is crucial to keep all of your emergency contact information updated in the campus portal, SOLAR system.

CSUN Faculty, Staff and Student Responsibilities:
- Ensure your emergency contact information is up-to-date in the myNorthridge portal. This information is used with our mass communication system to notify you of a critical or emergency situation.
- Listen carefully when faculty, staff and emergency personnel tell you what to do.
- Take drills seriously and encourage others around you to do the same.
- Know the location and content of building evacuation maps, including the designated outside evacuation areas. Note: Building evacuation maps are located near the elevators and stairwells.
- Learn what to do in an emergency – know about the campus emergency procedures such as how to respond to a medical emergency, fire/explosion, hazardous materials spill, bomb threat, earthquake, etc. To learn more about response procedures during an emergency, please go to our web site at: http://wwwadmn.csun.edu/publicsafety/emergency/index.htm
- Create a family Emergency Communications Plan - determine how you and your family will stay in contact if separated by a disaster; chose an out-of-state friend or relative as a “check-in contact”.

COMMUNICATION METHODS:
Connect-ED - Mass Communication System
The Connect-ED system allows CSUN administration or emergency response personnel to send all students, staff and faculty time-sensitive information about unforeseen events and emergencies using voice, email and text-messaging. The system can be used to broadcast pertinent information and provide details on appropriate response.

Campus Carillon - Outdoor Public Broadcast System
The Carillon is an outdoor public broadcast system. It is alerts persons who are outdoors and is not designed to be heard inside buildings. Real-time messages and emergency instructions can be broadcast.

CSUN Home Page
Another source for emergency information is the CSUN home page: http://www.csun.edu. During a critical incident or emergency, information will be prominently displayed on the home page.

CISCO IP PHONE Alert
The campus CISCO IP telephones allow CSUN administration and emergency response personnel the ability to simultaneously send an audio and text message to office phones.
Emergency Signage
Emergency signage may be placed along the campus perimeter and within the campus to alert you to campus evacuation, closure, partial closure or testing of emergency communications. The signs include the LED message boards, the electronic marquee on Zelzah and laminated signs on sandwich boards strategically placed around the campus.

CSUN Campus Status Information
You may call the toll-free numbers during a campus emergency or critical incident for information on the status of the campus, i.e., if the campus is closed, if classes have been cancelled, or other announcements.

Faculty and Staff: 866-535-2786
Students and Community: 866-515-2786

Two-Way Radios
Campus employees who use two-way radios for routine business (for example, Police, Physical Plant, etc.) will also receive alerts and warnings via their radios.

Hand-Held Megaphones
Specially trained staff and faculty acting in the capacity of volunteer Building Marshal or CSUN CERT (Community Emergency Response Team) members have access to hand-held megaphones to communicate during an emergency or critical incident.

Reporting an Emergency
To report an emergency, faculty, staff and students can use the blue light phones located on the campus. When activated, the phone connects directly to a CSUN police dispatcher. There are 60 blue light phones strategically placed on campus. There are also yellow emergency call boxes that are TTY compatible for the hearing impaired.

911
To report an emergency from any campus phone, dial 911. You will be connected directly to the CSUN police dispatch center.

Useful Emergency Telephone Numbers at CSUN:
Cell Phone
- To report an emergency from your cell phone, dial 818-677-2111. You will be connected directly to the CSUN police dispatch center.
- 24-hour Emergency 911(CSUN Police, Fire or Medical) from landlines and campus phones.
- 24-hour Non-Emergency (818)677-2111 (or if using your cell phone)
- Amber Light Program (818)677-2157 or 677-2111
- Vehicle jumpstarts or Key Lock Out Assistance Emergency Preparedness (818)677-5973
- CSUN Threat Management Unit (818)677-3901
- Office of the Chief of Police (818)677-2201
- Crime Prevention Unit (818)677-5042 or 677-5048
- Matador Patrol (818)677-5042 or 677-5048 (Personal Safety Escorts)
- Environmental Health and Safety (818)677-2401
- Klotz Student Health Center (818)677-3666
- Physical Plant Management (818)677-2222

STUDENT HOUSING ON-CALL DUTY SYSTEM
12 Resident Advisors (RA’s) 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 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 (CD) 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.

RA DUTY PHONE NUMBERS
Team A - Buildings 1, 3, 6, and The Village Apartments – (818)402-9912
Team B - Buildings 2, 4, 5 and 16 – (818)402-9914
Team C - Buildings 7, 8 and 17 – (818)455-3043
Team D – Buildings 9, 10, 11 and 13 – (818)400-1248
Team E - Buildings 12, 14, 15 – (818)402-9941
Team F – Buildings 19, 20 and 21 – (818)307-7239

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

The Matador Patrol assistants perform many safety duties for our residents and their guests. The Matador Patrol observes the grounds of on-campus housing and provides walking campus escorts at night. These staff members also monitor drive-in gates to The Park Apartments and Suites each night from 7:30 p.m. - 2:30 a.m.

More information about the Matador Patrol and Escort Program can be found at http://www.csun.edu/police/matador-patrol or by calling (818)677-5042.

RESTRICTED ACCESS
Matador Patrol and Private Security Guards will control access to The Park Apartments and Suites at Lindley Avenue, Zelzah Avenue, Lassen Street and Building 15 entry points each night from 7:30 p.m. - 2:30 a.m. All other walkways and driveways will be locked during this 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 you with a higher level of security. Please be courteous and cooperate with the Matador Patrol staff in following the required safety procedures. The Village Apartments 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.

THE PARK APARTMENTS AND SUITES GATE ACCESS PROCEDURES
When The Park Apartments and Suites perimeter gates are locked, on-campus housing residents will be granted access by showing their CSUN I.D. card to gate personnel who will swipe the card into our system. Guests gain access through approval by a resident host and with a guest pass obtained from the gate personnel between the hours of 7:30 p.m. and 2:30 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 completed by 3 p.m. the day before the stay OR by 3 p.m. on a Thursday for a weekend stay. For additional guest policies and procedures, 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
To maximize the security of the residential community, building entrances to all Park Apartments and Suites 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 receive 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), the computer lab, and the building where mail services are located.
KEY CARDS
You are issued a key card to your assigned unit and are responsible for your own key card. Key cards may not be lent to or exchanged with another individual. There is a $25.00 non-refundable charge for any key card that is lost, stolen, damaged or unreadable. It is a misdemeanor for any person to knowingly duplicate, make, cause to be duplicated, use or have in possession a key to a building controlled by the State without proper authorization (Section 469 of the California Penal Code).

LOCKED OUT
During regular business hours (8am – 5pm, Monday – Friday) go to the Student Housing office in Building 6, Pacific Willow Hall, for assistance. When the Student Housing office is closed the staff in the Building 18 Community Center can assist you. A $5.00 charge will be posted to your CSUN account for all lock-outs.

INTERCOM SYSTEM FOR THE PARK APARTMENTS
The intercom system allows your guests to notify you that they are at the entrance of your building. Guests 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. The unlock button will not work. 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 is lost or stolen, immediately contact the Front Housing Office (x2160) to obtain a new key card. A replacement key card costs $25.00. Please report lost or stolen cards promptly for the safety of your roommates, neighbors, and other community members.

BEDROOM LOCKS IN THE PARK APARTMENTS
Your bedroom door has a privacy feature to allow you to lock the door when you are not in your bedroom. To lock the door you need to double dip your key card and then double dip the key card again to unlock it. Only residents assigned to the bedroom will have access to lock and unlock the bedroom door.

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 THE PARK APARTMENTS
*Please do not tamper with or hang items (clothing, decorations, etc.) from fire sprinklers! All units within The Park Apartments 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. By law, you can 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 to the unit where the sprinklers were activated. If the sprinkler is activated in your unit, vacate the room and call Police Services immediately at (818) 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. Take photos of the damaged items.
DEPARTMENT OF POLICE SERVICES
The Department of Police Services can be reached by dialing x2111 from a campus phone or, in case of emergency, 911 from a campus phone or landline. If you are using a cell phone you must dial (818) 677-2111.

WHAT CAN I DO TO STAY SAFE?
In addition to efforts by our staff and the police to provide security for the residential community, you must be actively involved in maintaining a secure environment for yourself and all residents. 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 stairwell 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 at the door of the building, the department’s Front Office in Pacific Willow Hall (Building 6), or to the Satellite Housing Community Center.

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 p.m. - 1 a.m. Sunday through Thursday and 9 p.m. - 2 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 (818) 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 must 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 event of a serious injury or emergency, immediately contact the Department of Police Services at 911 or at (818)677-2111 if you are using a cell phone.

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.

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).

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.

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.

A SUGGESTED LIST OF ITEMS FOR EMERGENCIES
• Water - 1 gallon per person
• First Aid Kit
• Non-perishable food
• Can opener
• Portable radio
• Spare batteries
• Essential medications and eyeglasses
• Watch or clock
• Money or traveler’s checks
• Sturdy shoes
• Change of clothes
• Basic toiletries
• Heavy gloves - for each person
• Waterproof matches
• Knife
• 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
• Toilet paper
• Bleach
• Screwdriver
• Pliers
• Hammer
• Coil of 1/2” rope
• Plastic tape
ROOMMATE RELATIONS

Meeting new people, while exciting, sometimes has its unique challenges. While it is not required that you become best friends with your roommates, you must respect each other and make every effort to get along.

The same ideals that we use in Community Standards 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 to sit down and find out about one another. “Success Lives Here” depends on all of us living together in a cooperative and friendly manner.

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. Your on-line Roommate Agreement Form will help you succeed in this new relationship. 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 the on-line roommate agreement, 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? (remember that our visitation policy must be followed, no matter what you agree to)

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)

AND PARK COUNCILS
RHA is the student governance for the residence halls and is comprised of dedicated student leaders committed to promoting a healthy, inclusive, and exciting living-learning environment. RHA advocates for student needs, voices the concerns of the community, and provides excellent programs and rich academic and social experiences for residents.

As the umbrella organization to all student organizations in the residential communities, RHA develops leadership skills along with interpersonal and intercultural growth.

We are looking for creative, enthusiastic and energetic people willing to make a difference in the community. If you would like to contribute to the enhancement of life in the residence halls, join RHA and be a part of something meaningful! Recruitment for RHA Executive Board Members happens in the spring each year. Recruitment of Park Council Members and Park Representatives happens in the fall. There are some great perks to these positions as well!

For more information, visit www.csunrha.com or contact us at (818) 677-6532.

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, 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.

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. 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. 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 insulting. 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 that describe the essence of our residential community:

Sleep and reside in the community without undue interference of excessive 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.

RESIDENT NOTICES

Notice to students concerning peer-to-peer file sharing:
The purpose of this notice is to remind students that online file sharing of copyrighted material is against the law and can result in an individual’s loss of access to the campus internet connection.

The campus Office of Information Security responds to reports of abuse and can block access to the Internet when a computer is reported as sharing files illegally. To prevent being blocked from the University network, do not install or use any file sharing software like Usenet or BitTorrent, which execute commands that can place your computer at risk.

In the event a computer has been blocked from the network, the owner must take the following steps to be reconnected: Bring the computer to Oviatt Library, Room 33, which is open Monday through Thursday 8:00 a.m. - 7:00 p.m., and Friday 8:00 a.m. - 5:00 p.m. Residents living on campus may bring their computer to the IT office in Student Housing in Pacific Willow Hall Room 107. Technicians will verify that the computer has indeed been blocked.

Technicians will uninstall any file sharing software on your computer.

Once the computer has been cleaned, it will be permitted back on the University network. Repeat violations will be turned over to the office of the Dean of Students and can result in disciplinary sanctions.

Additionally, if you allow your computer to illegally download or distribute copyrighted material, you can face civil law suits from the Recording Industry of America and/or The Motion Picture Association of America for downloading copyrighted content. In extreme cases, you can be charged with a crime and face fines and/or jail time.

Policies governing the use of copyrighted materials and the use of University’s technology resources can be found at the following locations:

Federal laws governing copyright protection can be found at http://www.copyright.gov/title17/
CSUN Student Conduct Code: http://www.csun.edu/studentaffairs/pdfs/standards_student_conduct.pdf

USE OF SKATEBOARDS, IN-LINE AND ROLLER SKATES, HOVERBOARDS AND SIMILAR EQUIPMENT ON CAMPUS GROUNDS

The use of in-line skates, roller skates, skateboard, electronic skateboards and other similar skating equipment on the grounds of the campus or other grounds owned or controlled by the University is permitted for individual transportation purposes only by students, University employees, or other individuals conducting official University business, utilizing University facilities available to the public or attending University programs. Skating for transportation must be conducted with full attention to pedestrians, bicycles, etc. and must be at a safe speed. Any type of skating is strictly prohibited when a skater is moving and jumping and a skate or the
wheels of the skateboard touch anything other than the ground. This prohibition includes, but is not limited to, handrails, pedestrian ramps, patios, walls, benches, fountains, stairs, raised surfaces, parking structures, curbs, landings or similar structures not intended for such use.

Use of in-line skates, roller skates, skateboards, electronic skateboards and other similar skating equipment is strictly prohibited within all buildings, including the residence halls.

**PROHIBITION**
The use, possession and storage of hoverboards or similar motorized devices that use lithium ion battery packs (or similar) is strictly prohibited on the grounds and within the buildings of the University, including the residence halls. Students who currently have such devices should remove them from campus and/or not bring them back to campus.

Motorized devices used due to disability are exempt from this policy.

The purpose of this policy is to reduce the risk of pedestrian or user injury as a result of the use of these devices on campus. In the case of hoverboards or similar motorized devices that use lithium ion battery packs (or similar), the purpose of this policy is to eliminate the risk of fires and/or personal injury.

**ON CAMPUS HOUSING MISSING STUDENT POLICY AND PROCEDURE**
CSUN takes student safety seriously. If you believe that a student who resides in on-campus housing has been missing, immediately notify the CSUN Department of Police Services at (818) 677-2111. CSUN Police will initiate an investigation in accordance with the department’s missing person policy and will undertake the emergency contact procedures as appropriate.

Missing student reports should be made directly to the Department of Police Services. However, these reports may also be made to the Residential Life Office in Pacific Willow Hall (building 6) in the Department of Students Housing & Conference Services, or the Associate Vice President/Dean of Students in University Hall 310. If the missing person report is made to staff or organizations other than CSUN Police Services, that entity must contact Police Services immediately.

**CONTACT PROCEDURES**
At the beginning of each academic year, CSUN will inform students residing in on-campus housing that CSUN will notify a parent, guardian or an individual selected by the student not later than 24 hours after the time the student is determined to be missing. This information will remain confidential and only used during a missing person investigation by campus officials and law enforcement:

Students have the option of identifying an individual to be contacted by CSUN. If the student is under 18 years of age, and not an emancipated individual, CSUN is required to notify a custodial parent or guardian not later 24 hours after the time that the student is determined to be missing in addition to any additional contact person designated by the student. When CSUN Police makes a determination that a student who is the subject of a missing person report has been missing for more than 24 hours and has not returned to campus, University Police Services will initiate the emergency contact procedures in accordance with the student’s designation and will also notify local law enforcement.

**POLICE SERVICES ACTIONS**
The Department of Police Services has a law enforcement missing persons policy that is followed in all such cases. The Department may release a photo of the missing student as a tool to assist in locating the individual and may seek information and/or assistance from a variety of campus resources during the course of the investigation.

**STUDENT HOUSING RULES AND REGULATIONS**
**RESIDENTIAL CODE OF STUDENT CONDUCT – CSU, NORTHridge**
As residents of California State University, Northridge Housing you must abide by all Student Housing Policies (SHP) as well as the Student Conduct Code as described in the CSUN Undergraduate and Graduate Catalogs. These policies 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
   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 (it is the responsibility of residents who are 21 years of age or older to ensure that they are not consuming alcohol in the presence of residents who are under the age of 21)
      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. 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 is a violation.
   i. The sale or distribution of alcohol is prohibited in housing.

II. CLEANLINESS
Because we live in in 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 subpoenaed information about individuals 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. The following are violations of this policy:
   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 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 be 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. Possession and use of marijuana or use of products that resemble or smell like marijuana is prohibited.
  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.
  c. In binding roommate agreements, agreed to and signed after mediation, residents must adhere to those agreements or they will be subject to violation of this policy.

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. 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**
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 hours are:
- 10 p.m. - 8 a.m. Sunday night to Friday morning
- 1 a.m. - 9 a.m. Saturday and Sunday
- 24 hour quiet hours – in effect the last two weeks of each academic semester

Courtesy hours are in effect at all other times.

All musical (percussion instruments are musical instruments) 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.

**XVII. ROOM SWAPS AND CHANGES**
Unauthorized room transfers are strictly prohibited. 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.

l. Locking bikes to anything other than authorized bike racks (i.e. handrails, fire hydrants, etc.) is prohibited.

m. Failure to follow procedures at security gates is prohibited.

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. Smoking can only occur off campus. This includes the use of smoking devices such as hookah pipes, e-cigarettes and vapor cigarettes.

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, California law dictates these policies 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 are 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 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 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:

- Non-Resident Guests arriving or remaining in the complex during the hours of 7:30 p.m. and 12 a.m. must be registered. Any guest not registered to stay overnight must leave the housing complex by 1 a.m. and not return before 7 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 one of the guard stations by the security gates (Lindley Avenue outside of Building 5 near parking lot F8 or Zelzah Avenue outside of buildings 11 and 12 near the G9 parking structure) and sign the guest into the housing complex. The guest must show a regularly accepted picture I.D., such as a driver’s license or school I.D., and agree to adhere to all housing rules and regulations. All guests will be required to wear their guest bracelet visibly while in the housing complex. Short term guest length of stay may not extend past 1 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 p.m. on the business day PRIOR to the guest’s arrival. Upon arrival, the resident must meet the guest at one of the guard stations by the one of the security gates.

b. Overnight Guest length of stay may not extend past 12 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. The 30 day period begins the first day of guest arrival.

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 and the guest must then vacate the complex.

e. No student resident may allow guests access to the housing complex after 7:30 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 bracelet easily visible on their person while present in the housing complex. Guest bracelets can be obtained after 7:30 p.m. at one of the guard stations by the one of the security gates.

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 for apartments and 5 people for the Suites, including residents. Guest registration for a unit will be cut off after six people have been registered to that unit.

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.

c. Disruptive behavior that negatively impacts the housing community and the ability of another and/or others to live and study.