



# Resident Handbook

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# WELCOME TO SOUTH CAMPUS COMMONS

Welcome to your new home! We are delighted that you have chosen to reside with us as you begin another year at the University of Maryland. We have excellent facilities to offer and many activities planned to make your experience a positive one. We have prepared this handbook as a quick reference guide to the unique community that has been created for you.

Please take a few minutes to become familiar with our services and procedures. This handbook has been designed to answer your questions about living at South Campus Commons. However, if you have additional questions please feel free to stop by our offices on Monday through Friday, 9:00 AM to 5:00 PM.

We hope moving in will be pleasant and stress-free. Your neighbors; your Residence Halls Association; and the Management, Leasing, Facilities, Resident Life, Living/Learning staffs are all looking forward to meeting you and working with you. We hope that the coming months will be rich with wonderful discoveries and experiences, good grades, and new friends.

## SOUTH CAMPUS COMMONS SERVICES

### **Management Office**

The management office is located in the side lobby of building one (suite 1101) and is the center of our management operations. Stop by the office or call x42499 (301-314-2499) to get information about your rental account, facilities issues, rent payment, CA applications, or any other questions you may have about management operations.

### **Leasing Office**

The leasing office is located in the lobby of building six and is the center of our leasing activities. Stop by the office or call x68001(301-226-8001) to get information about re-leasing, renewing your lease, pulling in a roommate, transferring to a new room, or any other questions you may have about leasing activities.

### **Service Desks**

The service desks are located in the lobbies of buildings one, three, and six. Stop by the service desk or call desk one at x60001(301-226-0001), desk three at x60003 (301-226-8003), or desk six at x60006 (301-226-8006) for any of the services listed below. The building one service desk serves residents in buildings one and two, the building three service desk serves residents in buildings three and four, and the building six service desk serves residents in buildings five, six and seven. Your service desk is a great resource for questions about the campus, campus telephone numbers, and other general information. During holidays and turn periods of the year, the service desk will combine to service desk 1 only. The service desks also provide the following services:

### ❖ **Spare Key Checkout**

If you have locked your keys in your room, you may checkout a spare key from your service desk. When you first receive your keys at the beginning of the year, you will sign for them on a keycard, which lists the following key policies:

- If a resident loses the front door or bedroom key, a core change is mandatory and the resident will be charged \$150 for each core change.
- If a resident loses a mailbox key, a core change is not mandatory but the resident must still pay a \$35 replacement fee.
- To checkout a spare key, the resident must verify identity with a photo ID, which may be retained at the service desk until the key is returned.
- If a loaned key is not returned within one (1) hour, the resident will be charged a \$10 fee.
- If a loaned key is not returned within (1) business day, the resident will be charged \$150 to complete an administrative core change for a loaned front door key and /or bedroom key.
- If a loaner key is requested by the resident more than six times during the lease year, the resident will be assessed a \$50 frequent user fee each time.
- If a loaned swipe card is not returned by 5:00PM of the next business day, the resident will be charged a \$10 fee and the swipe card will be deactivated. We encourage residents to go to Mitchell Hall directly and replace their ID at the cost of \$20.
- All charges listed above will be charged to the resident's account, and are due without any additional notice five (5) days after the replacement request, core change request, or loan.

### ❖ **Check-in and Check-out**

Express check-in and check-out services are available at your service desk. Please remember, that while you may check-out of your room at any time, checkout alone does not release you from the financial obligations of your lease. For more information, please see the section on the re-leasing process.

### ❖ **Package Acceptance/Pickup**

Upon commencement of your lease, the service desks will accept packages on your behalf. You will get an email to notify you when you receive a package. Be sure to set up your account through Testudo so that you can get these notifications. When you retrieve a package from the service desk, be sure to bring your photo ID so that your package can be released to you. Please make sure that packages have your name and apartment number on them.

### ❖ **RA on Duty**

Your service desk will contact the RA on duty for you if you need them to address an issue for you.

## **Work Orders/Maintenance Tickets**

Work orders allow you to request that a maintenance technician repair a problem in your apartment. All residents can access the online work order system through their resident portal available at [www.southcampuscommons.com](http://www.southcampuscommons.com). When filling out a work order, please be as detailed as possible. For example, “Dryer is not heating” is much more informative than “Dryer broken”. This kind of specific information will allow the maintenance technician to diagnose the problem and complete your repair much more quickly.

If you have questions or concerns about your work order, please feel free to contact the South Campus Commons office and ask to speak with the Facilities Coordinator.

## **Preventative Maintenance**

Occasionally, a preventative maintenance technician will post a notice to enter your apartment in order to perform preventative maintenance on the apartment systems. Their preventative maintenance checklist includes tasks such as: changing the air filter in the HVAC system, checking the water temperatures of the bathtubs, checking airflow temperatures from the vents, checking the plumbing for leaks, and cleaning the HVAC coil. When you receive this notice, please make sure that all of these areas are accessible for the technician.

South Campus Commons also provides a preventative maintenance pest control program. Each apartment will receive preventative pest control services twice a year. It is very important that the apartment be clean at the time of this service, so plan to clean the apartment when you receive the notice of entry. The treatment consists of a fast-drying gel bait; no sprays will be used for the preventative treatment.

## **Resident Portal**

The resident portal is an online service built to assist you in managing your account with South Campus Commons. The online service is free to use. In order to make an online payment, you’ll need to register through our resident portal if you have not already done so. Once you register, you will have access to our new maintenance request system, view roommate information, view your account and be able to make payments.

To register, visit [www.southcampuscommons.com](http://www.southcampuscommons.com), select “Residents”, and then select “Resident Log In- Log In Now. If you are registering for the first time, it may take up to one business day to have your registration approved. If you’ve already registered, just enter your email address and password to login.

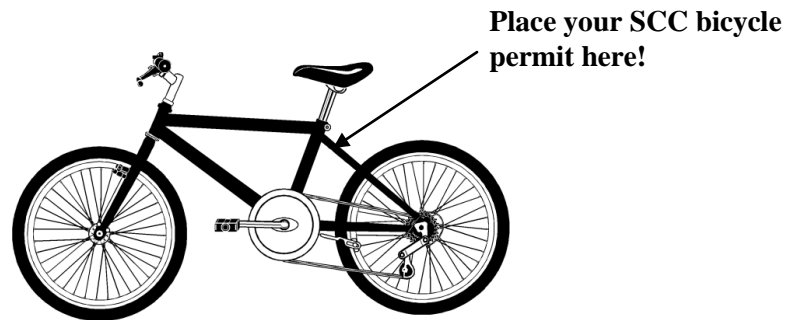
Once you are logged in, all you have to do is click on “Make a Payment” and follow the instructions! Please note that your payment will not appear on your account until our staff members have posted it, which could be the next business day. Payment can be made by ACH (automated clearing house or direct debit) from your checking account or by credit card. If you use a credit card a 2.5% processing fee will apply, but ACH payments do not incur a processing fee of any kind.

Credit card payments will no longer be accepted in the office; instead you'll be asked to complete your credit card transaction via the Resident Portal.

We hope you'll find these new online features to a helpful convenience. If you have any questions or technical problems, please call (301-314-2499) or email (office@southcampuscommons.com) for assistance.

## **Bicycle Registration**

Our bicycle racks are reserved for South Campus Commons residents only. Bike registration is free and you may register at any time during the year at the maintenance office in building one. Once you receive your permit, just snap the permit onto your bike as pictured below, and park it at a SCC bike rack. Bicycles may not be parked at trees, railings, signs, or any area other than the bicycle racks provided. Bicycles are also not permitted in the buildings per your lease. All illegally parked or unregistered bicycles will be removed from the community on a regular basis.



## **Mail & Packages**

Mailboxes are located next to the service desk of the associated buildings. Each apartment has one mailbox, so you do not need to include your bedroom letter in your address, only the apartment number and building address. Please make sure that your friends, family, and associates know your correct building address – improperly addressed mail is considered misdirected and may not be able to be delivered. Packages and overflow mail are received at the service desk. However, packages that are not picked up within a two week period will be returned to sender. It is *important* to have your email set up in order to receive notification that a package has been received.

### **Your address should be written:**

Your Name  
Building Address, Apartment Number  
College Park, MD 20740

### **Building addresses are as follows:**

Building One: 4230 Knox Rd.  
Building Two: 4250 Knox Rd.  
Building Three: 4318 Knox Rd.  
Building Four: 4310 Knox Rd.  
Building Five: 6903 Preinkert Dr.  
Building Six: 6901 Preinkert Dr.  
Building Seven: 6801 Preinkert Dr.

The United States Postal Service, not campus mail, serves South Campus Commons. Thus, mail to or from campus will require postage in order to be delivered.

We recommend that you file a change of address with the post office when you move in and move out of your apartment so that you minimize the interruption to your mail service.

## **UNIVERSITY SERVICES FOR SCC RESIDENTS**

### **Telecommunications**

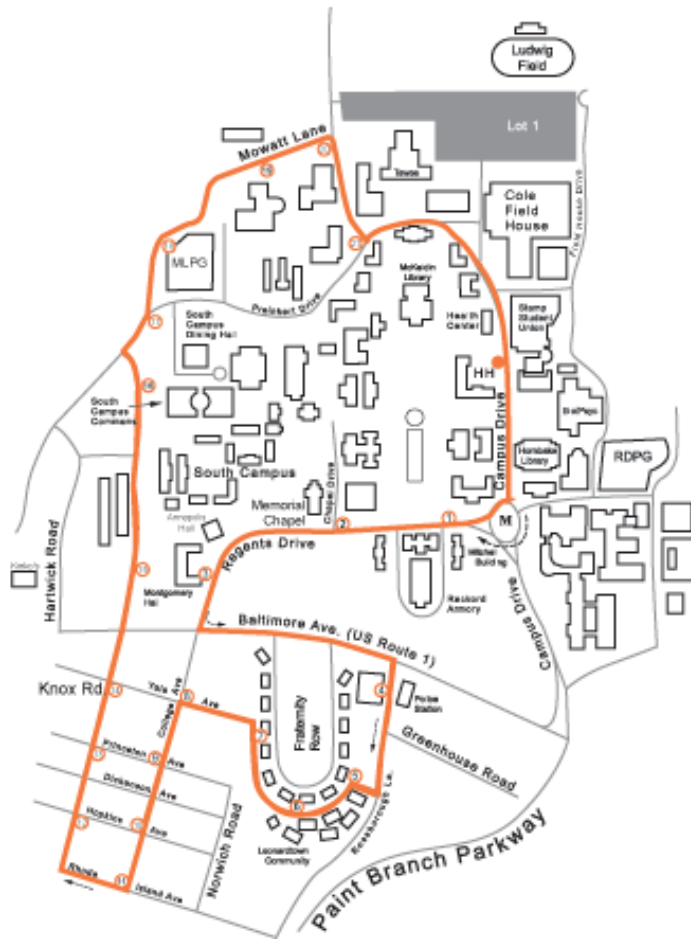
South Campus Commons provides UMCP telecommunication packages for all residents. Each bedroom is equipped with a phone line, a cable connection, and an ethernet connection; an additional cable connection is provided in the living room. Local telephone service is available in each room.

### **Parking**

South Campus Commons residents are considered on campus residents for the purpose of obtaining a parking permit. Please contact UMCP's Department of Transportation Services at (301) 314-PARK or visit [http://www.transportation.umd.edu/parking\\_services](http://www.transportation.umd.edu/parking_services) for parking information.

### **Shuttle-UM**

The Campus Connector South shuttle route, pictured below, serves South Campus Commons. Visit [http://www.transportation.umd.edu/about\\_us/um\\_dot\\_home.htm](http://www.transportation.umd.edu/about_us/um_dot_home.htm) to find the current schedule for this route and to learn more about other Shuttle-UM services.



- Stamp Student Union/Lot HH
- 1 > Mitchell Building
- 2 > Memorial Chapel
- 3 > Montgomery Hall
- 4 > Ritchie Coliseum
- 5 > #5 Frat Row
- 6 > Leonardtown Comm. Center
- 7 > #11 Frat Row
- 8 > Yale Ave. & College Ave.
- 9 > College Ave. & Princeton Ave.
- 10 > College Ave. & Hopkins Ave.
- 11 > College Ave. & Rhode Island Ave.
- 12 > Knox Rd. & Hopkins Ave.
- 13 > Knox Rd. & Princeton Ave.
- 14 > Knox Rd. & Yale Ave.
- 15 > 7-11 Plaza
- 16 > South Campus Commons
- 17 > Knox Rd. & Preinkert Dr.
- 18 > Mowatt Lane Parking Garage
- 19 > Van Munching
- 20 > Mowatt Lane & Campus Dr.
- 21 > Campus Dr. & Preinkert Dr.

## **UMPD**

The University of Maryland Police Department (UMPD) provides patrol and response services to the South Campus Commons community. The UMPD also provides an escort service for anyone who feels unsafe when walking on campus. Escorts are conducted by the Student Police Auxiliary foot patrol program. If you would like an escort, please call the police department at x53555 to request one. You may also use a blue light emergency PERT phone to call for an escort.

## **Department of Resident Life**

The South Campus Commons community is also served by the Department of Resident Life (DRL). The DRL Community Living Handbook is a useful resource for SCC residents and can be found at <http://www.resnet.umd.edu/reslife/Community/CommunityHandbook/index.html>. Please read the Rights and Responsibilities section carefully – it contains the rules and regulations that your lease requires you to follow, and describes the documentation and adjudication process that occurs in the case of a violation of these rules and regulations.

The Resident Life staff for South Campus Commons includes Resident Assistants, Resident Directors, and a Community Director. The RAs work hard to provide social and educational programs for their floors, and to serve as a campus resource for their residents. Their efforts are guided by several commitments to students:

- ❖ Students should be given opportunities for active involvement in the campus community.
- ❖ Certain rights and responsibilities should be afforded to each community member.
- ❖ Community development should be nurtured and responsible citizenship taught.
- ❖ The academic mission of the institution should be supported and enhanced.
- ❖ An appreciation for and promotion of diversity should be apparent in the residence hall environment.

## **Beyond the Classroom Program**

Beyond the Classroom offers undergraduate students the opportunity to explore exciting civic opportunities in government and the non-profit sectors in the Washington, DC metropolitan area. During the first semester, students will participate in an interdisciplinary seminar on civic engagement and social change in a global context that prepares students for public service on civic issues that matter most to them. During the next semester, students will serve an internship with a government, non-profit or nongovernmental organization working on important civic issues (e.g., civil liberties, democracy, environment, human rights, social issues) at either the local, national, or global levels, while participating in a seminar that supports their practical experience.

## **Hinman CEOs Program**

As the nation's first living-learning entrepreneurship program, Hinman CEOs is a groundbreaking program placing entrepreneurially-minded students from all academic disciplines in a unique community to explore new ventures. The mission of Hinman CEOs is to foster an entrepreneurial spirit, create a sense of community and cooperation, and positively impact the way that students see their career opportunities. Based on a competitive application, students are selected to live together, learn about entrepreneurship, and develop the skill sets to successfully launch and manage new ventures as an undergraduate or later in their career.

# SAFETY TIPS

Living on campus does not exempt South Campus Commons residents from possible threats to their personal safety. Thus, please use the following precautionary measures to minimize existing dangers and hazards in the environment.

## Personal Safety Precautions

- Do not walk or bike alone after dark; walk with friends or in a group, call for an escort or ride Shuttle-UM buses. After 3:00am call x4NITE for curb-to-curb service by Shuttle-UM vans.
- Walk in well-lit and well-traveled areas.
- Constantly be aware of your surroundings.
- Know the locations of the nearest blue light emergency phones.
- Be wary of persons you don't know.
- Report suspicious persons or activity to the police.
- Stay away from relatively isolated areas.
- Plan what you will do if confronted by a potential assailant (run, scream, fight, try to gain his/her confidence while waiting for safe escape opportunity)
- Have a cell phone available.
- Have a friend or family member know your whereabouts.

## Apartment Safety Precautions

- Keep your apartment and bedroom door locked at all times, even if you or one of your roommates is home.
- Carry your keys with you at all times.
- Make sure doors close and latch behind you.
- Confront persons you don't know; if you can't confront, report.
- Report suspicious persons to the police and to your service desk.
- Report damaged or malfunctioning doors, locks, etc. to the service desk.
- Report "salespeople" or "solicitors" to your service desk; they don't belong in the building.
- Escort your guests at all times.
- Don't prop doors open.
- Don't allow people to enter the building behind you, even if you think they may be a South Campus Commons resident. This kind of "tailgating" is how many criminals gain entry to apartment buildings. Your neighbors will understand and appreciate your caution.
- Use your peep hole to determine who is knocking on your door.
- Get to know your neighbors and watch out for one another. If you see or hear anything suspicious, or witness any illegal activity, notify the police immediately.

## Fire Prevention

- Only use power strips with a UL seal and that are not frayed or worn.
- Limit the number of appliances that are plugged in or in use at one time.
- Do not use or possess fireworks, lighted candles, flammable fuels, or space heaters.
- Do not use or possess torchiere halogen lamps or halogen bulbs.
- Do not smoke or allow others to smoke in your room or anywhere in the building.
- Do not tamper with smoke detectors, sprinklers, or other life safety equipment.
- Do not allow anything or anyone to touch sprinklers.

# CONSERVATION

As members of the global, campus, and South Campus Commons community, we all have an obligation to conserve resources such as energy and water. Conservation will help minimize increases in rent costs due to utility usage, so keep the following tips in mind throughout your South Campus Commons experience. Additionally, don't forget that recycling drop off areas are available on the first floor of every building.

## Conservation Measures

- ❖ Turn off all lights when you leave a room.
- ❖ Do not run water longer than necessary.
- ❖ Turn off all appliances when not in use.
- ❖ Turn off the television and stereo when you are not at home.
- ❖ Report leaks, toilet issues, and nonfunctioning windows immediately.
- ❖ In the winter, leave the thermostat at 72 degrees or less. Lower the thermostat to 70 degrees at night. Close the blinds in the evening and open them in the morning to admit sunlight and warmth through the windows.
- ❖ In the summer, leave the thermostat at 74 degrees or higher. Close the blinds in the morning to reduce heat from the sunlight and open the blinds in the evening.
- ❖ If you leave your apartment for more than three days, set the thermostat to 85 degrees in the summer and 68 degrees in the winter.
- ❖ Close all windows and doors when the heat or air conditioning systems are in use.
- ❖ Schedule your loads of laundry and dishes to allow you to run the washing machine and dishwasher with full loads every time.
- ❖ Do not block air vents with furniture or other items.

# RENT PAYMENT FAQ

## What does my lease say about the payment plan?

It is expressly understood that the full lease rate is due and payable in twelve equal rental installments, as follows:

Payment 1: August 1	Payment 5: December 1	Payment 9: April 1
Payment 2: September 1	Payment 6: January 1	Payment 10: May 1
Payment 3: October 1	Payment 7: February 1	Payment 11: June 1
Payment 4: November 1	Payment 8: March 1	Payment 12: July 1

## What does that mean?

Your lease is for a period of 345 days, the total cost of which is listed in your lease and payments are made in twelve equal installments. The first payment for each lease is due on August 1<sup>st</sup>, and the last is due on July 1<sup>st</sup> of the following year. Thus, you make your first payment by August 1<sup>st</sup> (before move-in) and your last payment will be made in July, even though your lease will not end until July.

### **How should my rental payments be made?**

- All rental payments are due and payable as set forth by the lease on or before the first (1<sup>st</sup>) day of each month by cashier's check, certified check, personal check or money order.
- Rental payments can be mailed to South Campus Commons, 4230 Knox Rd., Suite 1101, College Park, MD 20740 or paid at the management office of the same address Monday through Friday, 9:00AM to 5:00PM. You may also place your payment in one of the rent drop boxes located near each 24 hour service desk (Buildings 1, 3 and 6) or the Management office in Building One, Suite 1101.
- Rent must be paid in full. No partial or post dated checks may be submitted. Please write your full name and apartment number in memo section of the check.

### **What happens if my rent is not paid on time?**

- There will be a five percent (5%) late fee applied to your rental account if rent is paid after the tenth (10<sup>th</sup>) day of the month. Late charges are considered and charged as additional rent.
- A Five Day Rent Demand Notice will be sent to you after the fifteenth (15<sup>th</sup>) day of the month if rent has not been paid in full. This notice informs you that South Campus Commons may exercise their right to file legal action against you for non-payment of rent and to regain possession of the rental unit.
- If rent still has not been paid in full by the twentieth (20<sup>th</sup>) day of the month, legal action will be filed as stated in the Five Day Rent Demand Notice. The cost for all such actions will be charged to the resident's account. Personal checks will not be accepted for payment once legal action has been filed; the balance must be paid by cashier's check, certified check or money order only.
- Any rent not paid when due will be reasonable grounds for non-renewal of your lease.

### **What happens if one of my checks bounces?**

- If we receive a returned check for non-sufficient funds (NSF) from your bank, you are required to repay the amount of the check and all additional charges within forty-eight hours of notification.
- All returned checks are charged a twenty-five dollar (\$25.00) returned check fee in addition to the five percent (5%) late charge.
- After three (3) NSF checks, we will no longer accept personal checks from you; only cashier's checks, certified checks or money orders will be accepted.

# THE RELEASING PROCESS

The following information is designed to help you navigate the process you must follow if you wish to move out of your South Campus Commons apartment before the end of your lease. Please review this information with any prospective re-lessors so that both parties fully understand the requirements of the process. You are responsible for finding a qualified student to take over your lease, and you must complete all the steps in this process before you can be released from the financial obligations of your lease. We hope to move this process online in the near future so watch [www.southcampuscommons.com](http://www.southcampuscommons.com) for future improvements.

## Step 1: Find a re-lessor

Though it is your exclusive responsibility to find a qualified re-lessor, there are many resources available. We also offer a re-leasing bulletin board at [www.southcampuscommons.com](http://www.southcampuscommons.com) where residents and re-lessors can list their apartment/interest. The leasing office also maintains a prospectives' list for residents to communicate with potential re-lessors (offered during SUMMER re-leasing only).

## Step 2: Determine your re-lessor's eligibility

The University of Maryland's Department of Resident Life must approve all re-lessors for SCC residency. During the academic year the criteria that the Department of Resident Life uses to determine student eligibility for SCC residency are as follows:

Does the student have a University housing contract for the period of the lease?

If not, is the student on the Resident Life waitlist for University housing?

Has the student completed their first year of post-secondary education?

Is the student in good financial, judicial, academic, and registration standing?

For the summer only, any student at the University of Maryland, College Park with good financial, judicial, academic, and registration standing is eligible to lease at SCC.

While it is helpful to ask the above qualifying questions of your re-lessor yourself to determine if they are likely to be approved, remember that some of these qualifying criteria are very sensitive subjects, and your re-lessor may not wish to discuss these matters with another student. Eligibility status will ultimately be determined by completing step 3 of the Re-Leasing Process.

## Step 3: Submit a re-leasing application

The next step in the re-leasing process is to submit a re-lease request form. To do this, the current resident will have to visit [www.southcampuscommons.com](http://www.southcampuscommons.com), select Residents, and then select "The Re-Leasing Process". After carefully reading through the instructions, log-on to your online Resident Portal account to submit a request with your re-lessor's name, University ID number, e-mail address, phone number and requested lease start date. Upon completing the request, the resident will receive an automated e-mail stating the information you submitted. They must accept this offer *before* we are able to send their information to the University for approval. Once a decision has been made by the University, both the current resident and the re-lessor will be notified by email. If rejected, follow-up may be required. If approved, you are now able to pick up your leasing paperwork from the Leasing Office.

#### Step 4: Sign and pick up your re-leasing paperwork

Once your transaction has been accepted by the applicant and approved by the University, you should schedule a leasing appointment through the online re-leasing system. Leasing appointments are held at the Leasing Office in Commons building 6. This step should be completed by both parties **5 business days in advance of your re-lessor's requested transfer date**. Late paperwork will result in a delay of your re-lessor's check-in.

**Use this worksheet to track your progress!**

#### Prospective re-lessors:

Name	Campus Phone	Cell Phone	E-mail Address	Approved?

#### Re-leasing application checklist:

My information for the re-leasing application	My re-lessor's information for the re-leasing application
Name:	Name:
Campus Phone:	Campus Phone:
Cell Phone:	Cell Phone:
E-mail Address:	E-mail Address:
Student ID:	Student ID:
Move Out Date*:	Move In Date*:

\*The move-out and move-in dates must be at least two business days apart!

I must provide the following item at the re-leasing appointment:

- \$100 lease transfer fee (certified funds only).

My re-lessor must provide the following at the re-leasing appointment:

- Continuing Guaranty of Lease completed and signed by parent or guardian, and notarized.
- \$25 Application Fee check/money order made payable to South Campus Commons.
- \$300 Lease Reservation Fee check/money order made payable to South Campus Commons.

## **Consequences of Illegal Re-leasing**

Illegally re-leasing a South Campus Commons apartment to an unapproved individual is strictly prohibited. If you are found illegally subleasing your apartment, the leaseholder and the illegal re-leasor may be referred to the University of Maryland judicial process according to the Rights and Responsibilities handbook, Section B, 26. As the illegal re-leasor, you will be required to move out of the apartment immediately or go to the Leasing office to make your stay at South Campus Commons official. Failure to check in through the Landlord is subject to a \$200 administrative charge. Failure to check in or out at a designated service desk is also subject to a \$100 improper check in/out fee. Furthermore, current residents who do not properly check their keys into a Commons staff member at the Service Desk are subject to a \$150 core replacement fee in addition to a \$35 per key replacement fee. Only legal lease holders will be permitted to sign out the replacement keys in such circumstances.

To avoid incurring these charges and judicial sanctions, and to preserve the security of our community, it is imperative that all residents use the outline re-leasing process to re-assign their leases to new applicants.

## **New Summer Housing Guidelines**

Residents who are staying in their same bed or transferring directly into their new room for the following lease year must follow the following living arrangement guidelines so that the apartment can be prepped for the upcoming lease year.

### **Guidelines For Residents During Turn (Summer Transition)**

During the following period of time at South Campus Commons from August 1, 2011- August 19, 2010, you must abide by the following rules:

- All kitchen items must be in cabinets or the refrigerator. The sink, stove, and counter tops must be free of personal items.
- All personal items in the bathroom must be off the countertops, bathtub, sink and floors; medicine cabinets and under sink storage should be used only. You may leave your shower curtain.
- In the common area all non-furniture items must be stored in your bedroom.
- If the above guidelines are not followed and we are unable to clean your apartment on our regular cleaning schedule for the incoming resident(s), then you will be billed.
- If you plan to be away during this period please ensure you complete the above procedures before departing.

## **2011-2012 TRANSFER INFORMATION**

**Are you currently living in SCC and transferring bedroom or apartment for 2011-2012?  
If yes, YOU NEED to read this entire section!**

South Campus Commons is implementing changes to the Direct Transfer process for residents moving within the community for the 2011-2012 lease year. We want to give you as much

information as possible so that you can make informed decisions about your housing for next year.

What is a transfer? If a resident is currently living in SCC and is interested in moving to a new apartment or bedroom in SCC for the 2011-2012 lease year, they are considered to be “transferring”. They will completely move all belongings out of their current bedroom and apartment at the end of the lease period (12:00 noon on July 31, 2012) and find a place to store them that is not on SCC property. Their new unit will then be cleaned and prepared for them and they can move in at the start of the new lease.

What is a direct transfer? If a resident absolutely cannot move out of the building for that period of time, they can **apply** to directly transfer into their 2011-2012 space. With this option, residents take the new space as the outgoing resident leaves it. In other words, the resident will be taking the unit “as is” (i.e. there will be no cleaning, painting, carpet cleaning, repairing of damages or other maintenance concerns addressed by SCC staff). Residents will have to be able to move during an assigned date and time, no exceptions.

**Requirements of Direct Transfers (must be able to meet all requirements):**

1. Be able to move into your new space during any assigned window of time. You will be given a six hour window of time to move all belongings from one space to another.
2. Be willing to take the new apartment/space “**AS-IS**”. This means that our staff will not do ANY cleaning, painting or preparing of the new space. You will get the apartment EXACTLY as the departing resident left it. Allowing direct transfers does not give us any time to prepare the space for a new resident. Be sure you are willing to take the space exactly how the person before you left it, which may not be to your standards.
3. Once moved into your new space, you will need to keep items stored in your bedroom or in cabinets so that staff will be able to work within your apartment if there is a new resident moving in.

Application: You will need to submit an application if you are interested in directly transferring into your new apartment. Applications are available online at [www.southcampuscommons.com](http://www.southcampuscommons.com) under the “Hot Topics” section. All Direct Transfer applications are due no later than 5:00pm by the deadline. You will then be notified about whether or not you will be able to directly transfer into your new space. Not all applications will be approved. Staff will examine individual needs and circumstances including classes, internships, permanent address and other extenuating circumstances.

If for any reason, you are unable to agree to these requirements, you should consider the same bed option on your online renewal intention form and begin making arrangements at this time. If you know you must stay at SCC/CTY during this period, you need to seriously consider the same bed option. That is the only way to guarantee the ability to stay.

If you have questions, please feel free to contact the Leasing Office at 301-226-8001.

## CONTINUING ELIGIBILITY

In addition to being eligible to live in SCC when you apply, it is your responsibility to maintain eligibility throughout your stay. If you do not maintain full time status as an undergraduate student of the University of Maryland College Park, your lease may be terminated and all unpaid monthly installments become immediately due (see #4 of your South Campus Commons lease). The following are examples of situations which may fit this category:

- Academic dismissal
- Housing Termination
- Reduced credit hours (part time student)
- Leaving the University for medical reasons
- Transferring to another University

If you feel there are extenuating circumstances around your situation such that you should be allowed to remain in SCC despite no longer being eligible, please submit a written appeal to the Leasing Office at [leasing@southcampuscommons.com](mailto:leasing@southcampuscommons.com). Please note that submitting your keys to the service desk does not end your lease. You will continue to be financially responsible for your lease.

## CHECK OUT

If you decide to check out of your room for any reason, there is a procedure that should be followed. When you have all of your belongings out of your unit and it is clean, you'll be ready to check-out. Just stop by your 24-hour service desk, complete a check-out form and submit your keys. It's that easy and it can be done at any time, day or night. The CA will give you a copy of your check-out form confirming that you submitted your keys. If you have lost your keys, you will be charged \$150 for each bedroom/front door lock change and \$35 a piece for the replacement of your bedroom and mail box keys. If you check out early and complete the official check out process, you will still be responsible for paying your rent. However, you will not be held responsible for damages and/or cleaning fees that may occur after your check out date.

At a minimum, your apartment should be returned to the condition it was in when you moved into the apartment. Refer to your copy of your *Move In/Move Out Condition Report*, which you completed when you moved in, if you can't remember what the apartment looked like at move in. The management office can provide additional guidelines on what you should do before moving out. Don't forget to remove all unwanted items from your room and take any large items to the dumpster areas. Also, if you leave items in your unit, they will be considered abandoned property and thrown away.

You may wish to have your damage inspection done when you are present. Limited appointments, during normal business hours, are available for inspections. Stop by the main office in Building 1 or call x42499 to make your appointment. You must schedule your appointment at least two business days before you want to check-out and when your appointment

time arrives you must be ready to permanently leave your room. If your belongings remain or your cleaning is not complete, you will forfeit your appointment.

## **FACILITIES FAQ**

We have collected the most frequently asked facilities questions for your reference. This information will help you set up your apartment and maintain it throughout the year.

### **How should I hang pictures on the wall?**

However you hang pictures, the goal is to minimize the damage to the walls. The best things that we have found for this purpose are tacks and picture hanger hooks. Do not use screws, nails (except finish nails), tape, adhesive pads, or putty of any kind!

### **Why can't I hang anything from or near the sprinklers?**

The sprinklers are extremely sensitive and may go off if jostled, or tampered with. If this happens, your apartment will flood within seconds! So be respectful of this equipment.

### **What should I do if my phone doesn't work?**

If you think there might be a problem with your phone, first make sure your phone is plugged into the correct jack. The phone line jack is white and the ethernet jack is orange. If that doesn't solve the problem, you can use your service desk's courtesy phone to call x51500 for assistance.

### **What should I do if my cable doesn't work?**

First check that your cable cord is securely attached to your TV and the wall jack. If that does not correct the problem, call 4-CATV (x42288) to request service. You'll need to share with the customer service representative that you live in South Campus Commons. If they do not recognize your service address, please contact the management office for additional assistance.

### **What should I do if my apartment has a pest control problem?**

The first thing you should do is clean your apartment, as pests usually result from unsanitary conditions, such as improperly stored food, or organic residue in your garbage can. If the problem persists, submit a work order so that our maintenance staff may evaluate the problem. The maintenance staff will have our pest control staff member treat your apartment on their next visit. If possible, capture a sample of the pest, so that our entomologist may accurately identify the species and treat accordingly.

### **What should I do if an outlet in the bathroom or kitchen does not work?**

There are two GFI buttons on several outlets in these areas: a test button and a reset button. If an outlet doesn't work, simply push the reset button on the closest outlet.

### **What should I do if I lose power in an area of my apartment?**

If there's a power outage in a specific area in the apartment, you should find the breaker box, which is a metal insert in your wall in the kitchen or hallway. There are two columns of switches in the breaker box. Each switch in a column should be facing the same direction. If one switch is out of alignment, flip it back so that they are lined up again. If all of the switches are aligned

correctly, locate the switch which matches the specific area where the power outage exists (e.g. the bathroom or kitchen) and flip it off and then on.

### **What should I do if my dishwasher has bubbles coming out of it?**

If this happens you have either used regular hand dishwashing soap in the dishwasher, or used too much dishwasher detergent. In the future, change to dishwasher detergent, or be more careful in measuring it. For now, open the door and keep it open for about 2 hours to allow the bubbles to evaporate. Pour a cup of cooking oil into the tub and run the rinse cycle. You may have to repeat this two or three times until the foam disappears.

### **Will the maintenance staff change light bulbs for me?**

Yes, the maintenance staff will be happy to change light bulbs for you on all apartment fixtures.

### **What should I do if my toilet is clogged?**

If you do not have a plunger, you can check one out from the service desk. Continuously pump the plunger to create opposing suction and force to clear the obstruction. If your toilet is overflowing, turn the valve on the lower left-hand side of the wall behind the toilet clockwise until it stops. Use something to soak up the water before it flows to the apartment below and submit a work order.

### **What's the difference in the heating and air conditioning systems at SCC?**

The heating, ventilation, and air conditioning (HVAC) systems in buildings 1 and 2 is a boiler and chiller system providing heat, air conditioning, and hot water to these two buildings. The boiler system can only be set for either hot or cold air, but not both simultaneously. Each apartment has a dial regulator that controls how much of the heated or cooled air is pumped into the apartment. It takes approximately five days to transition between heating and cooling modes, and these transitions happen in the fall and spring of each year. Buildings 3, 4, 5, 6 and 7 have individual "split" HVAC systems with digital thermostats for each apartment, similar to what is found in most single-family homes. To avoid HVAC complications in buildings 3, 4, 5, 6 and 7, only use heat during the winter and AC during the summer. Using the units during opposite time frames can cause significant damage to the equipment.

### **What should I do if my air conditioning is leaking in buildings 3, 4, 5, 6, or 7?**

If your air conditioning (A/C) is leaking or "iced up" then you should turn it off and turn the unit's fan on. Place towels just outside your A/C closet to soak up the water and put in a work order to have the unit checked. To prevent this from happening again, be sure that the thermostat is always set above 72 degrees.

### **What should I do if my air conditioning is not working in buildings 3, 4, 5, 6, or 7?**

If your A/C stops working, check the thermostat to make sure it's set higher than 72 degrees and is on auto. If the thermostat was set lower than 72 degrees, your unit has probably frozen up. In this case, follow the steps outlined above. If this does not resolve the issue, submit a work order.

### **What should I do if my air conditioning stops working in buildings 1 or 2?**

If your A/C stops working, please check to be sure that the HVAC closet louvered door is not blocked. The air handler in your unit needs an air source in order to circulate the conditioned air

within your apartment. If this does not resolve the issue, call the service desk to determine whether there is a building-wide outage. If not, please submit a work order.

### **Why does my water need time to warm up in the buildings 1 or 2?**

The hot water circulation system for these buildings is very large. So, if there is not a lot of usage to keep the hot water circulating, it can take some time to pull the hot water to your apartment. If you find that this is an issue, just let the shower run for a few minutes.

### **What would happen if someone damages the carpet in the apartment?**

If damage to the common area carpet is brought to our attention or noted during an inspection, it would result in an evenly split fee among the roommates in the apartment, unless someone admits full responsibility. Please take care of your carpet by not allowing roommates to smoke, bring in bikes, or use hookahs in the apartment.

### **What is a maintenance emergency?**

A maintenance emergency is one in which the safety of a resident is jeopardized or when basic life needs are not provided for. In case of a maintenance emergency, the CA will activate the 24-hour on-call system and a staff member will come in to solve the problem.

Situations that would be considered emergencies are:

- ❖ Both toilets in unit are clogged
- ❖ Heating doesn't work and temperature outside is under 45 degrees
- ❖ Air conditioning doesn't work and temperature outside is over 95 degrees
- ❖ Unit door will not lock
- ❖ No electricity in unit
- ❖ Flooding
- ❖ Refrigerator/freezer is not cooling food to safe temperatures
- ❖ Broken window (both panes)
- ❖ Inoperable smoke detector

Situations that are not maintenance emergencies, but would be handled as soon as possible the next day include:

- ❖ Clogged toilet in a unit where another toilet works.
- ❖ No hot water
- ❖ Clogged garbage disposal
- ❖ Stove doesn't work
- ❖ Heating doesn't work and temperature outside is over 45 degrees
- ❖ Air conditioning doesn't work and temperature outside is under 95 degrees
- ❖ Bedroom door won't lock
- ❖ Clogged shower
- ❖ Electricity out for one or two items
- ❖ Washer/Dryer doesn't work
- ❖ Smoke detector low battery indicator is sounding

Situations that are not emergencies and would be dealt with in priority order include:

- ❖ Closet door is off track
- ❖ Dryer doesn't heat
- ❖ Blinds don't go up/down
- ❖ Water drains slowly

- ❖ Broken towel rack
- ❖ Light bulb needs to be changed

### **What can I do to ensure that I don't receive damage/cleaning charges?**

There are several steps that you can take to keep your apartment in good condition at the end of your lease:

- ❖ Clean your apartment at least once a week. Pay special attention to vacuuming the carpets, cleaning the toilets, bathtubs, sinks, tile floors, oven, stovetop, drip pans, microwave, refrigerator, and countertops. It is wise to set up a cleaning rotation between all tenants to ensure a clean apartment at check out.
- ❖ Keep your walls in good condition: hang only one or two pictures per wall using the methods recommended above, do not place furniture directly against the walls, and make sure that your bed sheets and bedspreads do not mark the walls.
- ❖ Put a mattress pad or mattress cover on your mattress to protect it from stains.
- ❖ Prevent damage to the apartment and do not install additional items such as shelves, hooks, over-the-door hooks.
- ❖ Vacuum regularly.
- ❖ Follow the instructions in your move-out letter to prepare your apartment for move-out. Be sure to coordinate your move-out preparation with your roommates, since common area issues are billed to all residents of the apartment.

### **What is the typical procedure for repairing a hot water heater?**

When repairing hot water heaters we follow the following procedure:

- 1) First response we reset the breaker on the thermostat
- 2) Second Response we replace the thermostat
- 3) Third response we rebuild the heater (both thermostats and both elements)
- 4) Fourth response we replace the water heater

With this policy in mind, residents should be aware that water heater issues may require multiple work orders before the issue is resolved.

## APPLIANCE QUICK REFERENCE GUIDE

This guide provides you with helpful tips for using your apartment's appliances safely and efficiently. If you have any other questions about your appliances, you may wish to download the user's manuals from the internet – they are very helpful to have handy!

Appliance	Do	Don't
Stove	<p>Put a protective cover of aluminum foil on your drip pans to make cleaning easier.</p> <p>Clean the drip pans, hood filter, stovetop, and oven regularly.</p> <p>Purchase and maintain a fire extinguisher in your kitchen.</p> <p>Use the stove hood fan to prevent a small amount of smoke from setting off the fire alarm.</p>	<p>Heat oil at a high temperature – it may catch fire.</p> <p>Use water to attempt to extinguish a kitchen fire.</p> <p>Leave the stove unattended while in use.</p>
Microwave	<p>Clean the microwave regularly.</p> <p>Use microwave-safe dishes.</p>	<p>Put items containing metal or aluminum foil in the microwave.</p>
Garbage Disposal	<p>Run cold water down the drain the entire time the disposal is in use.</p> <p>Mix some disinfectant cleaner with water and run it through the disposal monthly to control odors.</p>	<p>Place hard objects such as bones or eggshells, fibrous foods such as asparagus, large quantities of food, or inorganic objects into the disposal.</p>
Dishwasher	<p>Make sure that the water jets have sufficient clearance to clean each load of dishes.</p>	<p>Use hand soap or other detergents not designed for the dishwasher.</p> <p>Overload the dishwasher.</p> <p>Place non-dishwasher safe items into the dishwasher.</p>
Refrigerator/Freezer	<p>Clean the refrigerator regularly.</p>	<p>Overload shelves or door storage.</p> <p>Block bottom front vent in freezer.</p>
Washer/Dryer	<p>Clean the lint filter after each use.</p> <p>Wait a few minutes before you unload the washer for it to unlatch after the end of the cycle.</p> <p>Check pockets for unwashable objects before loading washer.</p>	<p>Overload the washer such that the agitator cannot move freely – this may result in flooding and damage to the motor.</p> <p>Wash plastic items, items with exposed cotton backing, or oversized items.</p>

# EMERGENCY PREPAREDNESS

Although we hope emergencies won't happen, it is best to be prepared. South Campus Commons staff will do their best to help you, but you need to do your part as well. Follow the three steps below and you'll be ready!

## **Make a Kit**

You should have a few emergency supplies stashed away in case of an emergency. Ideally, you should have two kits, one in your apartment and the other in your automobile. These kits should include: water & food (non-perishable), can-opener, first aid supplies, flashlight/batteries, battery-powered AM/FM radio, corded telephone, and medication or any other special item you can't do without.

If you are evacuated to a campus emergency location, you'll only be able to bring one piece of baggage, so be sure that you have the following supplies accessible to be quickly packed at all times: clothing, pillow/blanket, towel & soap, toothbrush/toothpaste, shower shoes, medicine, flashlight, padlock, phone card, snacks, something to do (books, games, etc).

## **Make a Plan**

If an emergency occurs, you want to know what your resources are, and have a plan ready. Keep the following issues in mind when drafting your personal emergency plan:

- If you had to evacuate campus for a few days, where would you go in the local area?
- Do you have an out-of-state contact to help you communicate to your family members? It may be easier to make a long-distance phone call than to call across town if local circuits are busy.
- Will SCC staff be able to contact you with updates about the situation? Make sure you keep your emergency contact information up-to-date with the SCC Management Office.

## **Be Informed...**

### **... about fire alarm procedures**

If the fire alarms sound, you must evacuate the building. Exit your apartment and go to the nearest stairwell – don't use the elevator if the alarms are sounding! Go down to the first floor, exit the building, and proceed to the assembly point listed in the chart below. Find the Resident Life staff member assigned to your assembly point and remain at the assembly point until the Resident Life staff member authorizes you to re-enter the building or directs you to another location.

	Interior Assembly Area	Exterior Assembly Area
Building #1	Annapolis Lobby	Area West of building in lot S4
Building #2	Annapolis Lobby	Area West of building in lot S4
Building #3	Annapolis Lobby	Area North of building near Charles Hall
Building #4	Annapolis Lobby	Area North of building near Allegany Hall
Building #5	Mowatt Lane Parking Garage	Lot U2
Building #6	Mowatt Lane Parking Garage	Lot U2
Building #7	Mowatt Lane Parking Garage	Lot U2

### ... about the early warning system sirens

The University has an Early Warning System, consisting of a series of sirens, to alert the campus community to potentially life threatening emergencies. The Early Warning System is designed to provide instant notification of students, faculty and staff who may be outside of imminent dangerous conditions. The sirens are loud enough to alert the entire University outside areas, and areas contiguous to the University where many in our community live and study.

#### Siren Tones:

Emergencies - A steady tone will sound for at least three minutes.

All Clear - One short blast that will sound for less than 30 seconds.

If you even hear an Early Warning System siren, you should proceed as follows:

1. If inside a building, remain inside and seek information from the sources listed below. The information sources listed below will provide advice on the next action to take.
2. If not inside a building, seek shelter inside the closest accessible building and seek information from the sources below.
3. Seek information about the emergency from these sources:
  - WMUC 88.1 FM
  - 1640 AM (campus information radio station)
  - Campus Cable Channel 76 (Terp TV)
  - [www.umd.edu](http://www.umd.edu)
  - (301) 405-7669 (x5-SNOW)
4. Alert friends and neighbors about what you learned from the above resources.
5. Save work on your computer, shut it down & disconnect it from the wall jack.

Do not pull the fire alarm (which tells people to go outside) during an Early Warning System siren emergency unless directed to do so by the above information sources.

### **... about renter's insurance**

South Campus Commons cannot be held responsible for damage to your personal belongings due to fire, theft, water damage, etc, nor does South Campus Commons carry fire or loss insurance for your personal property. It is the exclusive responsibility of each resident to obtain and maintain renter's insurance to cover any losses that may occur.

Renter's insurance is easily available at a low cost. Most insurance providers offer policies with the following options:

- Replacement of your belongings *or* compensation for their actual value.
- Additional living expenses
- Emergency housing compensation
- Personal liability coverage
- Medical payments to others

If your parents or guardians have a homeowner's insurance policy, they may be able to cover your belongings under their policy, but you should carefully weigh the advantages of an individual policy.

### **... about emergency readiness**

You can find more information about emergency readiness at [www.ready.gov](http://www.ready.gov) or [www.fema.gov](http://www.fema.gov). Help your RA plan a program to prepare residents for what to do in case of emergency. You'll learn a lot in the planning and will help your fellow residents learn too!

### **...about pandemic flu**

In an emergency that results in a closing of the campus (such as approaching hurricane or pandemic flu), you will be expected to vacate your room within 24-48 hours. Individuals who are unable to leave by the time the campus is closed may petition Resident Life for permission to temporarily occupy a designated temporary emergency shelter, either a Courtyards apartment (if "social distancing" is advisable to contain the spread of illness or disease) or a community center or recreation center if there is no indication of communicable illness or disease.



## Recycling Guidelines for South Campus Commons Residents

### What can be recycled?

#### Paper and Cardboard

- White and colored paper, post it notes, etc.
- Magazines, newspaper, spiral notebooks, junk mail
- Cereal boxes (please flatten before recycling)
- Cardboard boxes (please flatten before recycling)
- Pizza boxes (just remove any left over pizza!)
- No need to remove staples, paperclips, etc.

#### Cans and bottles:

- Aluminum and metal cans and lids (soda, beer, vegetable, soup cans, etc.)
- Plastic bottles with numbers 1-7 on the bottom (soda, water, milk jugs, cooking oil, laundry detergent, shampoo and conditioner bottles, etc.)
- Glass jars
- Lightly rinse the containers, no need to remove the labels.

### What can't be recycled?

- Plastic containers with a number higher than a 1 or 2 on the bottom (yogurt or butter containers for example)
- Light bulbs, china plates, etc.
- Plastic cups, styrofoam plates and containers
- Batteries

### Where can I recycle in South Campus Commons?

- Recycling rooms are located next to the main trash rooms on the first floor in each building (Building 3 – the main trash room in is the basement).

Please do not place your recyclables in the trash rooms on each floor.

**Thank you for making UM a green campus!**

***\*\*This container must stay in your room! If it is not in your room upon checkout at the end of your lease, you will be charged \$15 to replace it\*\****