

2019-2020

South Campus Commons Resident Handbook



4230 Knox Road, Suite 1101

College Park, MD 20740

Phone: 301-314-2499

Email: southcampuscommons@cocm.com

Website: www.southcampuscommons.com

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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 Monday through Friday, 9:00 AM to 5:00 PM.

We hope moving in will be pleasant and stress-free. Your neighbors, Residence Hall Association, Department of Resident Life, and Capstone On-Campus Management 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 & Leasing Office

The Management & Leasing Office is located in the left side lobby of Building 1 (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, leasing process, speak to us about facilities issues, or any other questions you may have about management operations.

In this same space, you can get information about re-leasing, renewing your lease, pulling in a roommate, transferring to new room, and other leasing related questions. This will also be where you go if you schedule a re-leasing appointment.

Service Desks

The Service Desks are located in the lobbies of Buildings 1, 3, and 6.

- Building 1's Service Desk serves residents who live in Buildings 1 and 2.
- Building 3's Service Desk serves residents who live in Buildings 3 and 4.
- Building 6's Service Desk serves residents who live in Buildings 5, 6, and 7.

Stop by your Service Desk or call Desk 1 at x60001 (301-226-0001), Desk 3 at x60003 (301-226-0003), or Desk 6 at x60006 (301-226-0006) for any assistance you may need. Your Service Desk is open 24-hours a day and is a great resource for questions about the campus, contacting our staff, and other general information. During holidays, portions of the summer, and school break periods, all residents are served by Desk 1 only.

The Service Desks also provide the following services:

Spare Key & Spare Swipe Checkout

If you have locked your keys or UMD ID Card in your room, you may borrow a spare key from your Service Desk. When you receive your keys upon move-in, you will sign for them on your key registration card, 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 \$75 for each core change.
- If a resident loses a mailbox key, a core change may not be mandatory, but the resident will be charged \$25 for a replacement key.
- To check out a spare key and or swipe card, the resident must verify identity with a photo ID and sign the key registration card.

Returning Spare Keys & Spare Swipes Late

- 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 one (1) business day, the resident will be charged \$75 to complete an administrative core change for a loaned front door and /or bedroom key.
- A spare key may be borrowed without penalty five times during the lease year. At the sixth time and each time thereafter, if a spare key is requested by the resident a \$50 frequent user fee will be charged. There is no frequent user fee for swipe cards.
- If a loaned swipe card is not returned by 5:00PM the next business day, the resident will be charged a \$10 late fee and the swipe card will be deactivated.
- If a loaned swipe card is not returned 24 hours after deactivation, the resident will be charged a \$10 replacement card fee.
- If a UMD ID Card is lost or stolen, we encourage residents to go to Mitchell Hall directly and replace their ID at the cost of \$20.
- All charges listed above (except for the replacement ID issued by the University at Mitchell Hall) will be charged to the resident's account, and are due without any additional notice five (5) days after the loan or request.

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, check-out alone does not release you from the financial obligations of your lease. For more information, please see the handbook's section on the re-leasing process. In order to properly check out the resident **MUST** check-out in-person at the Service Desk.

Package Acceptance/Pickup

Upon the start of your lease, the Service Desks will accept packages on your behalf. You will get an e-mail to notify you when you receive a package. Be sure to set up your e-mail account through Testudo so that you can receive 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 & letter 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. RAs are on duty Monday – Thursday 7pm – 8:30am; 24-hours from Friday at 7pm until Monday morning at 8:30am; and 24-hours whenever University offices are closed. During the day, the Service Desk can connect you with staff who work in the SCC Resident Life Office for assistance.

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. 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.

Preventive Maintenance

Occasionally, a preventive maintenance technician will post a notice to enter your apartment in order to perform preventive maintenance on the apartment systems. Their preventive 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 preventive maintenance pest control program. Each apartment will receive preventive 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 fast-drying gel bait; no sprays will be used for the preventive treatment.

Resident Portal

The Resident Portal is an online service that assists you in managing your account with South Campus Commons. The online service is free to use. In order to submit a work order, complete your Room Condition Report, or 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 your account, roommate information, and maintenance request system.

To register, visit www.southcampuscommons.com, then click on Resident Portal in the upper right corner. If you are registering for the first time, it may take up to two business days to have your registration approved. If you’ve already registered, just enter your email address and password to login. You and your Guarantor listed on your account can create accounts for your Resident Portal. Your Guarantor registers the same way you do and you will receive an email to approve or deny the access to your account. Please

note a portal account cannot be activated until your lease start date.

Consider using the Resident Portal to pay your rental installments online each month. 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 or debit card, a 2.5% processing fee will apply, but ACH payments do not incur a processing fee of any kind.

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

Bicycle Registration

Our bicycle racks are reserved for our residents only. Bike registration is free, and you may register at any time during the year at your service desk. Once you receive your permit, just attach the permit to your bike as pictured below, and park it at an SCC bike rack. Bicycles may not be parked at trees, railings, signs, or any area other than the bicycle racks provided. Per your lease, bicycles are not permitted in the buildings. All illegally parked or unregistered bicycles will be removed from the community on a regular basis.



Place your SCC bicycle permit here!

Mail & Packages

Your mailbox is located next to the Service Desk that serves the building where you live. Each apartment shares one mailbox. Please include your apartment number & letter, as well as the full building address when packages are addressed to you. 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 fourteen calendar days will be returned-to-sender. It is important to have your UMD e-mail account set up in order to be notified that a package has been received.

Your mailing address should be written:

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

Building addresses are:

Building 1: 4250 Lehigh Rd
Building 2: 7524 Calvert Service Ln
Building 3: 4318 Knox Rd.
Building 4: 4310 Knox Rd.
Building 5: 6903 Preinkert Dr.
Building 6: 6901 Preinkert Dr.
Building 7: 6801 Preinkert Dr.

The United States Postal Service (USPS), not UMD Campus Mail Services, serves South Campus Commons. Thus, mail to or from campus will require postage to be applied in order to be delivered.

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

UNIVERSITY SERVICES FOR SCC RESIDENTS

Telecommunications

South Campus Commons provides UMD 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. Note: Building 7 has one phone line per apartment.

Parking

South Campus Commons residents are considered on-campus residents for the purpose of obtaining on-campus parking. Please contact UMD's Department of Transportation Services at (301) 314-PARK or visit <http://www.transportation.umd.edu/student.html> for parking information.

Shuttle-UM

Visit <http://www.transportation.umd.edu/shuttle.html> to find the current schedule the various routes and to learn more about other Shuttle-UM services.

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 UMD Department of Resident Life (DRL). The DRL *Community Living Handbook* is a useful resource for SCC residents and can be found at <http://reslife.umd.edu/communityhandbook/>. 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

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
- 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
- Register for UMD Alerts at alert.umd.edu
- Download the M-Urgency App to your smartphone at M-Urgency.umd.edu
- 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 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 criminals may gain entry to buildings. Your neighbors will understand and appreciate your caution
- Use your peephole 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 the 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 experience here. 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

RENTAL INSTALLMENT 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 344 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 1st, and the last is due on July 1st of the following year. Thus, you make your first payment by August 1st (before move-in) and your last payment will be made on July 1st, even though your lease will not end until July 30th. As the lease period is 344 days, you are not charged for the first 21 days of August, when you are not living here.

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 (1st) day of each month by credit card, certified check, personal check or money order.
- Rental payments can be mailed to South Campus Commons, 4250 Lehigh 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 1, Suite 1101
- Rent must be paid in full. No partial or postdated checks may be submitted. Please write your full name and apartment number in the memo section of the check.

What happens if my rent is not paid on time?

- A five percent (5%) late fee will be applied to your rental account if rent is paid after 5:00 PM on the tenth (10th) day of the month. Late charges are considered and charged as additional rent.
- An Eviction Pending Notice will be sent to you after the thirteenth (13th) 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 fifteenth (15th) day of the month, legal action will be filed as stated in the Eviction Pending Notice. The cost for all such actions will be charged to your account. Personal checks will not be accepted for payment once legal action has been filed; the balance must be paid by 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, if rental payment is also late.
- After two (2) NSF checks, we will no longer accept personal checks from you; only certified funds (cashier's checks or money orders) will be accepted.

The Re-Leasing 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 (individuals taking over your lease) 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. Please follow the steps listed below very carefully. This process can take several weeks to complete due to the many steps involved. The Leasing Office is unable to rush any part of the process, so you must give yourself at least three weeks between the submission of a releasing request and the preferred move-in date. It is important that you read the process in its entirety before beginning the process.

Step 1: Find a re-lessor

Though it is your exclusive responsibility to find an eligible re-lessor, there are many resources available to help you do so. UMD's Off Campus Housing Services offers a message board where residents and re-lessors can list their apartment/interest. The Leasing Office also maintains a prospective re-lessor list for residents to communicate with potential re-lessors (offered during SUMMER re-leasing only).

Step 2: Submit a re-leasing application

The next step in the re-leasing process is to submit a re-leasing request form. To do this, the current resident will have to visit www.southcampuscommons.com, select Residents, and then scroll down to select "The Re-Leasing Process." After carefully reading through the instructions, log-on to your online StarRez(starrez.umd.edu) account to submit a request. Upon completing the request, the potential re-lessor will receive an automated e-mail stating the information you submitted. They must accept this offer following the instructions in the email *before* we are able to send their information to the University for approval.

Step 3: Determine your re-lessor's eligibility

The University of Maryland's Department of Resident Life must approve all re-lessors for SCC residency. Throughout the academic year, the Department of Resident Life uses the following criteria to determine student eligibility for SCC residency:

- The student must be a full-time, registered Undergraduate student at the University of Maryland, College Park.
- The student must be in good financial, judicial, academic, and registration standing.
- Resident Life also examines the re-lessor's housing commitment group, whether or not the student lives in the Residence Halls, and/or their position on the waiting list for South Campus Commons. Depending on the time of year and demand for re-lessors, the eligibility criteria relating to commitment group, housing status, and waitlist group is different.

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.

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 a re-leasing appointment through the on-line scheduling system.

The Department of Resident Life determines the eligibility of all residents looking to sign leases in South Campus Commons. In order to facilitate this eligibility request, please ensure that the email address submitted in your re-leasing request online form is correct. If you have any questions about whether or not your potential re-lessor is eligible please contact the Public/Private Partnership Office by emailing pppleasing@umd.edu.

Step 3: Sign your re-leasing paperwork:

You should begin this process at least ten (10) business days in advance of your transfer date.

You and your re-lessor will need to schedule an appointment online. Once the appointment is set, you will receive a confirmation email with information to read. This appointment will be with the South Campus Commons Leasing Staff in Building 6. During the appointment you will sign your re-leasing paperwork and make appropriate payments. This appointment must occur at least two (2) business days prior to your re-lessor's check-in date to avoid any delays. You must bring the following items to your appointment:

- \$100 lease transfer payment

Your re-lessor must bring the following items to your appointment. We do not accept cash, credit card, or debit card for these payments:

- The re-lessors \$25 check/money order for the Application Fee.
- The re-lessors \$300 check/money order for the Lease Reservation Fee.
- When applicable, a \$65 money order for cleaning. Payment should be made out to Educated Cleaners.
- Application Fees, Lease Reservation Fees, and Lease Transfer Fees should be made payable to South Campus Commons and should contain the appropriate student's name (current or new resident), apartment number, and bedroom letter.
- Social Security Number (don't need the card, just need to know the number).

The following items will be provided by our leasing staff at your appointment:

- Re-lease Agreement to be signed by both parties
- Your re-lessor's Lease Agreement
- Your re-lessor's application

Important: Monthly rent installments are due on the first of each month. The person in possession of the lease on the 1st of the month is responsible for the rental installment. Rent is not prorated and South Campus Commons will not issue refunds for installments owed prior to the lease transfer. Any exchange of money relating to partial rent payments or personal refunds is solely between the lease holder and the re-lessor.

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:

- \$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

Step 5: Check-out of your apartment

You must vacate your apartment by midnight on the date that you have set with the Leasing Office. You must take all of your belongings with you. You are not permitted to leave anything in the apartment for the resident coming into the space or for other roommates. Your space will be inspected after you return your keys so any items left in your space will be removed from the apartment at your expense. You are personally responsible for returning all keys signed out to you at the time of check-in to the Service Desk on the check-out date. The Service Desk will not accept your keys from anyone other than yourself as a means of checking out; including a roommate, a relative, a friend, or your re-lessor. Leaving them in the apartment is also not acceptable and will result in billing. If your keys are not returned at the time of check-out you will be charged for the core changes of each key not returned.

Consequences of Illegal Subleasing

Illegally subleasing 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 sublettor may be referred to the University of Maryland judicial process according to the Rights and Responsibilities handbook, Section B, 26. As the illegal re-lessor, you will be required to move out of the apartment immediately or go to the Leasing office to make your stay here 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 \$75 core replacement fee (per key) in addition to a \$25 per key replacement fee for mailbox keys. 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 outlined re-leasing process to re-assign their leases to new applicants.

Summer Housing Guidelines

Residents who are staying in their same bed must follow the living arrangement guidelines below 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 July 30, 2020- August 23, 2021, 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.
 - This includes removing all decorations from your walls.

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.

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 are 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 Manager for Housing Partnerships at pppleasing@umd.edu. 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 apartment for any reason, there is a procedure that should be followed. When you have all of your belongings out of your apartment 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 each for the replacement of your mail box key. 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 *Room Condition Report (RCR)*, 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. Visit the move out section of the website for the link 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. Please note, additional information will be provided near the end of the lease period. In-person appointments are only available until about 1 week prior to the July 30th lease expiration date.

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 or 4DATA 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. Also check to see if the TV is properly programed through your remote control. If that does not correct the problem, visit <http://drf.umd.edu/cablehelp> to submit a service request.

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 company treat your apartment on their next visit. Pest control comes to SCC on Mondays and Thursdays. Please place a work order for pest control before 8:00 am on those days so that we may assess the situation as quickly as possible. 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 – towards the middle. If one switch is out of alignment, flip it away from the middle and then back to the middle, 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. In Building 7, the light switches will need to be turned off before resetting the breakers.

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. 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 get one 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 steam and chiller system providing heat, air conditioning, and hot water to these two buildings. The steam 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 heat during the summer or AC during the winter can cause significant damage to the equipment.

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 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 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 to “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 70 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 70 degrees and is on auto. If the thermostat was set lower than 70 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 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. Vacuum your carpet regularly.

What is a maintenance emergency?

A maintenance emergency is one which jeopardizes the safety of a resident 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
- 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
- Refrigerator/freezer is not cooling food to safe temperatures (Try to keep the refrigerator door closed until Maintenance can get there.)
- 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 (Boil a pot of hot water and pour it down the drain. This will begin to alleviate the problem)
- 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 ensure 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.
- Put a mattress pad or mattress cover on your mattress to protect it from stains
- Do not install additional items such as shelves, hooks, or over-the-door hooks
- 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 these procedures:

- First response, we reset the breaker on the thermostat
- Second Response, we replace the thermostat
- Third response, we rebuild the heater (both thermostats and both elements)
- 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>Use the stove’s 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. You can also use Afresh for garbage disposals.</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. 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 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>
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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 with 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 emergency exit via the 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 Hall Lobby	Parking Lot behind South Campus Dining Hall
Building #2	Annapolis Hall Lobby	Parking Lot behind South Campus Dining Hall
Building #3	Annapolis Hall Lobby	Annapolis Hall Out-Door Courtyard- Patio
Building #4	Annapolis Hall Lobby	Annapolis Hall Out-Door Courtyard- Patio
Building #5	Annapolis Hall Lobby	Parking Lot behind South Campus Dining Hall
Building #6	Annapolis Hall Lobby	Parking Lot behind South Campus Dining Hall
Building #7	Annapolis Hall Lobby	Parking Lot behind South Campus Dining Hall

... 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 to 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 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
 (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. As of the 2014-2015 lease, residents are required to carry renter's insurance to not only cover their belongings, but also their liability in case of damage to the property/apartment or to another resident's property.

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. Many policies do not cover a resident's liability when causing damage to the property/unit.

Please visit <http://www.southcampuscommons.com/prospective-residents/> and scroll to the bottom of the page for more information about renters insurance.

... About emergency readiness

You can find more information about emergency readiness at www.ready.gov or 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 leftover 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, with the exception of Building 3 – the main trash room is in the basement.

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

Thank you for making UM a green campus!

****Every SCC apartment comes with a recycle container. 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****