

THE COURTYARDS

at University of Maryland



2011-2012 Resident Handbook

8000 Boteler Lane ♦ College Park, MD 20740
Phone: (301) 314-2466 ♦ Email: office@umdcourtyards.com
www.umdcourtyards.com


 All persons will be treated fairly and equally without regard to race, color, religion, sex, family status, disability, national origin, or source of income.

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IMPORTANT WEB SITES AND PHONE NUMBERS

Courtyards CA On-Duty	301.906.3623
UMPD Emergencies	301-405-3333
UMPD Emergencies (campus phone)	911
UMPD Non-Emergency	301.405.3555
Courtyards Office	301.314.2466
Health Center	301.314.8180
Counseling Center	301.314.7651
Campus Information	301.405.5100
Computing Assistance (University Student Help Desk)	301.405.1400
ID Cards, Replacement Counter Mitchell Building	301.314.8240
Shuttle-UM	301.314.2255
University of Maryland Homepage	www.umd.edu
Department of Resident Life	www.resnet.umd.edu
Department of Transportation Services	www.dots.umd.edu
Office of Information Technology	www.oit.umd.edu
University of Maryland Police	www.umpd.umd.edu
Department of Dining Services	www.dining.umd.edu
University Health Center	www.health.umd.edu
University Counseling Center	www.counseling.umd.edu
Courtyards Homepage	www.umdcourtyards.com
UMD Alert Emergency Notification	www.alert.umd.edu

WELCOME TO THE COURTYARDS AT UNIVERSITY OF MARYLAND

Welcome to your new home! We are delighted that you chose 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 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 The Courtyards at University of Maryland. However, if we have neglected to answer one of your questions please feel free to stop by our offices during normal business hours Monday, Wednesday and Friday from 9:00am to 5:00pm or Tuesday and Thursday from 9:00am to 6:00pm. After hours service desk hours are Monday, Wednesday and Friday 5:00 pm through 10:00pm or Tuesdays and Thursdays 6pm to 10pm. Weekend hours include Saturday 10:00am to 8:00pm and Sunday 12:00pm to 10:00pm.

We hope moving in will be pleasant and stress-free. Your roommates, neighbors and The Courtyards staff 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.

COMMUNITY OVERVIEW

Leasing Office

The leasing office is located in the Clubhouse located at the entrance of The Courtyards property right off of route 193. Stop by the office or call 301-314-2466 to get information about your rental account, facilities issues, make a rent payment, get information about re-leasing, renewing your lease, pulling in a roommate, or any other questions you may have about your residence at The Courtyards.

The Clubhouse

The Clubhouse offers amenities for business, academics, and fun. Besides The Courtyards Office and the Service Desk, there is/are:

- A flat-screen television
- A Playstation 3 video game system
- A fitness room including treadmills, elliptical machines, and other fitness equipment
- Pool, ping pong, and foosball tables for use in our Recreational Room
- Two computers and a printer in our computer lab
- Quiet study lounges
- Wireless internet throughout the building on the University network

Courtyards Pool

The Courtyards Pool is open from May through September for all Courtyards residents to enjoy. The pool is staffed daily for your safety and enjoyment. Upon arrival at the pool, you are required to present photo I.D. to the life guard. This is to ensure that all pool visitors are Courtyards residents and that all Courtyards guests are escorted by resident hosts.

If you desire, you may bring a maximum of four (4) guests with you to the pool. Please note that you are responsible for the conduct of your guest(s) and must remain with them while at the pool.

HOURS AND REGULATIONS/POLICIES ARE POSTED AT THE POOL SITE. PLEASE REMEMBER THAT YOU MAY BE ASKED TO LEAVE THE POOL FOR FAILURE TO COMPLY WITH THE GUEST POLICY OR

THE POOL REGULATIONS.

RESIDENT SERVICES AT THE COURTYARDS

Community Assistant on Duty

There is a Community Assistant (CA) on duty from 6:00pm to 9:00am on the Weekdays and 24 hours on the Weekends to address any issues in the community. The CA can be reached at 301-906-3623 or calling 301-314-2466.

UMPD

The University of Maryland Police Department (UMPD) provides patrol and response services to The Courtyards at University of Maryland.

The UMPD also provides an escort service for anyone who feels unsafe when walking around campus. Escorts are conducted by the Student Police Auxiliary foot patrol program. If you would like an escort, please call the police department at x5-3555 to request one. You may also use a blue light emergency Public Emergency Response Telephones (PERT) phone to call for an escort.

Lock Outs & Spare Key Check Out

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

- If a resident loses the front door key or bedroom key, a core change is mandatory and the resident will be charged \$125 for the 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.
- If a loaned key is not returned within one (1) hour, the resident will be charged a \$35 fee.
- If a loaned key is not returned within twenty-four (24) hours, the resident will be charged \$125 to complete an administrative core change for a loaned front door and bedroom key.
- If a resident is locked-out of their apartment after 10:00pm the resident will be charged a \$50 lock out fee.
- 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.

Mail

Mailboxes are located at the kiosk outside the clubhouse. Each apartment shares a mailbox and each resident is issued a key. We encourage you to talk to your roommates and determine who checks the mailbox and were to put received mail.

Please make sure that your friends, family, and associates know your correct address – improperly addressed mail is considered misdirected and may be returned to sender. .

Your address should be written:

Your Name
8000 Boteler Lane, Apartment Number
College Park, MD 20740

The United States Postal Service, not campus mail, serves The Courtyards at University of Maryland. 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.

To keep your University records updated, visit Testudo at <http://testudo.umd.edu> , select the "Keep your email address up to date" link, and update your contact information.

Package Acceptance/Pickup

Your lease includes a release for package delivery and acceptance at The Courtyards. Because you agreed to the terms of your lease, the office and service desk will accept packages on your behalf. You will get receive an e-mail notifying you whenever you receive a package. Please bring a photo I.D. to the Office or Service desk to claim your package.

Please note that packages will not be accepted until you officially move in. In addition, any perishable packages, parcels, and deliveries may not be stored in a climate-controlled environment. Finally, any packages, parcels or deliveries are not claimed within fourteen (14) days, will either be returned to the sender or discarded as Landlord deems appropriate.

Telecommunications

The Courtyards at University of Maryland 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. The University wireless network is also available in your apartments.

Resident Portal

Your Resident Portal is an online system that grants you access to your lease account, lease information, work orders, and Room Condition Report at your convenience. Through the Resident Portal you can make and view the status of payments, submit work orders to maintenance and track their status, update your contact information, and complete your Room Condition Report upon move-in. Please make sure you register your Resident Portal account via www.umdcourtyards.com After you register, if you do not receive your user name and password via e-mail in 2-3 business days, please contact The Courtyards office.

TRANSPORTATION & THE COURTYARDS

Parking Permits

All residents parking a vehicle at The Courtyards are required to display a valid Lot 8 parking permit. Permits may be obtained at check-in. The resident will be required to provide a license plate number. After a resident's initial check-in, the resident will be required to provide proof of vehicle registration and a license plate number to obtain a permit.

Each resident may only possess one (1) Lot 8 permit. A resident checking out of the Courtyards will be required to surrender his/her permit when keys are returned.

Replacement parking permits may be obtained by visiting The Courtyards Office. A replacement fee of \$213 will be charged to the resident's account.

Parking

Signs throughout the property designate parking areas as well as parking permit requirements. There are three (3) identified parking areas on the Courtyards property:

- **Lot 8:** This area is for Courtyards residents only and requires an "Area 8" permit 24-hours a day, 7 day a week.
- **Lot 10:** This outermost row of parking, located between building 400 and the trash compactor, requires a valid Lot 10 permit, between the hours of 7:00AM and 4:00PM, Monday-Friday. You and your visitors are welcome to park here before or after the posted hours.
- **CY:** Spaces marked CY require a valid "CY" permit.
 - The spaces marked "CY", between the property entrance and building 300 require a valid "CY" permit between 7:00AM and 4:00PM, Monday-Friday. You and your visitors are welcome to park in these spaces before or after the posted hours.
 - All other "CY" spaces require a "CY" permit 24-hours a day, 7 days a week.

Visitor Parking

- Visitors are welcome to park in the spaces restricted for 15-minute usage during the hours of 7:00AM and 4:00PM. These spaces are provided directly in front of the Clubhouse, and marked as 15-minute spaces. Your visitors are welcome to freely park here before or after the hours of 7:00AM and 4:00PM.
- Visitors may also park in the metered spaces provided in the outermost row of parking between buildings 100 and 600, nearest building 100. Between the hours of 7:00AM and 4:00PM these spaces are enforced. Visitors are welcome to freely park in these spaces before or after these hours.

*** Be advised: *The Department of Transportation will issue tickets and/or tow inappropriately parked vehicles 24-hours a day, 7 days a week using the same enforcement guidelines as all other campus lots.*

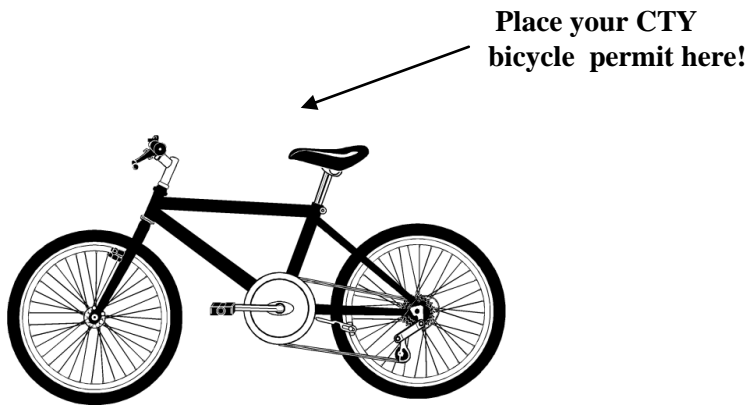
All complaints and appeals regarding parking enforcement are handled by the University of Maryland Department of Transportation Services. Information is available online at www.dots.umd.edu or by calling x4-PARK.

If you are towed, please call (301) 405-3555. For further inquiries, please refer to www.transportation.umd.edu.

Bicycle and Moped Registration

Our bicycle racks are reserved for The Courtyards at University of Maryland residents only. As a resident of Courtyards, you must register your bicycle or moped with the Department of Transportation Services and then register with Courtyards. Registration is free and you may register at any time during the year at the leasing office. For information regarding the University of Maryland Bicycle Registration process please visit the Department of Transportation website at www.transportation.umd.edu

Once you receive your permit, just snap the permit onto your bike as pictured below, and park it at your closest bike rack. Bicycles may not be parked at trees, railings, signs, or any area other than the bicycle racks provided. All illegally parked bikes will be removed and impounded at the resident's expense and if left unclaimed for thirty days, The Courtyards has the right to discard.



Shuttle-UM

The Courtyards Express (105), Beltway Plaza (101) and the Purple Line (116) serve The Courtyards at University of Maryland. Visit www.dots.umd.edu/routes.html to find the current schedules, stop locations, and to learn more about other Shuttle-UM services.

MAINTENANCE, FACILITIES, AND YOUR APARTMENT

Room Condition Report (RCR) Form

Your RCR allows you to document the condition of your room and apartment upon move-in. Upon move-out an inspection of your apartment is completed comparing the condition at move-in with the condition at move-out to determine damage charges and work that must be completed prior to a new resident moving in.

Please log on to Resident Portal via www.umdcourtyards.com to complete your RCR within two (2) business days of checking in. To complete the form:

- Assess the condition of your unit overall including walls, carpet, furniture, appliances and bathroom.
- Check the appropriate condition box and add descriptions of any damage that exist in your unit. Be as specific as possible using numbers, dimensions and descriptions. For example, if your kitchen counter has a *stain* on the laminate, you might write *2 inch stain near sink* in the move-in column in the kitchen section next to “counter”.
- Make sure to check under, behind and inside fixtures as well. For example, mattresses couch pillows and cabinets.
- Submit the completed RCR and print or e-mail yourself a copy for your records.

If you have any questions about how to complete the form, please contact your Community Assistant or the The Courtyards office for assistance.

If there are any items, which need repair in your unit, please submit a maintenance work order requesting the repair. Work orders must be submitted online via the Resident Portal.

All damage charges are due with the month's rental installment following notification of the charges. If charges are assessed at move-out, they will be billed directly to your account. No charges will be

assessed without fully considering reasonable wear and tear as well as the move-in condition described on the RCR.

Maintenance Work Orders

Maintenance work orders allow you to request that a maintenance technician repair a problem in your apartment. To submit a work order, go to www.umdcourtyards.com and log-in to your Resident Portal. By submitting a work order, you are giving The Courtyards Maintenance staff and/or an appointed contractor permission to enter your apartment and/or bedroom to completed the maintenance request.

When completing 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 in a timely fashion.

If a repair is not complete within two business days, log on to the Resident Portal to see an update. There will be notes in the work order record showing additional information. If the information does not answer your questions, please call the management office to speak with the maintenance department. Please do not file multiple work orders for the same repair.

Preventative Maintenance

Every other month a preventative maintenance technician will post a notice to enter your apartment in order to perform maintenance on the apartment systems. The 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.

The Courtyards at University of Maryland 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 is clean at the time of service. The treatment consists of a fast-drying gel bait; no sprays will be used for the preventative treatment.

Facilities FAQ

We 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?

How ever 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. Please be respectful of this equipment.

What should I do if my phone does not work?

First, make sure your phone is plugged into the correct jack. The voice jack is white and the Ethernet jack is orange. If that does not solve the problem, you can call 301-405-1500 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 301-314-CATV (2288) to request service. At the prompt for a telephone number, enter 301-314-2466. This will connect you to a Comcast representative.

The Comcast representative will ask you for your address. You must respond, "Apartment #(your apt) Univ Courtyard Apartment 1,2,3 or 4" (corresponding to bedroom A, B, C or D). For example, if you live in apartment 328C, you would say *328 Univ Courtyard Apartment 3*.

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 schedule pest control treat your apartment on their next weekly visit. If possible, capture a sample of the pest, so that entomologists 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 (red) buttons on several outlets in these areas: a test button and a reset button. If an outlet does not work, simply push the reset (red) button on the closest outlet.

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

If there is 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, bedroom 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 on all apartment fixtures.

What should I do if my toilet is clogged?

If you do not have a plunger, you should call the CA on duty to report the clog. They will respond and instruct on how to plunge the toilet. 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 call the CA on duty and submit a work order..

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 tend to the problem.

Situations that would be considered emergencies are:

- ❖ When you do not have access to a working toilet.
- ❖ Heating does not work and temperature outside is under 45 degrees
- ❖ Air conditioning does not work and temperature outside is over 95 degrees
- ❖ Unit door will not lock
- ❖ Bedroom door will not lock
- ❖ No electricity in unit
- ❖ Flooding
- ❖ Refrigerator/freezer is not cooling food to safe temperatures
- ❖ Broken window
- ❖ Malfunctioning smoke detector

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

- ❖ Clogged toilet in a 4 bedroom – 2 bathroom unit..
- ❖ No hot water
- ❖ Clogged garbage disposal
- ❖ Stove does not work
- ❖ Heating does not work and temperature outside is over 45 degrees
- ❖ Air conditioning does not work and temperature outside is under 95 degrees
- ❖ Clogged shower
- ❖ Electricity out for one or two items
- ❖ Washer/Dryer does not work
- ❖ Smoke detector low battery indicator is sounding

Situations that are not emergencies and (will be dealt with in priority order) include:

- ❖ Closet door is off track
- ❖ Dryer does not heat
- ❖ Blinds broken
- ❖ Water drains slowly
- ❖ Broken towel rack
- ❖ Light bulb needs to be changed

What can I do to minimize being billed for damages upon move-out?

There are several steps that you can take to keep your apartment in good condition and minimize damage billing 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.
- ❖ Keep your walls in good condition: hang only one or two pictures per wall using the recommended methods. 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.
- ❖ 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.
- ❖ Do not paint the walls. If you paint your wall(s), they will be painted back to the original color and you will be charged for the painting.

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 manuals from the internet.

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 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>

LEASING AT THE COURTYARDS

Rent Payment FAQ

Review these frequently asked questions for more information about paying your rent.

How much is my monthly rent?

All lease rates are for the 2011-2012 lease term ("Lease Term") beginning on or about August 21, 2011 (the "Lease Commencement Date") and ending on July 31, 2012 (the "Lease Termination Date"). The lease base rent per resident will be one of the following as checked and initialed, either:

- Four Bedroom/4 Bathroom Apartment: \$8,436 (\$703 per installment)
- Four Bedroom/2 Bathroom Apartment: \$7,716 (\$643per installment)
- Two Bedroom Deluxe Apartment: \$9,708 (\$809 per installment)
- Two Bedroom Standard Apartment: \$9,396 (\$783 per installment)
- Two Bedroom Quad Apartment \$7,080 (\$590 per installment)

When is my rent due?

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

- Payment 1: August 1, 2011
- Payment 2: September 1, 2011
- Payment 3: October 1, 2011
- Payment 4: November 1, 2011
- Payment 5: December 1, 2011
- Payment 6: January 1, 2012
- Payment 7: February 1, 2012
- Payment 8: March 1, 2012
- Payment 9: April 1, 2012
- Payment 10: May 1, 2012
- Payment 11: June 1, 2012
- Payment 12: July 1, 2012

How is my monthly rent determined?

Your lease is for a period of approximately 11 ½ months and payments of the full lease rate 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.

How can I pay my rent?

- Rent may be paid by cashier’s check, certified check, personal check or money order.
- Rent may be paid online by credit card through the Resident Portal at www.umdcourtyards.com. These payments will subject to a 2.5% fee.
- Rent may be paid by check through the Resident Portal at www.umdcourtyards.com.
- Rental payments can be made in person at the Clubhouse office during normal business hours, 24-hours a day online or by utilizing our after hours drop box or mailed to:
 - Courtyards
 - 8000 Boteler Lane
 - College Park, MD 20740
- 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 (10th) day of the month. Late charges are considered and charged as additional rent.
- A delinquency notice will be sent to you after the twelfth (12th) day of the month if rent has not been paid in full. This notice informs you that Courtyards 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 eighteenth (18th) day of the month, legal action may be filed as stated in the delinquency 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.
- If we receive two returned checks for non-sufficient funds, you may longer pay using a check. Payment will be required using certified funds.

The Releasing Process

The following information is designed to help you navigate the process you must follow if you wish to end your Courtyards lease early. Please review this information with any prospective re-lessor 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.

Step1:Find a Re-Lessor

Though it is your exclusive responsibility to find a qualified re-lessor, there are many resources available:

- CTY offers a **Re-Leasing Bulletin Board (Male) (Female)** to allow residents and applicants to exchange re-leasing information. You can find the bulletin board on our website, www.umdcourtyards.com.
- You may post advertisements in designated areas on campus. (Some bulletin boards require University approval before posting).

Step 2: Complete the online re-leasing process

(Complete at least 3 weeks in advance of your transfer date)

Log on to your Resident Portal to submit an online re-lease form. As a current resident, you may want to set up your Resident Portal account TODAY to avoid any delays later on. **The Resident Portal is ONLY available to the current CTY resident.**

Information you will need to complete your request includes:

- Re-leasing candidate's information (you may want your re-leasing candidate to be present or on the phone when filling out the request).
- Date you wish to move out.

- Date your re-lessor wants to move in.
- The above dates must be at least two (2) business days apart when choosing to do the standard check-out and check-in process.

Step 3: Determine your re-lessor's eligibility

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

- Does the student currently live on campus?
- Has the student placed him/herself on the University Housing Waiting list?
- Has the student completed his/her first year of post-secondary education?
- Is the student in good financial, judicial, academic, and registration standing?

For the **SUMMER** only, an applicant must be directly affiliated with the University, and in good financial, judicial and academic standing to lease at CTY.

It takes about 5 business days to determine a re-lessor's eligibility through the University.

Step 4: Sign and return your re-leasing paperwork

(Complete at least 5 business days in advance of your transfer date.)

You and your re-lessor will need to schedule a visit with the Courtyards Leasing Agent to sign and submit your re-leasing paperwork and payments. Be sure to bring the following items to your appointment at least five (5) days before your re-lessor's check-in date to avoid any delays:

- Your re-lessor's \$300 check for the lease reservation fee
- Your re-lessor's \$25 check for the application fee.
- Your re-lessor's signed, notarized Guaranty of Lease.
- Your check for the \$100 lease transfer fee.
- When applicable, a \$65 check for cleaning.

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

- Lease Transfer Agreement to be signed by both parties
- Your re-lessor 's Lease Agreement
- Your re-lessor 's application and roommate matching form
- All checks should be made payable to The Courtyards and should contain the appropriate student 's name (current or new resident) and apartment number.

Continuing Eligibility

In addition to being eligible to live in The Courtyards 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 The Courtyards at University of Maryland 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 such that you should be allowed to remain in The Courtyards despite no longer being eligible, please submit a written appeal to the Leasing Office at office@umdcourtyards.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 will be ready to check-out. Stop by the leasing office Monday, Wednesday, Friday 9:00am- 5:00pm or Tuesday and Thursday 9:00am – 6:00pm. The Service Desk is open Monday, Wednesday, Friday 5:00pm-10:00pm, Tuesday, Thursday, 6:00pm to 10:00pm, Saturday 10:00am – 8:00 pm and Sunday 12:00pm-10:00pm. You will need to complete a check-out form and submit your keys. At check-out you will receive a copy of your check-out form confirming that you submitted your keys. If you have lost your keys, you will be charged for a lock change (Front door \$125; Bedroom \$125; Mailbox \$35).

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*, which you completed when you moved in, if you can not remember what the apartment looked like at move in. The management office can provide additional guidelines on what you should do before moving out. Do not forget to remove all unwanted items from your room, lock your doors and windows, and take any large items to the dumpster areas. If you leave items in your unit, they will be considered abandoned property and thrown away, and an additional charge for trash removal may be assessed to your account.

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 leasing office or call x42466 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.

RESIDENT CONDUCT AT THE COURTYARDS

The Courtyards Policies and Procedures

Living in The Courtyards is a unique experience, which can provide many benefits and opportunities. However, it must be understood that when hundreds of people live in close proximity in a residential community, it is essential that rights and responsibilities of each person are respected. Nearly everyone must adapt his or her lifestyle to some degree in consideration of other individuals or groups. It is vital to the continuance of a safe, comfortable, concerned residential community that each person be aware of, and abide by, the rules, regulations, and standards for on-campus living. They were designed to allow for the freedom and flexibility of the individual and to insure the rights and privileges of the community as a whole.

The primary responsibility for policy enforcement rests with the individual student. It is expected that qualities such as self-discipline, concern for the rights of others, intellectual and social maturity, and respect for public and private property will be fostered and developed.

The Courtyards Conduct Procedures

The Courtyards encourages students to act independently and maturely while in residence. Living in a group situation is not always easy, since everyone comes from a different background and has different expectations for living in a residential community. Policies and Procedures are established to outline standards by which all members of the community can live together. The Courtyards has designed conduct processes which address inappropriate or illegal behavior with the goal of changing future behavior.

Residents who violate policies should be aware that concurrent judicial proceedings may be undertaken: The Courtyards conduct action; University Conduct action; Civil proceedings; Criminal charges.

The Judicial Process

Students are responsible for their actions and will be held accountable for them. The following procedures are designed to ensure that student rights are not violated. The Courtyards is committed to protecting individual rights as well as the rights of all community members. When a policy violation(s) occurs, an Incident Report will be written to document the situation. An allegedly involved student will be notified to meet with the Assistant Director. At this judicial hearing, the Assistant Director will:

- discuss whether a violation has occurred
- determine the degree to which the student was involved, and
- assign a sanction, if appropriate (this may not occur during the meeting).

The student will receive written notification in the form letter of the decision within seven (7-10) business days of the judicial hearing.

Standard of Evidence

Formal rules of evidence are not applicable to The Courtyards System. If a student denies responsibility for an alleged policy infraction, the Assistant Director must make his/her decision based upon clear and convincing evidence. After weighing all of the available evidence, the Assistant Director will decide whether there is more evidence (greater than 80%) that the student is responsible for the misconduct than evidence that the student was not.

Witnesses

When a student is meeting with the Assistant Director, witnesses may be invited to speak on the student's behalf. The witnesses' statements must be directly pertinent to the policy violations being addressed at the meeting. Witnesses' attendance will be limited to the specific duration of the individuals' statements. Character witnesses are generally not appropriate for these types of meetings and will be allowed only in special circumstances. All witnesses' names and roles in the situation must be submitted, in writing, to the Assistant Director at least 24 hours in advance of the hearing.

Sanctions

When a student has been found in violation of a policy (by his or her own admission and/or by the clear and convincing standard of evidence) a sanction may be assigned. Sanctions are designed to hold students accountable for misconduct with the goal of educating them toward more acceptable behaviors in the future.

Sanctions include, but are not limited to:

Passive Sanctions

(No specific action is required by the student):

- "Handled by Community Assistant" Letter - Written notice of formal documentation of a low-level incident with an indication that future behavior may/will result in more severe disciplinary action.
- Disciplinary Warning - Notice in writing that a given behavior is a violation of the License Agreement.
- Disciplinary Probation - Written notice that further infractions of policies may result in revocation of the License Agreement.

Behavioral Sanctions

(Require action by the student):

- Revocation of License Agreement - This sanction is reserved for those students who indicate an unwillingness or inability to live within the parameters that have been established for living within The Courtyards. This sanction may include restriction of visitation rights to the property. A resident whose License Agreement is revoked may still be held financially responsible for the term of the License Agreement.
- Restitution - Requirement that the student makes payment to The Courtyards or other persons, groups, or organizations for damages for which he/she is responsible. This is true whether the action was intentional or accidental.
- Community Service/Educational Sanction - Requirement to complete a work project, thereby giving something back to the community, and hopefully learning something at the same time. Whenever possible, there will be a logical relationship between the misconduct and the assigned community work project.

Consistency and Fairness

The Assistant Director must evaluate each situation and student individually in arriving at the most appropriate sanction. As a result, a sanction for one student may differ from one for another with a "similar" policy infraction. This is because the Assistant Director must consider multiple factors, including the details of the current incident, the student's previous conduct history, attitude, and other factors in arriving at the best sanction for the individual.

Scheduling a Judicial Hearing

The Assistant Director will send an email to the residents using the address on record which notifies the student of the alleged misconduct. This letter will instruct the student to appear at a designated time and place for the judicial hearing. If it is not possible for the student to meet at the designated time, he/she must make alternate arrangements with the Assistant Director no less than 24 hours prior to the initially scheduled time.

A student who fails to appear for a judicial hearing after receiving notice is not excused from pending action. The hearing will take place as scheduled; evidence will be reviewed and a decision will be made. The student will be informed of that decision in writing. A student who fails to appear for the judicial hearing may lose his/her right to appeal the decision(s) of the conduct officer.

Appeal Process

Students have the right to appeal the conduct decision of the Assistant Director if they feel it is unfair or unreasonable.

Conduct decisions that are made by the Assistant Director may be appealed to the Associate Director. To file an appeal, the student must submit an e-mail to the Associate Director within three (3) school days of receiving the conduct letter from the Assistant Director. This e-mail will provide the student the opportunity to outline his/her reasons for appeal which may include:

1. The student contends that he/she was not responsible for the misconduct and that the ADRL did not meet the "clear and convincing" standard of evidence that is required.
2. The student contends that the sanction is unfair, or disproportionate to the offense.
3. The student contends that the standard procedures ("due process") were not followed to the extent that his/her rights were violated.
4. The student contends that there is new evidence now available that sheds new light on the case. (Students who failed to appear for the initial conduct meeting cannot use the appeal process to challenge the basic facts/evidence that were available, but not presented by them, at the time that the initial conduct meeting was held.) When legitimate new evidence is available, the case will be referred back to the conduct officer.

Burden of Proof - Up until the point of appeal, the burden of proof in determining the "clear and convincing" standard of evidence is upon the ADRL. When a student initiates an appeal, which challenges that decision, the burden of proof switches to him/her. In other words, in the appeal, the student must demonstrate to the appeal officer that the initial conduct decision was unfair. Consequently, if a student fails to appear for the scheduled appeal meeting, the appeal will be denied automatically.

The appeal officer will investigate the case by talking with the student, any witnesses with pertinent testimony, and the conduct officer who made the decision(s) being appealed. The student has the right to be accompanied by a non-lawyer support person, to call witnesses, and to speak on his/her own behalf. Within seven (7) business days, the student will receive written notification of the final decision. The original conduct decision can be upheld, modified, or reversed. Decisions made by the appeal officer are final.

Proceedings

All proceedings, including the initial judicial hearing, are carried out in a manner which is informal and at the same time assures fundamental fairness. Records regarding conduct proceedings, including Incident Reports, conduct letters and records from appeal proceedings, will be maintained by The Courtyards. These records may be reviewed during normal business hours by the student who is involved. A written request to review records must be made one day in advance so they may be prepared for viewing. Records will not be available to any member of the public except upon written consent of the students involved.

Statement of Student Rights

Students within The Courtyards shall be guaranteed the following rights with the understanding that a proven violation of these rights shall be grounds for an appeal.

- The student has a right to a thorough conduct meeting.
 - The student has the right to a fair conduct meeting. In cases of obvious and/or significant bias, the student may request an alternate conduct officer.
 - The student has the right to, upon written request, review the incident report, sanction letter, and any other documents pertaining to his/her case.
 - The student has the right to one level of appeal.
 - The student has the right to be informed of all allegations made against him/her prior to the conduct meeting.
 - The student has the right to have a non-lawyer support person in any conduct meeting pertaining to his/her case. (This individual serves as an advisor to, rather than a representative for, the student.)
- A. The support person's role is to observe the process and provide support and guidance to the student, as needed. The support person does not "represent" the student or speak on his/her behalf.

- B. Community Assistants (CAs) may not serve in the support-person role due to the potential for conflict of interest. However, the CA can always serve as a resource for the student prior to and after the conduct meeting.
- C. The support person may not have a conflict of interest with the case being investigated.
 - The student has the right to remain silent during a conduct meeting, or refuse to seek a hearing, without such action being regarded as an admission of guilt.
 - The student has a right to a written report of the outcome of the hearing. The student shall receive a written statement of the decision by the conduct officer or appeal officer.
 - The student has a right to a hearing without undue delay.

GUESTS & YOUR APARTMENT

Guests

Any lease holder may host a maximum of four (4) guests in his/her unit at one time as long as the lease holder remains present in the unit. If more than four (4) guests are present at any given time, the lease holder may be asked to have his/her guests leave by Courtyards staff.

Residents are welcome to host and entertain guests in apartments assuming that guest behavior is in accordance with The Courtyards and the University of Maryland policies. Guests are not permitted to stay over night for more than three (3) consecutive nights.

Guest Conduct

Tenants will be held responsible for the conduct of their guests, including payment for any damages caused by their behavior. If the behavior of a Tenant's guest becomes a nuisance to the community or neighbors in the sole judgment of the Landlord, it may terminate the Tenant's Lease. In this case, the balance of the lease Base Rent will be **immediately due and payable**.

Parties.

Tenant parties/events involving alcohol are not permitted. Floor lounges, The Courtyards Clubhouse and other common areas need to be reserved in advance of any gatherings. Whether in apartment units, bedrooms, or other gathering spots, parties, events must not

- a. result in excessive noise, damage or destruction, fighting or other disruptive behavior
- b. exceed the normal boundaries, with persons gathering in hallways, stairwells, lounges, entrances, and other common areas
- c. have been advertised or promoted through flyers, posters or other means.

Landlord and University Police, if necessary, will intervene and instruct the host(s) to end the event when gatherings meet any of the above criteria. If Tenant is deemed responsible for any violation, they may be subject to fine(s) and/or community service to the discretion of the Landlord.

HEALTH & SAFETY INSPECTIONS

Community Assistant will conduct Health and Safety Inspections in every Courtyards apartment approximately three times a lease year. These inspections are to assess the condition of each apartment at the time of inspection, address any concerns related to the cleanliness and condition of the apartment, and to address and safety hazards in the apartment.

Your Community Assistant will notify you of the time and date of the inspection by posting a sign in your outside door at least 24 business hours in advance. If you wish to be present during your Health and Safety Inspection, please notify your Community Assistant *prior* to the inspection so they can arrange a mutually convenient time to enter the apartment.

BALCONIES

Your balcony is a great addition to your apartment space and is meant for your enjoyment. It can be a great place to relax after a long day of class and chat with your roommate. However, to keep you safe and to maintain the property, the following are prohibited on your balconies:

- Any apartment furniture issued by The Courtyards
- Furniture designed with the intended use to be indoors (e.g. couches, reclining chairs, futons, televisions etc.)
- Kegs, bars, or any similar public alcohol containers
- Trash including trash in bags and trash in receptacle containers
- Boxes, bags, or plastic containers intended for personal storage
- Grills (propane or charcoal), charcoal, and/or flammable liquid
- Bicycles and motorized scooters
- Animal, insect, and bird feeders.

TRASH & RECYCLING

Trash and recycling receptacles are available for resident use at the back of the Courtyards property near the rear entrance gate. Residents are expected to dispose of all household waste at this location. Discarding bags of trash and/or recycling in the small garbage cans throughout the property is prohibited. This causes the cans to fill quickly and overflow, and is more likely to attract animals and pests.

Any trash or recycling bags left outside of apartments or on balconies remain the responsibility of residents. If trash or recycling is found outside of your apartment or on your balcony, it will not be removed by Courtyards staff. In addition, each resident of the apartment will be billed \$15 per bag/item for each day that the bag/item remains.

PETS

The presence of any animals or pets in or about the premises, apartment unit, building or the property is prohibited, with the exception of fish when all apartment unit roommates agree. No fish tank shall exceed a ten (10) gallon capacity. Furthermore, visiting pets are prohibited. If a pet or an animal is found in your possession, or in your room or apartment, you will be responsible for any and all damages caused by pets and will be subject to The Courtyards judicial process.

SAFETY TIPS

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.
- Use Nite Ride when evening shuttles are no longer in service and for escort to/from areas not serviced by the shuttles. Nite Ride operates seven nights a week from 5:30 p.m. to 7:30 a.m., Call (301) 314-NITE (6483) to request a NITE Ride. Visit <http://www.transportation.umd.edu/routes/niteride.html> for more information
- 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)

Apartment Safety Precautions

- Keep your apartment and bedroom door locked at all times, even if you or one of your roommates is home.
- Close and lock all windows when leaving your apartment.
- 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 windows, locks, etc. to The Courtyard office and complete a work order through the Resident Portal..
- Report "salespeople" or "solicitors" to the office, service desk or CA on duty; they are prohibited from the property.
- Use your alarm system.
- Escort your guests at all times.
- Do not prop doors open.
- 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.
- Monitor stove/microwave at all times while cooking
- Do not use or possess fireworks, lighted candles, flammable fuels, charcoal, or space heaters.
- 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.

EMERGENCY PREPAREDNESS

Although we hope emergencies won't happen, it is best to be prepared. The Courtyards at University of Maryland 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 The Courtyards staff be able to contact you with updates about the situation? Make sure you keep your emergency contact information up-to-date with the The Courtyards Office.

Be Informed...

... UMD Alert

UMD Alert is an alert system administered by the Department of Public Safety that allows the University Police to contact you during an emergency by sending text messages to your e-mail, cell phone, pager, and/or smartphone.

When an emergency occurs, authorized senders will instantly notify you using UMD Alert. UMD Alert is your personal connection to real-time updates, instructions on where to go, what to do, or what not to do, who to contact and other important information.

Visit www.alert.umd.edu to learn more and to sign up to receive these alerts. You can also register your cell phone by sending a text message with the word UMD to 411911.

UMD Alert is a free service offered by the University of Maryland. Your wireless carrier may charge you a fee to receive messages on your wireless device.

... about fire alarm procedures

If the fire alarms sound, you must evacuate the building. Exit your apartment and move 100 feet away from your building.

... 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
 - (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

The Courtyards at University of Maryland cannot be held responsible for damage to your personal belongings due to fire, theft, water damage, etc, nor does The Courtyards at University of Maryland 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 or www.fema.gov. Help your CA 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!

CONSERVATION

As members of the global, campus, and The Courtyards at University of Maryland 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 The Courtyards at University of Maryland experience. Additionally, don't forget that recycling drop off is available beside the dumpster at the rear of the property.

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.