



RESIDENT HANDBOOK

Titan Court Student Apartments

This handbook contains important resources and information for all residents of Titan Court Apartments



A Campus Advantage Community

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WELCOME

Welcome to Titan Court! We are happy you have chosen to join our community and we look forward to serving you over the coming year. By living at Titan Court, you have chosen to be a part of the Campus Advantage Experience.

Campus Advantage, Inc is a national student housing company. Our promise to you is simple. We want you to have an experience marked by the following words:

Hassle Free: You have enough going on in your life. Your living experience doesn't need to be complicated. Our goal is to make your experience simple and easy from the day you sign your lease to the day you move out.

Value: From our facilities to our high level of service, we strive to provide you with an experience that is a great value for the money.

Fun: Campus Advantage communities are much more than just buildings. We want to provide an environment that allows you to have fun, make friends and create memories that will last a lifetime.

This is our promise to you. Do not hesitate at any time to let us know how we can better serve you, and please also let us know when one of our team members does a great job in creating this experience for you.

USEFUL TELEPHONE NUMBERS

Office.....	(541) 344-2828
After hours (if different).....	(541) 344-2828
Emergency	911
Police (non-emergency)	(541) 682-5111
Public Safety (Downtown Campus).....	(541) 463-4949
Public Safety (Main Campus).....	(541) 463-5558
Poison Control.....	1-800-452-7156
Sacred Heart Hospital Emergency Room.....	(541) 686-6931
LCC Heath Clinic.....	(541) 463-5665
Lane Transit District	(541) 687-5555
Lane Community College	(541) 463-3100
University of Oregon.....	(541) 463-1000
Sacred Heath Ask-a-Nurse	(541) 686-7000
Women’s Space	(541) 485-6513
Alcoholics Anonymous	(541) 342-4113
White Bird.....	(541) 687-4000
C.A.H.O.O.T.S	(541) 682-5111
Sexual Assault Support Services	(541) 343-7277
Looking Glass	(541) 689-3111
Planned Parenthood of Southwestern Oregon.....	(541) 344-9411

COMMUNITY LIVING

A college education incorporates many aspects, both inside and outside the classroom. You learn to exercise your freedom, yet accept the consequences of your choices. In a student community, like Titan Court, you learn to be independent, yet be responsible to those with whom you live. Along with freedom, community life consists of guidelines and policies developed by students and staff to ensure a pleasant environment. Living within the student community means thinking of others, mutually respecting each individual's personal rights, confronting inappropriate behaviors, and accepting different types of people and their viewpoints.

ROOMMATES

Learning to live with one who is different from you is a valuable part of both your residence life experience and education. Roommates should arrange times to discuss one another's needs and rights in the living situation. Some common courtesies should be discussed and expectations outlined regarding the activities that will take place in the apartment. Some common areas of tension to consider are using another's personal items without permission, playing the stereo too loud, entertaining guests too frequently, or making excessive noise when another is still sleeping. Remember that flexibility is the key to an enjoyable living experience. Feel free to speak with your Community Assistant "CA" for additional help.

THE "ROOMMATE BILL OF RIGHTS"

Each student choosing to live in Titan Court Apartments has the right to...

- *Sleep during the night undisturbed by your roommates or their guest(s).*
- *Read and study free from undue interference in your room.*
- *Free access to your apartment without pressure from your roommates.*
- *Be free from fear of intimidation, physical and/or emotional harm.*
- *Live in a clean apartment.*
- *Expect that roommates will respect your personal belongings.*
- *Host guests when they will not disturb your roommates' opportunity to sleep or study.*
- *Expect reasonable cooperation in the use of apartment facilities and a commitment to honor agreed upon procedures.*
- *Redress of grievances when they arise.*

QUIET HOURS AND COURTESY HOURS

The creation of an environment conducive to study in Titan Court Apartments requires that each resident show consideration of others by keeping his or her noise level down. Especially between the hours of 10:00 P.M. through 8:00 A.M., Sunday through

Thursday, and Midnight through 8:00 A.M., Friday and Saturday, residents are expected to maintain a noise level, which cannot be heard outside of their room or apartment. At all other times, Courtesy Hours are in effect and the noise level should not disturb fellow residents. In addition, if you are ever asked to turn down your music by a resident or staff member, you should do so immediately, failure to do so could result in eviction. At no time will excessive noise be tolerated at Titan Court Apartments.

<u>Quiet Hours:</u>	<i>Sunday – Thursday</i>	<i>10 p.m. to 8 a.m.</i>
	<i>Friday – Saturday</i>	<i>Midnight to 8 a.m.</i>
	<i>Final Exam Periods</i>	<i>24 Hours</i>

Courtesy Hours: *In effect 24 hours a day, 7 days a week*

COMMUNITY FACILITIES

COMPUTER ROOM

Computers are available in Titan Court Apartments 4th Floor Study Lounge for accessing the Internet, writing papers, printing, and any other computer needs. Please refrain from eating, drinking, or anything else that could cause damage to the computers. You may be billed for any damage done to computer equipment or the room itself. We also ask that you store your documents on your own disks, as the network and local drives will be cleared periodically. If you have any questions or problems with the equipment please contact the Front Desk.

GAME ROOM

A big screen TV, PlayStation 4, and Xbox 1 are available in the 6th Floor Study Lounge. Please refrain from eating, drinking, or anything else that could cause damage to the TV or game consoles. You may be billed for any damage done to any of the equipment or the room itself. We ask that you keep all games provided in the game room for other residents to enjoy. If you have any questions or problems with the equipment please contact the Front Desk.

STUDY LOUNGE

There are study lounges located on each floor for residents to use as a quiet place to study. Please be respectful of the space and those using it. If you use it for anything other than studying, you are disruptive to those in it, or any other incident occurs in the lounge that isn't for what it was attended for, you may face disciplinary action or fines.

COMMUNITY ROOM

There is a community room located on the first floor for residents and their friends to use. It has cable TV, a ping pong table, foosball table, and kitchen for residents' convenience. You will be billed for any damages done to the equipment or room itself.

GENERAL SERVICES

THE FRONT OFFICE

One of the primary purposes of the Front Desk is to provide guidance as to the various departments and services at Titan Court Apartments. It is located in the main lobby and will be open during scheduled hours each day. The staff here can assist you in the following ways:

- Maintenance requests.
- Equipment, games and even vacuums may be checked out here with a valid ID.
- Report to the Front Desk when you are locked out of your room.
- Flowers, gifts and other packages are received at the Front Desk. Please remember your ID when you claim a package. We also will receive and send faxes for residents here.
- Titan Court Apartments lost and found is located here.
- Balances owed.
- Miscellaneous charges and their origin.
- Payment problems/arrangement for late payments.
- Change of billing address.

Please remember to make your lease payment on the first of each month. Each student should be aware of when his/her payment is due to avoid late charges. Please refer to the payment schedule on page 1 of your lease agreement for payment due dates. You will be given a grace period until closing on the 4th of each month. At this point a late fee of \$50.00 will be assessed. There will be a \$35.00 service charge for all payments returned for non-sufficient funds.

MAINTENANCE

The maintenance personnel work very hard to keep Titan Court Apartments in top shape. While they care about your maintenance needs, they also appreciate your care of the complex. If you refrain from abusing the building, they can use their time towards preventative measures, and more quickly address your specific needs. If a problem arises, let the Front Desk know or complete a maintenance request form online at www.titancourt.com.

Generally, maintenance requests will be completed the same day or the next regular working day. If you have an emergency notify the Front Desk or your community assistant immediately.

CABLE TV

Your apartment comes with a standard cable package provided by Comcast. If you would like additional services, you may contact Comcast directly. You will be responsible for all additional service charges above those provided.

INTERNET SERVICE

Titan Court Apartments Internet service is provided by Comcast communications. If you have a computer, you may connect to the Internet by using Titan Court Apartment's high speed Ethernet/ local area network or Wi-Fi. For more information, please seek assistance from Titan Court Apartments Front Desk.

MAIL

Mailboxes are located in main entry of the apartments across from the Front Desk. Mailboxes are provided for every apartment. Please return any mail that does not belong to your apartment to the Front Desk. Please remember to include your complete street address and apartment number. You may also drop off outgoing mail in the slot designated for doing so.

TRASH DISPOSAL

All trash is to be disposed of in the trash rooms on each floor. Persons who leave trash anywhere else may be subject to a trash removal fee and further disciplinary actions. If you will be disposing of large boxes, we ask that you do break them down before placing them in their designated recycling bins.

MANAGEMENT AND RESIDENT STAFF

The General Manager has the overall responsibility of managing the staff, the business operations and the complex facilities. The GM is assisted by a support staff. The General Manager has an open door policy and is very willing to help you in any way he or she can. However, in order to address concerns effectively, your community assistant should be your first contact when trying to solve a problem.

The Assistant General Manager is responsible for assisting with all aspects of managing the community, including leasing oversight, general staff oversight, delivery of customer service standards, and managing the collection of rents and monies due while maintaining resident records.

Resident Director assists the General Manager in the day-to-day operations of the facility, directly oversees customer services and front desk operations and supervises the community assistant staff.

Maintenance Supervisor is responsible for all maintenance and housekeeping of the facilities. Please inform the front desk to speak with the maintenance supervisor if you are having continuing maintenance problems or concerns.

Community Assistants (CAs) are people you will see frequently. The CA is a full-time student living in Titan Court Apartments fulfilling a dual role of peer advisor and community assistant; he/she is a resource person to help in the living/learning experience. Your CA has been selected on the basis of interpersonal skills and leadership. Each CA is committed to assisting each student as well as confronting those who disrupt the community.

We, as a staff, invite you to stop by and meet us. We are here for you, dedicated to serve and assist.

TITAN COURT POLICIES AND PROCEDURES

ADVERTISING

The bulletin boards in common areas and on buildings are for use by the staff of Titan Court Apartments. If you would like to post items in the Front Desk area or on the bulletin boards, you must get prior approval from the Front Desk.

BICYCLES

Titan Court Apartments provides a key card access only bicycle room. We recommend that you keep your bike locked when it is not in use, as Titan Court Apartments is not responsible for lost or stolen bicycles. Titan Court has also partnered with Hutch's Bicycles for residents to rent bikes out for free. Bicycles locked to fences, stair railings, parking signs or any other area on Titan Court Apartments property will promptly be removed and confiscated. Motorcycles must be parked off Titan Court Apartments property or in the parking lot.

PARKING

Titan Court Apartments provides free parking to all residents in the Broadway South Parking Garage owned by the City of Eugene. Parking is by permit only; permits can be picked up at the Front Office at the beginning of each month. Titan Court is not responsible for any tickets, parking violations, or other incidences occurring within the parking garage. Possession of a parking pass does not guarantee a parking space.

DAMAGE TO PROPERTY

Residents are equally responsible for the conditions of their apartments and the common areas. Any person causing damage will be billed for repairs and subject to disciplinary action. When no one is willing to accept responsibility, all residents of an apartment or floor will share in the costs of the repairs.

ROOM ENTRY

Occasionally, members of Titan Court Apartments staff may have to enter your room to check general conditions, to make repairs, to perform custodial services, to handle emergencies, and to ensure compliance with rules and regulations. We will provide you with a 24-hour notice of our intent to enter except when conditions do not permit it (i.e. emergencies).

EXTERMINATIONS

Titan Court Apartments are treated by a professional exterminator several times per year. If there is a continuing insect problem in a room, please report it to the Front Desk. It is important to note that cleanliness (such as trash disposal and proper storage of food) and keeping your windows closed and screens on will go a long way towards keeping your room pest-free.

GUESTS

Titan Court Apartments is your home, and you are welcome to have an overnight guest. Keep in mind that your roommates will appreciate knowing in advance since they live there too. You are responsible for the behavior of your guests. This means informing them of the policies of Titan Court Apartments and soliciting their cooperation while visiting. Please limit the stay of any overnight guests to three nights. A resident who houses a guest for more than three consecutive nights may be subject to fines or possible disciplinary action.

HOLIDAY HOUSING

Titan Court Apartments Office is closed during official holidays. However, you may continue to reside in your apartment during these periods. Only limited staff and maintenance support will be available to residents during holiday breaks.

KEYS

Please remember that the doors at Titan Court Apartments can lock when you leave your apartment. If you find that you have become locked out, let the Front Office know and they can unlock your door. If it is after hours, call the on call number and a Community Assistant will assist you. Residents may not duplicate keys or tamper with locks. A lost key requires the replacement of all locks in the apartment and will require a fee to replace.

PETS

Only pets that can hold their breath for 24 hours underwater are allowed at Titan Court Apartments. Fish and their aquariums (under 20 gallons) are the only pets—with the exception of service or companion animals. Birds and other pets must stay at home.

ROOM FURNISHINGS/DECORATIONS

Titan Court Apartments is your home, and we want you to feel comfortable. You are free to bring plants and to place decorations on the walls. We do ask that you refrain from using contact paper and painting on the walls, ceilings, furniture, etc., or using finishing nails or push pins in the doors.

SERVICE REQUESTS

Service requests can be submitted online through your resident portal at www.titancourt.com or at the Front Desk. Anything needing attention should be reported as soon as possible. Completely fill out the maintenance form and be specific for more prompt service. Please allow adequate response time to pass before filling out duplicate forms, calling or emailing. Emergencies related to maintenance and repair should be reported to the Front Desk immediately.

FIRE AND EVACUATION

Titan Court Apartments considers fire safety extremely important, and students have an obligation to adhere to our regulations as well as city and state statutes. Titan Court Apartments may conduct periodic fire drills. Failure to evacuate during fire alarms will result in disciplinary action.

FIRE PREVENTION

The following are prohibited in Titan Court Apartments because of their serious potential as fire hazards.

- a. Open flames such as candles and incense, etc.
- b. Appliances with exposed heating elements.
- c. Doors and walls in rooms that are over one-half covered with paper, posters, etc.
- d. Use or possession of fireworks or firecrackers
- e. Use or possession of combustible paints or liquids.
- f. Mopeds or other combustible engines.

MISUSE OF FIRE SAFETY EQUIPMENT

Any individual who misuses or tampers with fire safety equipment may be subject to eviction, a fine of \$500.00, plus the cost of repair or replacement of the equipment, cleaning of the facility, and damage to other property. Anyone who tampers or covers up any fire alarm will be charged a fine of \$250.00. We will also contact local law enforcement officials and you may be subject to disciplinary action under their jurisdiction. Fire equipment consists of, but is not limited to: fire extinguishers, fire valves, smoke and heat detectors, emergency lighting, emergency exit signs and pull stations.

FALSE ALARM

Every effort will be made to identify individuals who cause a false alarm. When such persons are identified, they will be referred to the Fire Department and Police Department for disciplinary action. In addition to legal proceedings, each individual involved will be subject to eviction.

SETTING A FIRE

Any individual identified as having set fire (commits arson) in or near Titan Court Apartments will be evicted, will be turned over to the Police and/or Fire Department, will be charged a fine of \$500.00, and will be charged for repairing any damage caused by the fire.

FIRE EVACUATION PROCEDURES

1. Residents should check their immediate area for any obvious indications of a fire or cause for the alarm. If none are observed, they should exit through or down the stairwells.
2. Residents should use common sense and not panic.
3. Staff members will investigate the cause of each alarm.
4. Residents should begin an immediate and orderly evacuation along the designated evacuation route established for their area. Exit the building and wait for instructions or permission to re-enter the building.
5. Residents should not run.
6. Residents should take their room keys with them. Anyone who does not evacuate the property and comply with the instructions of the staff will be subject to disciplinary action.
7. Titan Court Apartments staff will signal that the building is safe and ready for re-entry. No one is to re-enter until this signal is given. Personnel authorized to give re-entry instructions are
 - a. The General Manager
 - b. The Assistant Manager
 - c. The Resident Director
 - d. A Public Safety Officer(Note: Firemen tell you the building is safe. They cannot authorize re-entry.)

SEVERE WEATHER EVACUATION

During severe weather alerts (watches and warnings), residents are encouraged to monitor television and radio reports and should take reasonable precautions. Each resident should have a flashlight accessible in case of power failure.

PERSONAL SAFETY

Titan Court Apartments management would like you to be aware of some important guidelines for the safety of yourself and your property. We recommend that you consider following these guidelines, in addition to other common sense safety practices:

WHILE INSIDE YOUR APARTMENT

1. Lock your doors at all times.
2. While answering the door, first determine who is there by looking through the peephole. If the person is unknown, first talk with them without opening the door and don't open the door if you have concerns.
3. Do not give or lend your keys, ID card, or mailbox key to anyone. Keys and ID cards being used by anyone other than the resident they belong to will be confiscated/deactivated and a fee assessed.
4. Do not put markings on your key ring to identify your name, address or phone number.
5. If you are concerned because you have lost your key or because someone whom you distrust has a key, ask the Front Desk to have your locks re-keyed. You have a statutory right to do so, however you may be charged for the lock change.
6. Dial "911" for emergencies. Immediately following, please call the Front Desk and/or your CA so they may take appropriate measures.
7. Periodically check your smoke detector for dead batteries or malfunctions.
8. Periodically check your door locks and other security devices to be sure they are working properly.
9. Immediately report to the Front Desk in writing any malfunction of other safety devices outside your room, such as broken locks, burned out lights in stairwells, blocked passage ways, broken railings, etc.
10. Mark or engrave identification on valuable personal possessions, such as your computer or bicycle.

WHILE OUTSIDE YOUR APARTMENT

1. Always lock your doors while you are gone.
2. Tell your roommate where you are going and when you will be back.
3. When walking at night, please walk with another person.
4. Let a friend know if you are going to be gone for an extended period of time.

WHILE USING YOUR CAR

1. Always lock your car doors.
2. Whenever possible, do not leave any visible items in your car, such as music players, wrapped packages, book-bags, purses, etc.
3. Do not leave your keys in your car.
4. Carry your key ring in your hand while walking to your car...whether it is daylight or dark...whether you are at home, school, work or on vacation.
5. Remember to check the back seat and under your car before getting in.

There is no such thing as a fail-safe security system. Even the most elaborate of security precautions are not guaranteed against crime. You should always proceed as if such security systems do not exist. All systems are subject to mechanical malfunctions, tampering, human error and personnel absenteeism. **Titan Court Apartments makes no expressed or implied warranties of security.** The best safety measures you can take are the ones you yourself can perform as a matter of common sense and habit. Please carefully consider and follow these suggestions.

BUILDING SAFETY

Titan Court Apartments is not responsible for any personal damages or thefts. We highly recommend that you obtain renter's insurance.

VIDEO CAMERAS

Titan Court Apartments may employ video surveillance equipment for security purposes. This equipment may or may not be monitored at any time. Tampering with any video surveillance equipment will result in disciplinary action.

ELECTRICAL CORDS AND OUTLETS

Extension cords and multiple outlets are designed for minimum use for short periods of time. Multi-plug outlets and improper use of extension cords create fire and safety hazards. Therefore, the following information should be considered when using this equipment:

- a. Too many appliances on one extension cord can cause the cord to overheat and result in a fire. (Note: two or more cords plugged together are theoretically still only one cord.)
- b. Extension cords placed in or through doorways that have metal doors or door frames, as well as cords draped over metal objects or put in areas where they may be walked on, create the added risk of shock or electrocution.
- c. The outlets in each room were designed for either one or two appliances. The use of multi-plug covers to increase the number of appliances on one outlet is prohibited due to fire and safety hazards as well as circuit overloads.

This is not an exclusive list of problems that can be caused by improper use of cords and outlets. Please contact the Front Desk if you have any questions.

ELECTRICAL APPLIANCES

Use of electrical appliances is permitted in Titan Court Apartments within certain guidelines. Appliances used in Titan Court must be safe in design and structure (such as UL approved appliances) and properly maintained. Cooking appliances in rooms are limited to popcorn poppers, coffeepots and microwave ovens. We strongly recommend you utilize surge suppressors or protectors on all computers, electrical or electronic

equipment. Before leaving for breaks and holidays, please unplug all electrical appliances to guard against fire hazards.

THEFTS AND OTHER CRIMES

Any theft or other crime should be reported immediately to the Police Department and the CA or manager. There are several things residents can do to decrease the possibility of theft:

- a. Room and apartment doors should be locked at all times. Residents should always keep their keys with them even when going to eat or if a roommate is in the room and is not expected to leave during this time.
- b. Valuables should be kept locked and out of sight.
- c. Residents should practice being their “neighbor’s keepers.” This can be done by knowing the other residents on the floor and by immediately reporting to Titan Court Apartments staff at 541-344-2828 any suspicious person(s) seen wandering in the building.
- d. Please remember, anyone you let into the building is considered your guest and you will be held responsible for their behavior and any damages they may cause. Do not allow non-residents into the building unless you plan to accompany them at all times and account for their behavior.

Titan Court Apartments does not allow soliciting on its property. Please report those individuals to your CA or the Front Desk. Lost keys should be reported to the Front Desk in writing immediately.

RESPONSIBILITY

Individuals at Titan Court Apartments will be held responsible for their actions. Damage, vandalism, removal of furniture from other apartments, common areas or the community center, setting off alarms, etc. could result in fines or eviction. If the individuals responsible cannot be identified, we reserve the right to hold all residents responsible for damages. Before an apartment, building or community is charged, there will be an opportunity for the individuals to identify themselves and to take responsibility for their actions. Although this would be a rare occurrence, it is important for every Titan Court community member to understand that damage and vandalism affect all of us.

PROHIBITED ACTIVITIES

- **Athletic Activities Indoors:** These include, but are not limited to roughhousing, throwing/bouncing/kicking of objects, the use of golf clubs, lacrosse sticks, footballs, water guns, paintball guns, water balloons, etc.
- **Any Ceiling Alterations:** These include but are not limited to mounting ceiling fans, mounting light fixtures, removal of ceiling panels, affixing of posters, stickers

(including glow in the dark stars) etc.

- **Construction in Room:** This includes but is not limited to building lofts, bunk beds, elevating furniture on blocks, etc.
- **Fighting:** Any form of fighting (physical altercations, verbal harassment, words used to provoke a violent reaction) is strictly prohibited at Titan Court Apartments. Any experience/witness of this should be immediately reported to Management.
- **Hazing:** This includes mental and physical abuse of any student by another student(s). Hazing is prohibited by state law and will subject those guilty thereof to criminal prosecutions and disciplinary action. Kidnapping is considered to be hazing. Barricading is considered a form of hazing and is also prohibited in or around Titan Court Apartments.
- **Skateboards and Roller Blades:** These may not be used or ridden anywhere in Titan Court Apartments.
- **Use of Windows and Ledges:** Throwing, dropping or hanging objects from windows and ledges is prohibited. The Removal of window screens is prohibited and will result in a \$10 replacement/rehanging charge.
- **Smoking:** Smoking is not allowed in any Titan Court apartments or rooms. Residents caught smoking in the apartments are subject to eviction after the third notice. There may also be additional charges for professional cleaning and painting to mitigate the smell of smoke in a room.
- **Operating a Business:** According to your lease, residents may not conduct any commercial enterprise in the Premises. This includes babysitting, retail sales or any activity that affects the community.
- **Illegal Substances:** Federal State Law prohibits the possession, use or sale of narcotic drugs. Living in Titan Court Apartments does not make you immune to these laws. On the contrary, Titan Court Apartments has a zero tolerance for such behavior, and the possession of or use of illegal drugs on the premises may result in eviction. Also, state law prohibits the sale, distribution and possession of illegal drugs on the premises—any such violation will result in eviction. Also, state law prohibits the sale, possession and distribution of alcohol to persons under the age of 21 years. Violators may be subject to eviction with no refund of any unused portion of the contract and with continued liability for rent and other sums due under the contract.

PROHIBITED ITEMS

Because of the potential injury to individuals and damage to property, the items listed

below are prohibited. Possession of any of these items will result in the item(s) being confiscated and the possessor/owner facing disciplinary action. Residents are encouraged to use common sense and ask questions of staff members if necessary. Students should also be aware that all residents of a room might be held equally responsible for any prohibited items that might be found in their room.

- **Alcoholic Beverages:** Alcoholic beverages and containers are prohibited in all public areas of Titan Court Apartments. Possession and consumption of alcoholic beverages must be in full compliance with local, state and federal laws and regulations and in accordance with these Rules and Regulations. Within those limits, the decision to drink, and how much, is a personal one. Alcohol related conduct that infringes upon the rights of others to a quiet, orderly living environment is not acceptable under any circumstances. Absolutely no kegs or other multi-serving containers are allowed on the property.
- **Antennas/Satellites:** Antennas or satellites may not be attached to the outside of the building.
- **Firearms/Weapons:** Firearms, ammunition and other weapons including BB guns, pellet pistols, air rifles, numb-chucks, bows and arrows, sling shots, blow guns, etc. are prohibited in all areas of Titan Court Apartments.
- **Fuels:** Any flammable fuels are prohibited at Titan Court Apartments. Motorcycles, mopeds and other transportation utilizing such fuels must be parked off-property.
- **Illegal Substances:** The sale, use, storage and/or production of any and all illegal substances are prohibited throughout Titan Court Apartments.
- **Miscellaneous:** Water guns, water balloons, catapults, fireworks, smoke bombs, and appliances with open heating elements, etc. are prohibited throughout Titan Court Apartments.
- **Waterbeds and Furniture:** This includes all liquid filled furniture.

TITAN COURT VIOLATION PROCESS

GENERAL EXPECTATIONS

In Titan Court Apartments, where a large number of people with varying lifestyles live in such close proximity, rules and regulations are necessary to promote the general welfare of the community. There are some behaviors that cannot be tolerated since they disrupt the development of a positive community atmosphere and because they infringe on the rights of other residents. It is your responsibility as a resident to be familiar with and abide by the guidelines that have been established. You will be held accountable for your actions should you fail to adhere to these guidelines. Infractions of Titan Court Apartments policies and regulations may result in disciplinary action, up to and including the termination of your lease. We have a responsibility to the resident and the community, and we will not hesitate to terminate the lease of a resident who disrupts the welfare of Titan Court Apartments community.

TITAN COURT APARTMENT REGULATIONS

Residents living in Titan Court Apartments are subject to terms and conditions of their Titan Court Apartments Lease and Rules and Regulations contained in the lease in addition to the policies and procedures contained in this booklet.

TITAN COURT APARTMENT DISCIPLINE SYSTEM

If you violate a rule or regulation, it will probably come to the attention of a Community Assistant. In many cases, the Community Assistant will discuss the infraction with you. If you fail to correct your behavior or if the violation is a serious one, the Community Assistant will have no choice but to refer the incident to the General Manager (GM) or the Resident Director (RD). When an incident is referred to the RD or GM, he or she will contact you to arrange a discipline appointment (Failure to appear for the appointment may result in the immediate notification of the guarantor of your lease for resolution of the problem and, if conditions warrant, possible termination of your lease). Based on the information that is obtained, the GM or RD may take one or more of the following actions:

1. **Counseling:** A dialogue between the staff (GM or RD) and the resident to correct the behavior and to inform the resident of the consequences of any further infractions.
2. **Restitution:** An action where the resident makes payment for damages to Titan Court Apartments.
3. **Room Change:** A reassignment to another room, floor, or apartment.
4. **Written Warning:** A written notice that indicates that an infraction has occurred and which explains that subsequent infractions could result in more serious action. The written warning is included in the resident's file. Depending on the infraction, the guarantor of the lease may also be provided with a copy of this written warning.

5. **Contract Probation:** A written notice that indicates a serious or repeated infraction of the rules and regulations. Contract Probation is for a specific period of time and specific restrictions may be imposed on the resident. Contract Probation is usually the step before a resident's lease is terminated. Under most circumstances, the guarantor of the lease will be notified of this action. The written notice is included in the resident's file.

6. **Termination:** Serious infractions or repeated violations can result in the termination of a resident's lease. The resident will be required to move out of their assigned apartment and permanently move out of the facilities. The General Manager will review and make all decisions regarding termination and eviction. If a resident's lease is terminated and they are instructed to leave Titan Court Apartments, he/she is financially responsible for the balance of the lease contract amount, including any and all damage charges, fines and fees. The guarantor will always be notified if a resident's lease is terminated.