



RESIDENT HANDBOOK

Academic Term 2016-17

Welcome to **College Station**, a 200-bed facility owned and managed by College Town Communities and located minutes from the Penn State Abington Campus. Here you will find spacious apartments, individual private bedrooms, Wi-Fi in every apartment, high-end furnishings, full-time staff members and an after-hours security team ready to assist you.

The goal of the College Station staff is to provide an off-campus student housing environment that supports your academic, social, cultural, and personal growth. Living on your own is a big responsibility, and here you get the chance to be in charge of your own environment, while having the structure of a well-managed and well-maintained student housing facility.

This Resident Handbook includes a wealth of information that should help you solve many questions you may encounter while you live with us. The handy Table of Contents will help you find what you are looking for quickly. Please familiarize yourself with this document. We consider this to be a guidebook, rulebook, and all-around information source and will refer you to it often. If you cannot find what you need to know here, please contact the Leasing Office.

We are pleased that you have chosen to live in our community during your college career, and we hope you enjoy your time here. We know we will enjoy having you!

College Station
363 York Road
Willow Grove, PA 19090
Tel: (484) 431-5812 Fax: (484) 648-2717
Office Hours: Mon. – Sat. 10am – 5pm

Important Phone Numbers

In the event of a life-threatening emergency, please call 911.

- College Station Security/Signal 88 (8pm – 3am) (610) 489-1890
- Upper Moreland Police Department (215) 657-4700
- Willow Grove Fire Department (215) 674-2639
- Crisis Text Line (www.crisistextline.org) text to 741-741
- Penn State Abington Counseling Services (215) 881-7577
- Comcast (Internet & cable provider) 1 (855) 638-2855

Table of Contents

AFTER HOURS SERVICE.....	4
ADMINISTRATIVE FEE	4
APPLIANCES	4
BICYCLES.....	4
BUSINESS / PRIVATE ENTERPRISE	4
BUS / TRAIN SERVICE / PUBLIC TRANSPORTATION	4
CABLE AND INTERNET	5
COMMON AREAS.....	5
DECORATING / WALL HANGINGS	6
EMERGENCY RESPONSE PROCEDURES	6
FIRE SAFETY / PREVENTION	6
FORBIDDEN ITEMS.....	7
FURNITURE / FURNISHINGS	7
GARBAGE DISPOSALS	7
GUESTS.....	8
HEALTH AND SAFETY INSPECTIONS	8
HEAT / THERMOSTATS.....	8
HOLIDAY / BREAK CHECKLIST.....	9
HOT WATER.....	9
KEYS / LOCKOUTS.....	9
LAUNDRY FACILITIES.....	10
LEASING OFFICE LOCATION AND HOURS.....	10
MAIL AND PACKAGE DELIVERY	10
MAINTENANCE / WORK ORDERS.....	10
MOVE-IN.....	11
MOVE-OUT CHECKLIST	11
NOISE.....	12
PACKING LIST	12
PARKING / PARKING PASSES	12
PEST CONTROL.....	12
PET POLICY	12
POWER OUTAGES.....	13
RENEWALS.....	13
RENT AND OTHER PAYMENTS	13
RENT PAYMENT CONVENIENCE FEES.....	14
RENTER'S INSURANCE	15
RESIDENT PORTAL	16
ROOM CHANGES / TRANSFERS.....	16
ROOMMATE REMEDIATION / ROOMMATE PROBLEMS	16
SAFETY.....	17
SECURITY (OVERALL SITE).....	17
SECURITY DEPOSIT	18
SMOKE DETECTORS	18
SMOKING POLICY	18
SNOW REMOVAL.....	18
SOCIAL MEDIA	19

STUDENT LOUNGE	19
TELEVISIONS AND ELECTRONIC EQUIPMENT.....	19
TOILETS.....	19
TRASH / RECYCLING AREAS	20
TROUBLESHOOTING	20
UNIVERSITY CODE OF CONDUCT	21
UTILITIES/UTILITY OVERAGES.....	21
WEATHER EMERGENCIES	22
WINDOWS / WINDOW TREATMENTS.....	22
ADDENDUM	23

AFTER HOURS SERVICE

Even after office hours, College Town Communities provides assistance for residents. Simply call the main office number, 484-431-5812, and your call will be directed to an operator who will respond accordingly. Non-emergency issues will be handled by a College Town Communities staff member during normal business hours.

ADMINISTRATIVE FEE

The administrative fee is a nonrefundable annual fee of \$100 that covers the online application process, renewal lease generation, resident and guarantor screening, resident financial ledger maintenance, programmable key fobs, 24-7 access to the online Resident Portal, maintenance of laundry facilities, and on-site security.

Residents wishing to renew their lease for the following year in the same bedroom will NOT have to pay a new security deposit but will have to pay a new administrative fee of \$100.

APPLIANCES

Appliances provided in your apartment include a full-sized stove/range, range exhaust vent, garbage disposal, and refrigerator. Your unit also includes central air and heat.

The following appliances are allowed but may ONLY be used in the kitchen area: coffee pots/makers, rice cookers or slow cookers with auto shutoff, toasters, toaster ovens, and microwave ovens. The ONLY appliance allowed to be used outside of the kitchen area is a mini refrigerator and that must be new and energy efficient.

The following appliances are NOT allowed in ANY College Station apartment: air conditioning units or space heaters, water coolers, camping stoves, woks, griddles, convection ovens, Kegeators, hot oil popcorn poppers, hot plates, oven broilers, toaster ovens, and any appliance with open coils other than the oven/stove provided. Should they be discovered upon routine inspection, our staff will confiscate prohibited appliances.

BICYCLES

We have provided several bicycle racks for your convenience. (Please see Site Map for locations.) You must ride safely and responsibly through the community, obey all posted signs, and not impede pedestrian or vehicular traffic. Our bicycle racks are covered by video camera surveillance; however, because this is not a 100% failsafe way to protect against theft or damage, always use a quality lock and properly secure it to the bike rack. College Town Communities is not responsible for theft or damage to your bicycle. Bicycles may not be secured to any tree, shrub, stairway, handrail, light, sign post, etc. Bicycles may be stored in apartments, but any damage caused by the movement of a bicycle inside the building will be the responsibility of the bicycle owner. Your bicycle must be taken with you on your move-out day.

BUSINESS / PRIVATE ENTERPRISE

The authorized occupants may only use the Leased Premises for residential purposes and may not use the premises for commercial or business purposes. Conducting ANY kind of business in your apartment or on the premises of College Station is strictly prohibited.

BUS / TRAIN SERVICE / PUBLIC TRANSPORTATION

Public bus service stops (SEPTA – Southeastern Pennsylvania Transportation Authority) are located adjacent to our properties. www.septa.org

The Willow Grove Train station is located less than a mile from College Station at Davisville and York roads.

Philadelphia International Airport is located about 37 miles away (45 minutes) from College Station. www.phl.org

CABLE AND INTERNET

The building is completely wired for digital cable, high speed Internet in every room via Ethernet cable, and Wi-Fi. In the suite style apartments, televisions will be provided in the common living room, and HD cable with HBO will be working the day you move in. The digital cable box provided in each bedroom can be attached to an additional TV, should you choose to bring one from home. These are just digital boxes; they do not have HD capabilities or HBO like the living room TV.

In the rooftop loft style units, a TV will be provided in each private living room, and HD cable with HBO will be on the day you move in. A digital cable box is provided in each of the bedroom areas which can be attached to an additional TV, should you choose to bring one from home. These are just digital boxes; they do not have HD capabilities or HBO like the living room TV.

Internet will be working in every room, including all bedrooms, upon move-in. Wi-Fi is provided in each apartment and all user codes are on the router itself. (Contact the Leasing Office at (484) 431-5812 if you need assistance in locating these codes.) In ALL units, the router is found in the utility cabinet in the wall in the common hallway behind a metal vent cover. Apply the user codes to sync your wireless devices with that router. Do NOT share the user codes with anyone outside your apartment or allow large numbers of devices to be logged on at one time. Your signal will weaken and become slower. Do NOT add additional routers to your apartment network as this, too, will weaken your wireless signal. This is true of any wireless router. In the event you need a more dedicated Internet connection, you have the option of plugging directly into one of the wall jacks with an Ethernet cord.

If you have an Internet or cable issue, we can help you troubleshoot the issue. If the issue goes beyond the common, the Internet and cable provider can be reached at (855) 638-2855. Tell the operator that you are a bulk customer living at College Station and explain the nature of the problem. (Please note: The physical building address for College Station is 501 York Rd – this is the address that is on the College Station cable account and is the address you will need in order for the operator to look up and access the account for you.)

You are absolutely prohibited from tampering with any cable box, Internet cords, routers, etc. that are owned by Comcast. Do not move your living room TVs – this may cause disruptions in your cable or Internet service.

Expanded HD cable with HBO and Internet are included in your rent. Because of the complexity of billing issues, we advise against purchasing additional Comcast services. However, if you DO choose such services, you must maintain your Comcast account in good standing, AND you must cancel all additional services when you move out.

Residents are prohibited from ordering pay-per-view movies or events.

COMMON AREAS

Please care for your building. If you see a piece of trash or garbage in the hall, stairwell, laundry room, or parking lots, please pick it up. Help us make College Station an enjoyable and clean place to live. All common areas will be cleaned every Monday and Friday by a third party professional cleaning company. For the safety of all College Station residents and their guests, please do not

store any personal belongings in walkways, hallways, or entranceways. It is absolutely forbidden for gatherings to clog hallways and stairwells. College Station Security regularly visits each floor of each building to ensure a clean and safe environment.

DECORATING / WALL HANGINGS

We encourage all residents to personalize their apartment by hanging pictures, posters, and other items as long as they do not create a health or fire hazard or damage the apartment in any way. All common area decorations in the kitchen, living room, bathroom, and hallways must meet the approval of all roommates. Decorations should not be visible through the window particularly if they are of a questionable nature. Holiday lights may be used on a limited basis only and must be UL approved, i.e., there is a label on the lights with the UL seal of approval.

Only use thumb tacks or push pins to hang posters, tapestries or other wall decorations. Only use picture frame hangers to hang pictures. DO NOT USE ANY LARGE OR LONG NAILS OR SCREWS. There are many mechanical utilities in the walls that if damaged could cause injury. Do NOT use sticky adhesives including adhesive hooks to hang anything on walls or doors. Wall decals of any kind are also prohibited.

EMERGENCY RESPONSE PROCEDURES

Residents should call 911 without hesitation if they perceive that they themselves or others are in danger. Non-life threatening situations should be directed to College Station Security at (610) 489-1890 or local police departments using the non-emergency numbers listed on the Welcome Page of this handbook. College Station Security is on duty seven days a week from 8pm to 4am. Non-life-threatening emergencies outside of these hours can be directed to the Leasing Office, (484) 431-5812.

FIRE SAFETY / PREVENTION

Follow these important guidelines to keep you and your fellow residents safe in the event of a fire:

- Non-life threatening situations can be directed to the Leasing Office at (484) 431-5812, 24 hours a day;
- Call 911 immediately in the event of fire or excessive smoke or a serious fire. Do NOT hesitate. It is better to be safe than sorry;
- College Station Security, (610) 489-1890, is available to assist with any non-life threatening emergencies;
- If a smoke detector goes off because of cooking smoke AND there is no fire threat, do NOT open your apartment door, which will dispatch the local Fire Department. Instead, open all windows and interior doors in the apartment and fan the smoke detector with a book or towel. Do NOT attempt to remove or dismantle the device to prevent it from going off. Multiple false alarms from the same apartment that set off the building alarms from cooking or other lifestyle related issues could result in a fine;
- Fire extinguishers are provided beneath the kitchen sink or are hanging on the wall adjacent to the kitchen (depending on style of apartment);
- The following fire hazards are forbidden in all apartments: candles and/or incense; overloaded electrical outlets; stacks of newspapers and/or magazines; built up grease in ovens and on stovetops; storage of flammable materials; space heaters, potpourri pots, halogen lamps or any cooking device used outside of a designated cooking area;
- Let cooking grease cool and pour it into a metal can. Never pour hot grease into a plastic container or down the kitchen sink;
- NEVER put water on a grease fire. Turn off the stove or oven and cover the flame, if possible.

Call 911 immediately if the flames spread;

- Do NOT leave your stove or oven unattended during cooking, especially when cooking with grease or oil;
- If there is an actual large-scale fire, do not rush out of your apartment and into the hallway. First, feel the door. If it is hot, use another way out. If the door is cool, leave by the nearest exit. If your planned escape route becomes smoky, crawl toward the exit;
- If you cannot escape your apartment, stuff wet towels, sheets and clothes around the door and vents to keep smoke out. Call 911 and give them your exact location. If no smoke is coming into the room, slightly open a window. Stay low and wave a bright cloth, towel, or sheet out a window to signal your exact location;
- Never cover or attempt to obstruct a smoke detector device.

FORBIDDEN ITEMS

Under NO circumstances may the following items be used, found or stored in your College Station apartment or common areas:

- Aquariums;
- BBQ's or any open flame cookers;
- Candles and incense sticks (for safety during power outages, please have a flashlight with fresh batteries stored in a convenient location);
- Excessively large or loud stereo speakers, surround sound or sound bars;
- Firearms, even if you are licensed to carry one;
- Fog and/or smoke machines;
- Halogen lamps;
- Kegeators;
- Pets;
- Portable dishwashers;
- Potpourri pots or plug-ins;
- Space heaters;
- Waterbeds;
- Window or portable AC units.

FURNITURE / FURNISHINGS

Your apartment is fully furnished. You are allowed to rearrange the furniture to your liking, but please be aware of damaging floors and walls. You may NOT move the television and entertainment stand. You are NOT allowed to bring in your own mattresses or any upholstered couches, arm chairs, etc. Any piece of furniture you may want to bring in MUST be inspected and approved by Management in writing via email. Any damage to the furniture during your stay will be evaluated and deducted from your security deposit. See "Apartment Damage Charges" in this handbook's addendum for details.

You will need to bring small appliances such as a microwave or coffee maker, dishes, eating and cooking utensils, pots and pans, bed linens, and towels. For a more thorough listing, please refer to this handy guide at www.dormsmart.com/dorm-room-checklist.html . Also, consult with your roommates before moving in to avoid bringing duplicate items.

GARBAGE DISPOSALS

A garbage disposal is provided in each kitchen. This IS NOT a trash can.

What TO do to use your disposal properly:

- Before turning on the disposal, run cold water and keep it running the entire time you are disposing of food;
- Turn on the disposal;
- Gradually add small pieces of food. Do not fill the unit before turning it on;
- Allow your disposal to run for at least 10 seconds to give it enough time to work;
- Turn off the disposal;
- Continue running water for 15 seconds more to allow the food to flush through;
- Turn off disposal and then turn off the water.

What NOT to do:

- Hard objects such as chicken or steak bones, tableware, shot glasses, or other non-food items should never be placed in the unit;
- Avoid putting large chunks of food into the disposal. The purpose of a disposal is to grind up leftover pieces of food, not an entire meal;
- NEVER allow bottle caps, glass, foil, dishcloths, sponges, cigarettes, string, paper or grease into the disposal; doing so will result in a billable repair.

GUESTS

Per your lease, a guest may not stay in your bedroom or apartment for more than three (3) days at a time. Guests must abide by all policies listed in the lease and this handbook. You are responsible for the actions of your guests and informing them of the rules of the College Station community. Guests must be accompanied by the Resident at all times inside the apartment. If complaints arise for any reason about an unaccompanied guest or a guest visiting too often, Management will notify the tenant to cease the behavior and/or may move toward placing a legal restraining order against said guest. NO parents, older family members or children can stay overnight in the facility at any time. Just as in an on-campus dormitory setting, this is a specifically designed living environment for college-aged students. It is not fair to compromise the living experience for other residents in the building by allowing other-aged individuals to stay overnight at College Station.

HEALTH AND SAFETY INSPECTIONS

Our Operations Team will perform periodic apartment inspections to ensure that all health and safety standards are being met and to identify potential hazards. Unless there is an imminent threat, you will receive advance notification of the following inspections: smoke detectors, sprinkler heads, electronic lock systems, fire hazards, and health hazards, such as mold, mildew, improperly disposed of food or garbage and unsanitary conditions. College Station abides by all local, state, and federal licensing laws pertaining to these safety systems.

HEAT / THERMOSTATS

Contact the Leasing Office at (484) 431-5812 for any questions about setting your thermostat.

- Never set your thermostat above 76 degrees when using heat nor below 70 degrees when using the air conditioning;
- When you leave for winter break, please set the temperature to 65 degrees;
- If you are using the heat and the air coming out of your vents is not warm, or if you have set the system to cool and the air coming out of your vents is not cool, file a Work Order for maintenance immediately. Using a system that is malfunctioning will result in an apartment that is too hot or too cold and will increase your electric consumption.
- On autumn or spring days when the outside temperature fluctuates dramatically, do not switch the system from heat to AC or vice versa in a single day. Systems can freeze up if they are not allowed to cycle through properly. This does not mean the system is broken, but rather that usage of the thermostat is in error.

Suite style units: There is a single digital programmable thermostat in your living area. It will be set to 72 degrees upon your move-in. If you do nothing to it, it will stay set at 72 indefinitely. If you wish to change the temperature, simply hit the up/down arrows to do so, and that temperature will be permanently held. We do NOT recommend programming your thermostat. You must select heat or cool depending on which system you need. Always keep the fan function set to AUTO only. NEVER set to "ON."

HOLIDAY / BREAK CHECKLIST

You are NOT required to move out during school holidays or breaks, but if you do, you and your roommates should:

- Adjust your thermostat to a lower temperature (65 is recommended) if using heat or to a higher temperature if using the air conditioning;
- Dispose of perishable food on the counter or in the refrigerator;
- Ensure all windows are closed and locked;
- Turn off all lights, TVs, computers, etc.;
- Take out the garbage.

HOT WATER

College Station has a sophisticated and energy efficient tank-less domestic hot water system. If used properly, you should never run out of hot water. Turn the hot water on until it gets hot, then increase the cold water to your desired temperature. Once you've achieved your desired water temperature leave the water on until you're done. If you constantly turn the water on and off during shaving or washing dishes, for example, the hot water heating system won't operate to its full potential.

KEYS / LOCKOUTS

Your key fob will give you access to your apartment and all main College Station building entrances. Your key fob is also programmed to lock your bedroom door when you are not in your bedroom. In order to use your key fob, simply touch the metallic circle to the pinpoint on the door, wait for the light to turn green, and turn the dead bolt to unlock it. You have 5 seconds to do that once the light turns green. The same is required to lock your apartment doors. (Bedroom doors and apartment entry doors require you to manually turn the dead bolt dial when the green light is flashing to lock and unlock the door.) The entrances to the building, however, require that you simply wave the fob in front of the reader on the door, and you'll hear the door unlock. The main entry doors for all buildings lock automatically every time they close, and you can get locked out if you do not have your key fob with you at all times.

If you are locked out, you can do one of three things: (1) Call your roommate or friend in the building to come let you in; (2) wait for another tenant to open the door; or, (3) contact College Station Security at (610) 489-1890.

Do NOT lose your key. There is a \$100 replacement fee, which covers programming a new key, deprogramming the old key and updating all property locks to accept the change. If you do need a replacement, stop by the Leasing Office during office hours (Monday through Saturday 10am – 5pm). The main entry doors have an alarm that will sound if the door is propped open for 30 seconds. **DO NOT PROP OPEN ANY MAIN ENTRY DOOR!**

LAUNDRY FACILITIES

There is one laundry room on each floor at College Station, and all machines are FREE of charge. They are open 24 hours a day, but be respectful of others in the building when doing laundry late at night or early in the morning. Also, be sure to promptly remove your clothing when the cycle is complete to make the machine(s) available for someone else. Do NOT remove other people's laundry from any machine. If no machine is available, wait until one becomes available, or visit another laundry room on a different floor. Refer to the washer/dryer instructions posted in each laundry room for assistance. Notify the Leasing Office or file a Work Order if the machines appear to be malfunctioning. All laundry rooms are covered by a security camera for added security.

LEASING OFFICE LOCATION AND HOURS

The Leasing Office is located next door to College Station. Hours of operation are Monday – Saturday from 10am to 5pm. Packages too large to fit into your mailbox can be picked up in the Leasing Office during these hours. To be alerted about a package to be picked up, adjust your communication settings in your Resident Portal account. To do this, log into your Resident Portal account and go to MENU>EDIT MY PROFILE> CONTACT and check all SMS/E-mail preferences.

In the event of a staffing emergency, inclement weather, or holiday closing, residents will be notified via posted notices that the office will be closed. Notices will include information as to when the office will be closed and when it will reopen. For scheduled closings, our staff will provide a minimum of 72 hours' notice prior to closing. Like us on Facebook (College Station) for updates on office hours or emergencies.

MAIL AND PACKAGE DELIVERY

The mailboxes for each apartment are located in the College Station Leasing Office. There is one mailbox designed to be shared by all four residents. There will be a mailbox key hanging on a nail near the front door of your apartment that has to be shared by all the residents in your apartment. Please do NOT lose this key, as mailbox keys are extremely difficult to replace, and it can take a few weeks to do so. Additionally, your lease provides for a \$25 fee to replace a key.

You can receive a text or email alert that a package has arrived for you. You can adjust your communication settings through your Resident Portal at www.collegetowncommunities.com. Once logged in, go to MENU>EDIT MY PROFILE>CONTACT and check all SMS preferences. All packages from FedEx, UPS, and USPS can be picked up at the Leasing Office during office hours. You will have to make your own arrangements in order to mail packages out.

Sample Mailing Address

**First Name, Last Name
363 York Rd.
Apartment XXX
Willow Grove, PA 19090**

MAINTENANCE / WORK ORDERS

Work Orders are requests for maintenance in your apartment filed electronically through the Resident Portal. To accomplish this, log into your Resident Portal account and on the main page below the Balance Due section is a button for "Submit a Work Order." All requests for maintenance must be filed as a Work Order. This system allows our Operations Team to receive the requests immediately via email and to track the progress of the Work Order through the system. You can receive follow-up on that Work Order including parts ordered, services performed and completion

dates. Work Orders are addressed within 24 hours, to the best of our ability. If the work requested is a result of negligence by the tenant(s), nominal charges may be assessed to the tenant(s). It is critical that all maintenance issues be reported through a Work Order regardless of how the issue arose. In order to maintain the quality property that we have, prompt repairs are necessary.

MOVE-IN

Approximately three weeks prior to the start date of your lease, you will receive via email a complete list of move-in instructions, along with the names of roommates and their contact information. Your lease begins on August 8th. All requirements as outlined in the lease and listed below must be completed PRIOR to the start of your lease. All residents MUST schedule an appointment to pick up their keys during posted office hours. Upon move-in, it is the responsibility of each resident to conduct a thorough inspection of all common areas and their bedroom using the **Unit Inspection Diagram** provided by Management when you pick up your keys. A completed form must be submitted to the Leasing Office within 48 hours of move-in. More details on how to complete the inspection will be provided when you check in.

In order to expedite the move-in process, you should complete the following prior to your arrival at College Station:

- Ensure that all required payments (deposit, first and last installment of your rent) have been paid in full. This applies to ALL residents, regardless of financial aid status;
- Establish a renter's insurance policy for yourself that names College Town Communities and College Station as additional insureds and provide a copy to the Leasing Office;
- Adjust your communication preferences through your Resident Portal to ensure you receive text messages about packages to be picked up or emergency announcements. Go to MENU>EDIT MY PROFILE>CONTACT and check all SMS notifications;
- Like us on Facebook (@CollegeStation) and Instagram (@CollegeStationAbington) to get updates, reminders, special announcements, and postings about on- and off-campus activities;
- Your Resident Portal is the place to go to pay your rent, review your payment records, view documents, update personal information and file maintenance requests, aka "work orders." If you need assistance accessing your portal, contact the Leasing Office. While you are in the portal, please complete the following:
 - Register your car (all residents who plan to park a car on the College Station lot must register it);
 - Update your email and phone information, if necessary;
 - Add/edit any personal information that may have changed since registration.
- For leasing and payment questions, contact the Leasing Office at (484) 431-5812.

MOVE-OUT CHECKLIST

Our staff will distribute detailed instructions about move-out procedures at least two weeks prior to the end of your lease. These instructions will advise you on ways to ensure you receive the most back from your security deposit. In general, this means that you return the apartment back to the same condition as when you moved in. If you created damage, identify it and let Management know, in advance, when it happens. Suggestions we provide include cleaning guidelines, how to return your key, reminders to ensure rent, fines, or overages are paid on time, etc. Any questions regarding move-out can be directed to the Leasing Office. If you are a renewing resident and will have new roommates next year, you are expected to cooperate with the Operations Team in ensuring the entire apartment looks as good for the new residents as it did when you moved in.

NOISE

Per Section 21 of your Lease, every tenant has the right to “quiet enjoyment” of their apartment. Excessive noise and loud music in apartments, hallways, or common areas is not permitted at any time. As a courtesy to all residents, the hours between 11pm and 7am should be observed as “quiet hours” and no noise of any kind should be heard or felt outside of any apartment. This includes stereos, televisions, musical instruments, slamming doors, running up and down stairs, sounding vehicle horns, phone conversations, and yelling. You are responsible, also, for your guests’ behavior. Additionally, local municipal noise ordinances also apply to College Station. If you have a noise complaint with a neighbor(s), please first address the issue in a civil manner with that person or persons. You can stop by the Leasing Office and meet with a Leasing Agent to discuss any ongoing issues you may have. If such action fails to produce results, contact College Station Security at (610) 489-1890 for assistance. If you ever fear for your safety and/or that of others, call 911 immediately.

PACKING LIST

Refer to the section of the Handbook entitled “Furniture/Furnishings” for a complete listing of provided items in your apartment. All residents are required to bring their own personal items: linens, towels, kitchen utensils, bathroom essentials, etc. For a thorough listing of personal items to consider, please refer to this handy guide at <http://www.dormsmart.com/Dorm-Room-Checklist.html>. Also, consult with your roommates before moving in to avoid duplicating shared items.

PARKING / PARKING PASSES

There is one parking spot per resident allocated at College Station. ALL residents will receive ONE parking pass to display on the rear window of their vehicle only if that vehicle is registered through the Resident Portal. Family/friends/guests must park in the overflow parking lot (Parking Lot A on site map). Please observe parking signs. If an unauthorized vehicle is in the lot, it may be towed. Before you move in, you must register the make, model, color and license plate state and number of the car you wish to park in the lot by accessing the Resident Portal at www.collegetowncommunities.com. You cannot change this car unless it is a permanent change. If you temporarily have a different car, you will have to park in the overflow lot (Parking Lot A on site map). Your vehicle is your responsibility. We are not responsible for theft, damage, vandalism, towing charges, etc., so use discretion at all times when parking and driving at College Station.

PEST CONTROL

College Station contracts with a commercial vendor for pest control service. All units will receive extermination services at least twice a year, with additional services scheduled as needed. Extermination service within each individual apartment is offered at no cost to residents, who will be notified in advance via email as to when each apartment is scheduled to be treated. Should a resident notice any signs of pest infestation, despite our best preventative efforts, he/she should submit a work order through the resident portal IMMEDIATELY so prompt action may be taken by our pest control servicer. Should the infestation be the result of unsanitary living conditions, the resident(s) may be held liable for the cost of treatment(s).

PET POLICY

Per your lease, pets are NOT permitted, even if they are “just visiting” or you’ve been asked to pet-sit. This includes dogs, cats, birds, hamsters, snakes, fish, etc. If you are found to have a pet, you will be fined \$50 per day until the pet has been removed from the premises. Why do we do this? (1) Not everyone is comfortable with animals in the building, (2) some residents could be allergic to animal dander or bedding, (3) a poorly kept pet can create unsanitary conditions or pest

infestations, and/or (4) pets can cause expensive damage to flooring, carpeting, furniture, etc., for which you will be financially responsible.

POWER OUTAGES

Very rarely, the community may experience a power outage. Please know that Management has no control over the power and cannot expedite its return. In the event of a power outage, do one or more of the following:

- Find a flashlight or use your mobile phone as a light source, if necessary;
- Check that other parts of your apartment have power and whether your neighbors have power;
- Check to see if you have tripped a breaker in your apartment's main electric panel box;
 - In suite style units, the box is located on the wall outside of one of the bathrooms;
 - In rooftop loft style units, the box is located in the common hallway;
 - Contact College Station Security at (610) 489-1890 if you need assistance;
- Contact your local power provider to report the outage and provide the name of your apartment community (College Station) and your unit number - PECO, 1 (800) 841-4141;
- Text the Leasing Office, (484) 431-5812, to let us know your power is out and that you have reported it;
- Do not open your refrigerator more than is necessary to keep the cold air in the unit and prevent food spoilage;
- Do not light candles;
- Do not panic. The power will return as soon as possible.

RENEWALS

Residents in good financial and disciplinary standing are welcome to renew their lease any time after Winter Break beginning in January. Interested residents should contact the Leasing Office at (484) 431-5812 for renewal procedures. The entire renewal process can easily be completed via the Resident Portal. Staff will begin to advertise a renewal period in the spring semester. Be advised, the ONLY way to secure your room for additional terms is to renew with a new lease through the Leasing Office. A verbal statement of your intent to renew is not sufficient! We always prefer to re-rent to residents with whom we have a relationship so we look forward to working with you. Our facility fills early each year so do not delay your decision.

RENT AND OTHER PAYMENTS

Rent is due on the first (1st) day of each month, per your lease. Rent is due on the first (1st) even if that day falls on a weekend, or on a day you are away on break or vacation, or if you choose to move out early. You will NOT receive a formal bill; it is your responsibility to know when rent is due but Management may send routine reminders. Upon move-in, you will have made two (2) rent payments: your first (August, 2016) and your final (May or July, 2017, depending on your lease term) rent installments. This means you will be required to make either eight (8) or ten (10) additional payments on or by the first of each month to avoid late fees.

At no time may you skip a monthly payment and credit the final month's rent (May or July, 2017) toward your current rent due. Your ledger should carry a zero balance (**\$0.00 in green**) to reflect that you have paid the last month (May or July, 2017) in advance and that all other payments have been received on time. If you have a credit, meaning you have overpaid or made advanced payments, the amount will also show in green, e.g. \$715.00, with the words "Credit Balance" above the amount. An outstanding balance, meaning you OWE money, will show in red, e.g., **\$715.00** with the words "Balance Due" above the amount. Any additional charges you incur due to overages, fines, late fees, lost key fees, parking pass replacement fees, etc., must be paid with your next rental installment. If not paid, those additional charges could themselves incur late fees.

To pay your rent, choose one of the following four payment options:

1. Place a check or money order in the rent box located outside the Leasing Office. Make the check payable to "College Station," and **include your full name and unit number CLEARLY written on the check.** We have residents with similar names or very poor handwriting so it is very important that we know to whom the payment should be credited.
2. Send a check or money order **including your name and unit number CLEARLY written on the check** made payable to "College Station" to:

**College Station Leasing Office
363 York Road
Willow Grove, PA 19090**

3. Pay online with a credit card or checking account through our website at www.collegetowncommunities.com by clicking on "Resident Portal." Use your username and password to enter the portal. We recommend using the e-check option to avoid excessive online convenience fees.
4. Once you've entered your payment information, you can also set up recurring (i.e., automatic, regularly-scheduled) payments to avoid having to worry about monthly payments.
5. Arrange to transfer money from your bank to ours through a wire transfer. This is particularly convenient for international students whose banks are overseas. If you wish to pay by wire transfer, email brittany@collegetowncommunities.com for instructions. A wire transfer fee of \$15.00 should be added to the amount you are paying.

There is a grace period until the 5th day of the month to have your rent payment into our office. Per the lease, there is a \$100 penalty for late rent not received by the time the office opens on the 6th. An additional \$10 late fee per day will be assessed between the 6th day and the 20th day if payment is not received in full.

A \$35 returned check fee plus all applicable late charges will be assessed on all checks returned by the bank for any reason. After two (2) returned checks, we will no longer accept checks for your rent payment or any other charges owed. All subsequent payments must be made with a money order, cashier's check, or credit card. No cash payments will be accepted for rent, electric overages, fines, etc., no matter how small.

RENT PAYMENT CONVENIENCE FEES

Use the following "Resident Portal Payment Options" to determine which payment method best suits your needs. **Remember! You can avoid convenience fees completely by paying with a check or money order.**

Logo	Method	Convenience Fee	How to Pay
	Electronic check	Flat fee of \$1.25, no matter how much you pay	Enter the account holder's name, your checking account number and the bank routing number. This information can be obtained from your bank or from a paper check issued for the account. If you have a

			debit card, please call your bank for the information you'll need to process the payment. Accept the terms and submit payment.														
	MasterCard and Discover Credit Card	<table border="1"> <tr><td>\$100.00</td><td>\$5.00</td></tr> <tr><td>\$250.00</td><td>\$7.25</td></tr> <tr><td>\$615.00</td><td>\$12.73</td></tr> <tr><td>\$695.00</td><td>\$13.93</td></tr> <tr><td>\$715.00</td><td>\$14.23</td></tr> <tr><td>\$795.00</td><td>\$15.43</td></tr> <tr><td>\$815.00</td><td>\$15.73</td></tr> </table>	\$100.00	\$5.00	\$250.00	\$7.25	\$615.00	\$12.73	\$695.00	\$13.93	\$715.00	\$14.23	\$795.00	\$15.43	\$815.00	\$15.73	Enter account info, accept terms, and submit payment.
\$100.00	\$5.00																
\$250.00	\$7.25																
\$615.00	\$12.73																
\$695.00	\$13.93																
\$715.00	\$14.23																
\$795.00	\$15.43																
\$815.00	\$15.73																
	Visa Credit Card	<table border="1"> <tr><td>\$100.00</td><td>\$15.73</td></tr> <tr><td>\$250.00</td><td>\$15.73</td></tr> <tr><td>\$615.00</td><td>\$15.73</td></tr> <tr><td>\$695.00</td><td>\$15.73</td></tr> <tr><td>\$715.00</td><td>\$15.73</td></tr> <tr><td>\$795.00</td><td>\$15.73</td></tr> <tr><td>\$815.00</td><td>\$15.73</td></tr> </table>	\$100.00	\$15.73	\$250.00	\$15.73	\$615.00	\$15.73	\$695.00	\$15.73	\$715.00	\$15.73	\$795.00	\$15.73	\$815.00	\$15.73	Enter account info, accept terms, and submit payment. You will need to call the 1-800 number listed on the payment confirmation to verify payment. The maximum amount you can make per transaction is \$815.00.
\$100.00	\$15.73																
\$250.00	\$15.73																
\$615.00	\$15.73																
\$695.00	\$15.73																
\$715.00	\$15.73																
\$795.00	\$15.73																
\$815.00	\$15.73																
	MoneyGram	Flat fee of \$3.99, no matter how much you pay	Use this method if you wish to pay with cash. Follow the instructions listed to get your MoneyGram code and account number. Take this information to your nearest MoneyGram location, such as CVS or Walmart, and make the cash payment. The payment is then automatically transferred directly to your portal account, almost like an electronic money order.														

RENTER'S INSURANCE

Renter's insurance is mandatory for all residents. Imagine a mystery leak from the apartment above yours that fries your laptop or ruins all of your clothes in your closet. This simple, unpredictable, and potentially common problem is why renter's insurance is essential. Per Page 2, Section 10 of your lease, you are responsible for obtaining renter's insurance for your personal belongings and to protect yourself against liability. This is particularly important because the insurance that College Town Communities has in place for our building in Willow Grove (like that of any off-campus housing facility) does NOT provide coverage for your personal belongings, property damage or bodily injury. If you or your guests suffer a loss due to fire, flood, vandalism, theft, or other cause of loss, that loss will not be covered by College Town Communities' insurance.

Note: You may NOT submit your parents' homeowner's insurance as proof of coverage. This must be a separate renter's insurance policy in your name only.

Renter's insurance may be purchased directly through the Resident Portal under QUICK LINKS > SET-UP RENTER'S INSURANCE on the left-hand side of your home page. You may also purchase insurance through any major insurance company. Our office can refer you to an agent. Rates and coverage vary but start around \$9-10/month (approximately \$100 per lease term). Per your lease, the minimum coverage required is:

- Personal Property Value - \$20,000
- Personal Liability - \$100,000
- Medical Payments to Others - \$1,000
- Name College Town Communities and the address of your building as an "additional insured" so that we are kept updated should the policy change or lapse.

Prices per month can increase if you choose additional coverage. It's a small price to pay for the peace of mind this insurance will provide.

Proof of renter's insurance is tracked through the Resident Portal and will be required BEFORE you can get your key. Renter's insurance must be in effect through the last day of your lease.

RESIDENT PORTAL

Upon completion of your application and when all documents have been signed, all residents' accounts transfer to from the Applicant Portal to the Resident Portal. Links to the Resident Portal are found on the homepage of www.collegetowncommunities.com by scrolling below the map of Pennsylvania or by going to the Middletown page and clicking the link on the navigation bar. Your username and password will be the same as what you used for the application, unless you have edited it yourself. The Resident Portal provides you with access to your financial ledger of charges and payments, the ability to make one-time or set up recurring online payments, view and download electronic copies of your lease documents, file a Work Order for maintenance, register your car, update your email or phone numbers, renew your lease, and elect to receive communications from the Leasing Office. Familiarize yourself with this feature or contact the Leasing Office at (484) 431-5812 if you need assistance.

ROOM CHANGES / TRANSFERS

Once you are assigned to a room, we cannot change that assignment. Our staff takes an exceptional amount of time and care placing applicants based on available units, roommate requests, and personal preferences provided during the application process. We will email your room assignment, roommates' names and their contact information, and important move-in information prior to move-in weekend. We do this to give you the opportunity to communicate with your roommates, to get to know them in advance, and to plan for additional items you may need in the apartment. We do not expect nor tolerate making quick judgments and immediately requesting to be reassigned. College is one of those times when you should be open to new people and new ideas. Please go into your room assignment with an open mind and a compassionate heart. We advise all units to meet as a group and establish "house rules" at the beginning of the year to avoid the common arguments that arise among roommates, i.e., cleaning, guests, temperature, quiet hours, etc. You may make friends with people you never imagined you would have the opportunity to meet.

Unauthorized room changes/switches may incur additional fees as outlined in the Residential Lease.

ROOMMATE REMEDIATION / ROOMMATE PROBLEMS

If a conflict arises between you and your roommate, it will not immediately be considered grounds to terminate your lease or anyone else's. We cannot immediately move anyone to a new unit.

Additionally, it is not the responsibility of College Station Management to resolve the conflict. Although we will gladly assist you with mediation and finding possible solutions, it is the responsibility of you and your roommate(s) to find a peaceful resolution. Management works closely with Penn State Abington and supports its Student Code of Conduct. Dependent upon the severity of a situation, Management may involve school officials for assistance.

SAFETY

Although we do our best to provide a safe living environment, no community is immune to crime. The following guidelines provide you with basic, common-sense tips to help protect yourself:

- Dial 911 for emergencies first, then contact the Management office as soon as possible;
- College Station After Hours Security (610) 489-1890 is available 7 days a week, 8pm-4am, to assist in non-life threatening situations or even to walk you to your building late at night. Keep their number in your phone contacts;
- Lock your doors and windows, even when you are inside; do not keep your door propped open;
- When answering the door, use the peephole to see who's there. If you don't know the person, first talk with him/her without opening the door. If you have any doubts whatsoever, do NOT open the door;
- If you return to your apartment and think it has been entered illegally, do not enter. Call 911;
- Tell your roommate(s) where you are going and when you will be back;
- Do not walk alone at night;
- Do not carelessly display apartment keys in public or carelessly leave them in the mail or laundry area or other public places where they could be stolen;
- If your key is lost or stolen, contact the Leasing Office at (484) 431-5812 immediately to arrange purchase of a new key and to have your old key deprogrammed;
- In a student-housing community, screaming may sound like horseplay. In an emergency, be specific by shouting "Help!" or "Police!" or "Fire!"
- Always lock your car and close all windows completely; do not store valuables in your automobile.

SECURITY (OVERALL SITE)

- Staffed after-hours security – Available 7 days a week, 8pm – 4am, at (610) 489-1890;
- Individually programmed key fobs – Provided to each tenant to allow access to their building, their apartment, their bedroom, and the facility common areas;
- Security cameras – There are 80 on-site security cameras throughout the complex, both in exterior and interior common areas, including laundry rooms. Although video cameras do not stop crimes from happening, they are useful and preventative tools. Camera footage is regularly reviewed by Management and/or College Station Security;
- Secure package and mail storage – Packages are held in the Leasing Office until signed for by the tenant to whom it was sent. Mail is distributed by Leasing Office staff to each apartment's locked mailbox located in the College Station Leasing Office;
- Exterior doors – Exterior doors lock every time they close and are composed of fully transparent glass for complete visibility; the purpose of this is to ensure that only those with a key fob can access the building. If one of these doors is propped open for longer than 30 seconds, an alarm will sound to alert residents to remove obstructions or to contact College Station Security at (610) 489-1890;
- Exterior lighting – Our entire site is covered with ample exterior lighting that automatically turns on every day at dusk;
- Interior common area lighting – Interior lighting is always on;

SECURITY DEPOSIT

Per your lease, a \$250 security deposit is due at lease signing. This amount is paid along with the \$100 Administrative Fee. (See section of the same name on Page 4 of this Handbook.) Per Pennsylvania's Landlord and Tenant Act of 1951, this deposit will be held in a separate savings account until it is withdrawn at the end of your lease term to pay for any damages or to generate a refund back to you. Prior to the end of your lease, we will provide detailed instructions on how to ensure you receive the most money back from your deposit after you move out. Once we receive your key, we will perform a visual walkthrough within 24 hours to assess the condition of your room and apartment upon your departure since one or more of your roommates may still be living in the unit. Per Pennsylvania law, within 30 days of the end of your lease term, we must perform a final walkthrough, list any damages found, and compare them to any that were identified by the resident on the Unit Inspection Diagram at move-in. Photos will be taken of damage for our records and are available to you upon request. Within that same 30 days, we will send you a detailed inspection report and final account statement outlining what amount of money is being refunded or withheld. Any questions about this report should be sent in writing to the Leasing Office at info@collegetowncommunities.com. All security deposit refund issues will be reviewed by our Management team and responded to after a review has been completed.

SMOKE DETECTORS

All apartments are equipped with a hard wired smoke detection system. If a smoke detector goes off because of cooking smoke AND there is no fire threat, do NOT open your apartment door, which will set off all alarms in the building and dispatch the local fire department. Instead, turn off the stove or oven, open all windows and interior doors in the apartment and fan the smoke detector with a book or towel until the smoke has cleared and the smoke alarm ceases to sound. Do NOT attempt to remove or dismantle the device to prevent it from going off. It is illegal to cover, remove, or tamper with any part of the fire protection system at College Station. There is a zero tolerance policy towards any finding of a tampered device. Per the lease, you will be fined \$500 per incident for any tampering with a smoke/fire device, e.g., removing batteries, removing the device, covering the device with plastic, etc. In addition, the local Police Department and Fire Marshal will be contacted immediately. Multiple false alarms from cooking or other lifestyle related issues from the same apartment could result in a fine.

SMOKING POLICY

College Station has a strict "no smoking inside buildings" policy. Costs for damages to the apartment finishes or furniture (where applicable) from smoke of ANY kind (cigarettes, cigars, cigarillos, incense, hookah, vaporizing cigarettes, etc.) will be deducted from your security deposit. Please smoke outside the building, disposing of your cigarettes in the ashtrays provided by each building entrance. There will be charges for littering, if excessive. Since most smoking violators are residents' guests, please remember that you are responsible for ALL of your guests' actions. Per your lease, a \$100 fine per resident will be assessed for each smoking offense. Should one occur, monthly inspections can continue and additional fines be levied if smoking persists. Your lease also prohibits the burning of candles, incense, or any device that requires a flame to operate, i.e., a hookah pipe.

SNOW REMOVAL

Snow removal services are included in your monthly rental payment. We will plow all drive lanes and open parking spots, shovel all sidewalks and stairs, and salt where necessary at our earliest convenience upon completion of the snow storm. Our insurance does not allow us to shovel directly behind vehicles or between vehicles; therefore, we recommend carrying a small shovel in the trunk of your car during the winter months. Plow trucks will come several times after a snow storm, so please move your cars to the parking lots designated on the Snow Emergency Map

available in the Appendix of this handbook. During snow emergencies, Management will communicate with you via text, email and building postings with specific instructions for moving cars on parking lots to facilitate snow removal. Ensure that your communication settings are up-to-date by going to your Resident Portal and clicking on MENU>EDIT MY PROFILE>CONTACT.

SOCIAL MEDIA

College Station is active on Facebook and Instagram. Follow us for updates, announcements, specials, reminders, emergency information, etc. Be sure to like and tag us!

- Facebook – College Station
- Instagram - @CollegeStationAbington

STUDENT LOUNGE

The Student Lounge is available 7 days a week from 8am – 11pm for you to use as a meeting place for small groups, a quiet place to study, a location to eat a takeout meal, etc. The following rules apply to the Student Lounge:

- No smoking;
- No drugs or alcohol;
- Do not move furniture;
- Do not bring anything outside;
- Clean up after yourself;
- No pets or animals allowed;
- No bicycles allowed;
- No loud music that will affect others around you;
- Lost items may be recovered at our Leasing Office;
- Shirts and shoes required at all times.

TELEVISIONS AND ELECTRONIC EQUIPMENT

Each suite style unit is equipped with a 55” flat panel HD television with a remote control in your living room, with a full HD cable box that will be hooked up and working upon your move-in. You will have a digital cable hookup in each bedroom if you’d like to bring a separate TV for your bedroom. There will be no additional charges for bedroom cable access. The living room television, television stand, and components cannot be moved. Any damage to your television during your stay will be evaluated and deducted from your security deposit.

Residents are permitted to sign up and pay for additional services through Comcast if they desire. You will be billed separately for that service from Comcast and you **MUST** pay that bill on time and **CANCEL** the service when you move out. Management cannot do either of these things for you.

YOU CANNOT ORDER PAY-PER-VIEW MOVIES, EVENTS, ETC. ON OUR SYSTEM.

TOILETS

Misuse of a toilet can create a lot of trouble for a tenant and Management. Proper use outlined below will help you to avoid costly repairs, damage or inconvenience. ANY problem or issue that arises regarding your toilet should be directed to our Operations team by filing a Work Order through the Resident Portal immediately.

- Common toilet issues include a loose handle, taking a long time to fill, not filling completely, filling continuously, slow flushing, dripping and/or condensation on the tank. All should be reported as soon as they are discovered;

- Clogged toilets can be prevented by insuring that ONLY toilet tissue used in moderation is flushed down the toilet. Baby wipes, facial tissues, paper towels, napkins, feminine hygiene products, cotton balls, prophylactics, etc. SHOULD NEVER BE flushed down the toilet. Keeping a plunger on hand will allow you to solve simple clogs quickly. DO NOT CONTINUE USING THE TOILET SHOULD A SERIOUS CLOG OCCUR;
- If the toilet appears to be on the verge of an overflow, TURN OFF THE WATER by closing the water supply valve located on the wall under the tank on the left hand side. Turn this valve off clockwise (to the right) until tight and until you no longer hear the whistling of flowing water in the pipes. File a Work Order immediately.

TRASH / RECYCLING AREAS

Dumpster areas are conveniently located throughout the College Station complex. (Please refer to the Site Map for dumpster locations.) It is your responsibility to take all of your trash out to the dumpster as soon as possible. Do NOT let it sit in the building and begin to smell. Ideally, you should remove all garbage from your apartment AT LEAST once a week. The recycling dumpster will be in the same location and is “single stream,” which means everything recyclable (glass, plastic, paper, etc.) can go into the same container. We recommend having separate trash and recycling containers in your apartment because the Commonwealth of Pennsylvania requires you to recycle. Trash and recycling cans will NOT be provided in the apartments; you need to bring your own.

- Do NOT leave bags of trash on the ground next to the dumpsters. A \$25 per bag fine will be issued for any bag left outside of a dumpster or left in a recycling container;
- If the dumpster you go to is full, walk to the next closest dumpster and deposit your trash there;
- Any bulk items like a chair, table, bookshelf, etc. CANNOT be left at our dumpster. These items need to return home with you;
- Do NOT put hot ashes, paint, chemicals, motor oil or other hazardous materials of any nature whatsoever in any trash receptacles, dumpsters, or similar containers.

TROUBLESHOOTING

Garbage disposal is making a loud noise.	Something is jammed in the unit. File a Work Order.
Garbage disposal is not working but produces a humming sound.	The unit may need to be reset. Under the sink on the bottom of the disposal housing is a small red button. Press that button, then try the disposal again. If this does not correct the problem, file a Work Order.
Kitchen sink will not drain.	Garbage disposal is clogged. File a Work Order.
The food in my refrigerator is not cold.	Be sure the refrigerator door can close and seal completely. Next, be sure the unit is not overly full which can prevent the circulation of air. Finally, ensure there are several inches of space between the rear of the unit and the wall. If conditions persist, file a Work Order.
A light bulb is out.	All light fixtures provided in your apartment have working bulbs in them when you move in. It is your responsibility to replace burned out light bulbs in any personal lamps or fixtures. For any burned out bulbs in walkways, halls, or common areas, please file a Work Order.
The fire alarm goes off every time I cook.	With all heat turned off, check your burners, the drip pans under the burners and the oven for burnt on debris. Clean these areas with an approved oven or stove cleaner and rinse thoroughly. If drip pans

	cannot be cleaned, replacement liners can be obtained through the Leasing Office for free upon request. If all efforts fail but condition persists, file a Work Order.
My toilet flushes very slowly or not completely.	Do not use the toilet and file a Work Order immediately. See section entitled "Toilets" for more information.
There is a hissing noise coming from my toilet all the time.	The tank may not be filling completely and the water is running constantly. File a Work Order immediately. See section entitled "Toilets" for more information.
Water is backing up in my toilet and looks like it will overflow.	Immediately turn off the water supply valve on the wall under the toilet tank on the left hand side. Attempt to absorb water from the floor and place wet towels in a garbage bag for cleaning or disposal. File a Work Order immediately. If after hours, contact College Station Security, (610) 489-1890. See section entitled "Toilets" for more information.
The washers or dryers are not effectively washing or drying my clothes.	Refer to the Washer/Dryer instructions available through the Leasing Office and posted in the laundry rooms. Overfilling the machines is the #1 cause of poor performance.
The air coming out of the vents is not warm when I use the heat. / The air coming out of the vents is not cool when I use the air conditioning.	Do not turn the fan function on the thermostat to ON. File a Work Order to request maintenance. The filter could be clogged or more complicated repairs may be necessary. BE ADVISED THAT RAPIDLY TURNING THE SYSTEM FROM HEAT TO COOL AND BACK AGAIN CAN FREEZE THE UNIT AND PREVENT IT FROM WORKING. Pick a comfortable temperature for everyone in the unit and leave it there.
The Internet signal through the Wi-Fi is slow.	Refer to the trouble shooting guide available through the Leasing Office or on our website. The system is routinely checked for speed so user error is the most common reason for slow service. Be certain you are logged into the correct router and limit the number of devices logged on at one time.

UNIVERSITY CODE OF CONDUCT

All College Station residents are required to adhere to the Penn State Code of Conduct available online at <http://studentaffairs.psu.edu/conduct/codeofconduct>.

UTILITIES/UTILITY OVERAGES

All utilities are provided and included in your rent including water, sewer, electric, gas (where applicable), Internet and cable. We do not provide a landline phone service as almost all residents have their own mobile phone. You do not need to secure any utility on your own. All utility bills come to Management.

Per your lease, you are allowed up to \$125.00 in electric and \$40 in water/sewer charges per unit per month. Residents using their utilities wisely will have no trouble staying within these limits. If a unit exceeds its monthly allowance, the difference between the total bill and the monthly allowance will be divided by the number of residents in the unit and a charge will be applied to each tenant's online account. Copies of utility bills are always available upon request.

Activities that will increase a utility bill are as follows: a leaking or running toilet or faucet, changing the thermostat temperature too often or having windows open while the system is running or not reporting a malfunctioning heating and AC system, leaving TVs/computers/lights on while not at home, and excessive electric decorations like twinkle lights, illuminated neon signs, black lights, etc.

WEATHER EMERGENCIES

Severe weather can hit at any time. Take the following precautions to stay safe:

- Monitor television, radio, and cell phone alerts. Check the weather forecast daily, and know when severe weather is expected;
- Obey all evacuation orders by local, state, and federal agencies. Do not await instructions from the community;
- Prior to the storm, notify family and friends of your whereabouts and your plans;
- During severe weather such as a hurricane or tornado, go to an inner hallway or small inner room such as a bathroom or closet. Stay away from windows, doors, and outside walls;
- Do not use plug-in electrical equipment like hair dryers or toasters during the storm. Make sure your cell phone is fully charged before the storm;
- Stock up on bottled water and make sure you have an extra set of fresh batteries for your flashlight;
- Do NOT use candles to light your apartment in the event of a power outage; use a flashlight only;
- In the event of an extended power outage, avoid opening the refrigerator and freezer. Your food can last for several hours if you keep the doors closed;
- In the event of a major storm, the option could exist to move home or off property as a specific directive from Penn State University;
- For further information on storm preparedness, log on to FEMA's website at http://www.ready.gov/make_a_plan.html.

WINDOWS / WINDOW TREATMENTS

All bedroom and living room windows are single hung windows, meaning only the bottom sash is operable. For safety purposes, do not obstruct windows and doors. We provide mini-blinds on all windows; they cannot be removed by you. If you wish to install draperies or curtains, use spring mounted tension curtain rods that fit inside your window opening ONLY; do NOT drill into the wall to attach other types of rods. All draperies/curtains must be taken with you upon move-out. Nothing can be thrown out windows or doors. Do NOT remove window screens. Do not leave windows open during inclement weather. Do not enter or exit the apartment through an open window unless there is an emergency. Should you do so and damage is incurred, you will be responsible for that damage, including but not limited to paint, walls, carpets and flooring.

ADDENDUM

APARTMENT DAMAGE CHARGES

The Management Office is responsible for normal maintenance in your apartment. Residents must submit all requests for service through the online resident portal, which is available 24 hours a day. Normal service is performed Monday through Friday between 9 am and 5 pm, excluding major holidays. Emergencies are handled on an “as needed” basis. Unfortunately, we cannot make appointments for repair work. If any item is damaged due to negligence on your part, either during occupancy or when you vacate, you will be charged according to the following schedule:

General

Overall apartment smoke odor	\$ 300.00
Trash/debris removal (per bag)	\$ 25.00
Unreturned key fob	\$ 100.00
Apartment entry door handle	\$ 75.00
Apartment entry electronic deadbolt	\$ 250.00
Mailbox key	\$ 25.00
Ceiling panel	\$ 15.00
Window glass/frame	\$ 250.00
Window screen	\$ 20.00
Window mini blind	\$ 12.00
Window locks	\$ 15.00
Thermostat and/or sensor	\$ 90.00
Smoke detector	\$ 40.00
Light fixture	\$ 45.00
Adhesive wall decal and/or hook removal (each)	\$ 20.00
Electrical outlet or switch	\$ 35.00
Electrical outlet covers	\$ 5.00
Any apartment doorstop	\$ 5.00

Any apartment door damage will be charged at current material price plus labor.

Any wall damage charges will vary based on the size of the hole and will be charged at current material price plus labor.

Kitchen

Extra cleaning for EACH appliance	\$ 45.00
Range dishes	\$ 25.00
Any damage to kitchen cabinets and/or appliances will be charged at current material price plus labor.	
Refrigerator/freezer door shelves	\$ 65.00
Refrigerator shelf	\$ 65.00
Crisper drawer	\$ 65.00

Granite countertop damages will be charged at current material price plus labor.

Jammed garbage disposal	\$ 35.00
Replacement of garbage disposal	\$ 250.00
Dented HVAC air vent	\$ 40.00
Fire extinguisher	\$ 75.00

Cracked or broken tiles will be charged at current material price plus labor.

Living Room

Burns/damage to vinyl flooring will be charged at current material price plus labor.

HD cable box	\$ 200.00
HDMI cord	\$ 25.00
Remote control	\$ 20.00

Living Room Furniture

55" Flat screen TV	\$ 950.00
39" Flat screen TV	\$ 475.00
TV stand	\$ 350.00
TV stand shelf.....	\$ 25.00
Dining table	\$ 350.00
Dining chair	\$ 125.00
Coffee table.....	\$ 225.00
Side table	\$ 150.00
Scratch/chip to wood furniture (each).....	\$ 15.00
Sofa	\$ 750.00
Love seat	\$ 650.00
Sofa/love seat cushion	\$ 100.00
Sofa/love seat stain (each).....	\$ 30.00
Sofa/love seat tear, rip, or burn (min. charge)	\$ 30.00

Bedroom

Bedroom door knob	\$ 75.00
Bedroom electronic deadbolt	\$ 250.00
Carpet stains (each)	\$ 45.00
Standard cable box.....	\$ 200.00
Remote control	\$ 20.00
Carpet (Suite-style full room replacement)	\$ 450.00
Carpet (Rooftop loft full room replacement).....	\$ 750.00

Bedroom Furniture

Bed (headboard only).....	\$175.00
Bed (footboard only).....	\$95.00
Bed (metal spring base)	\$ 225.00
Mattress	\$ 275.00
Mattress stains.....	\$ 20.00
Mattress tear	\$ 45.00
Dresser	\$ 375.00
Desk.....	\$ 350.00
Dresser/desk drawer.....	\$ 75.00
Study carrel	\$ 150.00
Study carrel light	\$ 40.00
Corkboard replacement	\$ 25.00
Desk chair.....	\$ 180.00

Bathroom

Bathroom door knob.....	\$ 75.00
Toilet handle	\$ 20.00
Toilet seat.....	\$ 35.00
Stopped toilet due to foreign object and snake out	\$ 60.00
Stopped toilet requiring removal of toilet	\$ 125.00
Replacement of toilet	\$ 200.00
Sink faucet.....	\$ 80.00
Showerhead	\$ 50.00
Damage to tub, tub surround, and/or vanity top will be charged at current material price plus labor.	
Extra cleaning.....	\$ 45.00
Curtain rod	\$ 30.00
Toilet paper or towel holder	\$ 15.00
Shower rings.....	\$ 5.00