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Student Life

Policies and Procedures

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# HOUSING OPERATIONS AND MAINTENANCE

## Cable Television

Cable television service is provided in each residence hall room. The college supports at least one cable outlet per unit (although some units may have more). The college does not support digital recording devices that rely on a cable box and/or internet connection.

## Internet Connections

Wireless Connectivity (Wi-Fi) is available throughout the building. In order to connect, you will need a Wireless enabled Laptop or PC Card for your desktop. In addition, each room is equipped with Ethernet jacks. While the residence does have wireless access, some programs and functions are better run using direct broadband service. In order to connect, please make sure your computer has a T-base 10 Ethernet card and a CAT-5 cable (we recommend bringing one that is at least 15 feet long). Before you use the residence internet service, be sure you read our [Network Policy and Guidelines](http://s3.amazonaws.com/ehs-website-production/assets/assets/original/INTERNET_ACCESS_TERMS_OF_SERVICE.pdf). You are expected to abide by all of them. Any tampering with the internet equipment or software will lead to suspension and/or termination of internet access.

For Internet Issues, please contact the Property Manager **jay.thehubsf@gmail.com**

## Wi-Fi Log-in Information:

**Network**: Makeschool

**Password**: applynow

## Custodial Service

Basic custodial service is provided for common areas, including corridors, hallways, and lounges. Custodial service is not intended to alleviate residents from their responsibility to pick up after themselves and treat their environment with care. It is still the responsibility of each resident to dispose of waste appropriately. It is also the resident’s responsibility to maintain their individual room and all shared areas. Custodial service is not available to clean personal space and residents are required to maintain hygienic conditions in their room.

To submit specific maintenance requests please email: **jay.thehubsf@gmail.com**

## Maintenance Repairs

If your room or the provided equipment and furnishings require any repair or maintenance, please do not attempt to repair it yourself.

General maintenance and routine repairs (such as a plumbing, electrical, or furniture/appliance maintenance, etc.) are performed without charge to residents. We encourage you to report damage immediately. Neglecting to report an issue (leaky faucet, water damage, etc.), could lead to further and more complicated problems.

Emergency repairs include major leaks and flooding, inoperative door locks and any problem that endangers property or safety. In case of an emergency, contact **jay.thehubsf@gmail.com**

Residents are not permitted to paint or make any alterations to their rooms. If you alter anything in your room, you will have to repay the building for the cost of repairs (or replacements). Service or repair to any furnishings or equipment provided by residents is not the responsibility of FOUND Study. Do not put any nails, screws, hooks or sticky substances in/on the wall. You will be responsible for any damage caused to the room.

For safety reasons, do not try to clean the outside surface of your windows. Do not sit on ledges or lean out windows. This is for your own safety. Do not put anything on top of radiators or on window sills - a small potted plant that falls out a window could potentially injure a pedestrian. Never attempt to exit through windows.

### Reporting a Maintenance Issue contact jay.thehubsf@gmail.com

### How to Request a Repair with Online Form

## Extermination Procedures

In order to protect the general health and safety of all our residents the following guidelines must be followed. There is an exterminator who performs weekly maintenance in common areas. If you find that you need to utilize this service, please contact **jay.thehubsf@gmail.com**

## Exterminator Recommendations

Please keep your room free of debris and keep all food in sealed containers to help prevent a bug problem. We highly recommend that all unused boxes and plastic bags are properly disposed. Do not leave either item on the floor as this creates a breeding ground for unwanted insects and pests. The exterminator has been instructed to inform us of any rooms that violate these guidelines and a note to document such violations will be submitted to you. You will be given 24 hours to correct all noted violations and a post inspection will follow.

## Bed Bugs

In the past few years, there has been a resurgence of reports of bed bugs in the City of San Francisco – with complaints from luxury apartments, 5-star hotels, popular clothing stores, subway and theatres among them. We recognize the responsibility to investigate every report, take all possible precautions to prevent the spread of an infestation, and to eradicate any confirmed problems. FOUND Study is committed to an effective and efficient response to residents who suspect they may have bed bugs. Bed bugs are a serious community issue, and all residents are expected to comply with all instructions given to them immediately once bed bugs have been confirmed in their room. Visit the [New York Department of Health and Mental Hygiene](https://www1.nyc.gov/site/doh/health/health-topics/bedbugs.page) for more information on bed bugs or click here to view our fact sheet.

### Guidelines

For the safety and comfort of all residents living in the residence, our staff will adhere to the following guidelines:

* As soon as a resident suspects that they may have bed bugs, they should immediately inform Jay at **jay.thehubsf@gmail.com**
* We will contact our designated licensed exterminator who will perform a thorough inspection of the room in question. Should a resident notify us on a weekend or holiday day, the exterminator will check the room the next business day. Residents who report suspected bed bugs will not be granted a room or furniture change. This is crucial so that we can prevent the spread of bed bugs if they are found to be in the resident’s room and belongings.
* Residents may not, at any time, deny FOUND Study staff or an exterminator access to their room.
* If the exterminator concludes that there is no bed bug activity present in the room, then no further action will be taken. The resident will be asked to continue monitoring his/her living space, and to notify us immediately if there are further problems. It is crucial the resident remains in their own room to prevent contamination of other rooms.
* If the exterminator concludes that bed bugs are present in the room we will provide the affected resident(s) with a detailed list of instructions for the removal and laundering of their personal items.
* Only the approved FOUND Study exterminator can confirm or deny the presence of bed bugs – not a resident, doctor or any outside person.

# HOUSING, FACILITIES, AND COMMUNITY SPACES

## Community Spaces

### Lounges

There are several comfortable community lounges open to residents and meant for gathering, studying, and relaxing. All residents using these spaces must follow the below rules:

* Be respectful of others and mindful that this is a community space.
* Be courteous during organized events.
* All activities held in common areas must have a person that oversees the event/activity.
* During events, recreational activities are prohibited such as: video games, loud music, and loud conversations as it may be disruptive to the event.
* No tampering with the displayed artwork/decorations or televisions.
* No placing food and/or beverages on or near the pool tables or the table tennis/shuffle board surfaces.
* Furniture must be utilized appropriately and cannot be moved from its original location.
* Please dress appropriately, wear shoes, shirts and pants/shorts/skirts at all times.
* Be responsible for your own personal items, should you leave something behind please read the following policy: Abandoned property policy
* Residents wishing to reserve any community lounge for an event, must request it by contacting **jay.thehubsf@gmail.com**
* Clean up after yourself before leaving the lounge so everyone can enjoy a clean environment.
* No sleeping in public places (including furniture, floor, kitchen).
* Public spaces are under 24 hour surveillance.

### Kitchen

Common kitchens are provided for resident use throughout the residence. Keep in mind that operational hours are limited please check posted signs for accurate hours. We ask that all residents abide by the simple rules below so everyone can enjoy the space:

* Clean up after yourself.
* Do not sit on countertops, sinks or stovetop.
* Dispose of your trash in proper bins.
* Rinse out the sink and do not clog it by removing food from drain.
* Leave no trace of leftover food by wiping down counters.
* Do not place any items near the stovetop.
* Be attentive to your cooking/food.
* Remember you are on camera.

### Laundry Room

Please be mindful of your laundry. If you choose to leave it behind, make sure you know how long it takes to do a wash/dry. If you leave your laundry too long in a machine, someone may choose to move it for you. If you leave it unattended, FOUND Study is not responsible for items damaged, stolen or removed. After 48 hours, the staff will discard any items left unattended. If you are found guilty of damaging property and/or stealing you will be held financially and legally responsible and may even face removal from the residence. Please remember you are on camera.

Laundry Instructions: Coin/Credit Card Operated

If you would like to report a problem with a machine or the area, please contact **jay.thehubsf@gmail.com**

Please do not remove someone else’s items from the laundry room or leave property unattended for long periods of time. Items will be considered abandoned property if left more than 24 hours. Residents are encouraged to allow a 10-minute grace period before moving someone else’s laundry out of a washer or dryer that has completed its cycle, but residents are permitted to remove items (and set them aside in the laundry room) from machines that have completed their cycle and are left unattended for more than 10 minutes.

## 

## Electronics

FOUND Study is not responsible for any personal electronic equipment, including computers, brought into the residence. All residents should connect their electrical/electronic equipment, including computers, to power surge protective devices to minimize potential damage to their personal property.

## Littering, Garbage, and Recycling

Residents are required to dispose of all garbage and trash in appropriate areas and receptacles. Residents may not dispose of litter in any form on the grounds or facilities. This includes, but not limited to, cigarette butts, flyers, cans, bottles, etc. It is also prohibited to collect containers (i.e., bottles, cans, boxes, etc.) that may attract pests or cause other safety hazards. In accordance with the City of San Francisco Law, recyclable materials are to be placed in the designated bins. All trash should be brought to the appropriate designated kitchen area.

# RESIDENCE LIFE ADMINISTRATIVE POLICIES

These policies govern the administrative and operational aspects of the FOUND Study Student Life Program. Violation of these policies may result in administrative fees or fines, or delays in processing administrative requests. Extreme or repeated violations of these policies may result in appropriate action through the resident conduct process.

## Room Assignments

Room assignments will be made solely by FOUND Study, who reserves the right to change room assignments as reasonably required and will do its best to accommodate roommate requests. FOUND Study cannot provide you with your roommate’s information prior to your arrival because of changes that may occur before you arrive.

In the event of a roommate conflict, FOUND Study reserves the right to relocate one or all roommates to another room equal to resident's current rental payment. Roommate changes are subject to a full review by Student Life.

If FOUND Study determines that you do not fit into a positive environment, or if we consider that you are a threat to our community, this will constitute termination of your lease. FOUND Study reserves the right to terminate your lease if it is determined that you cannot fit into the community in a positive manner.

If a resident vacates an assigned space and leaves personal possessions whether intentionally or unintentionally, these items will be considered abandoned property. All items left behind will be removed, recycled or donated. FOUND Study is not responsible for any items left in the rooms/residence and will not be responsible for the replacement or compensation of abandoned property.

## Consolidation

FOUND Study reserves the right to fill any vacant bed at any time. As Student Life is continually placing residents, vacancies may be filled without notice. Student Life will attempt to give 24 hours notice, but this is not guaranteed. Residents with one or more vacant beds in their room can expect a new roommate or to be moved to a different room as the need for new resident assignments or consolidation arises. Residents must leave the vacant portion of their room or suite in a condition that will allow another person to move in easily. Residents should not place their belongings into a vacant portion of the room.

## Room Transfer and Request Procedure

Student Life offers an “on request” approach to room changes. This means that, if a resident has requested a room and a room becomes available that meets the criteria the resident provided in their request, we will allow the resident to move to that room. We do encourage residents to resolve conflicts, and the Student Life Staff is trained to assist in mediation that can help residents manage their disagreements.

Room transfer requests are not guaranteed and not all requests can be granted. Room changes can take place between terms and must be coordinated through Student Life.

The room transfer and request process is NOT for immediate and critical room changes. Residents who believe they are in critical need of a room change must contact Student Life. Also, since room changes cannot always be granted immediately, Student Life may ask roommates or suitemates who are experiencing conflict to participate in a mediation to address their differences instead of changing rooms, or pending the ability to grant a room transfer, and depending on the severity of the conflict.

## Roommate Conflicts

Residents bear the primary responsibility of resolving conflicts they may have with roommates. Residents are encouraged to take action in a timely manner if they feel a conflict is developing between them and their roommate. Residents are expected to approach disagreements with their roommates in a mature and respectful manner. If they are not able to reach a positive outcome themselves, residents should enlist the assistance of the Student Life Staff. There are limits to the ability of the student life staff to intercede in and resolve all roommate conflicts. In general, there are four specific responses that can be provided to residents who are not getting along with their roommate:

* **Mediation** – The Student Life Staff can facilitate a discussion between roommates to address the problems they are facing. This mediation can take the place of an informal discussion, but it can also be used to develop a binding “roommate expectations agreement”. The roommate expectations agreement is a document that allows residents in conflict to stipulate specific expectations and hold one another accountable to that agreement.
* **Non-Emergency Room Change** – As described above, residents may request a room change at any time. Residents seeking to leave a conflict situation by requesting a room change are reminded that room transfer requests are not guaranteed.
* **Emergency Room Change** – In cases in which a resident feels threatened by their roommate (or anyone in their community) the staff will arrange an immediate room change to ensure that resident’s safety. Please see more about this option below under “Emergency Room Changes”.
* **Resident Conduct and Community Standards Action** – If the behavior of a roommate violates the Resident Code of Conduct or policies stated in this handbook, it can be reported and addressed through the resident conduct process. Residents are advised that simply being accused or found in violation of policy does not always result in being reassigned or removed from housing. However, if the behavior that violates policy is the root of the conflict, it must be reported for the record so that the staff can address it through the resident conduct process.

## Emergency Room Changes

At various times, a resident will request an emergency room change based on the behavior of another resident that has not been documented and/or addressed through the resident conduct process. It is the policy of Student Life that in such cases, the resident bringing the complaint shall be offered a temporary relocation until the situation can be investigated. Residents who feel threatened or in any kind of danger will be offered alternative housing for the short term to ensure their safety. After the situation has been investigated and addressed, the appropriate long-term solution will be determined (who, if anyone, will move out permanently). Residents who genuinely believe they are in danger are expected to take advantage of temporary relocation to ensure their own safety.

## Improper Room Transfer

A resident who moves to another room or suite without proper authorization from the Student Life Staff is considered to have conducted an Improper Room Transfer. The resident is subject to an improper checkout fee of $75 and may be subject to disciplinary action, including removal from the space.

## Gender Neutral Housing

Gender Neutral Housing allows for same-gender, different-gender, gender-queer or other gender identities to live together regardless of biological sex in a platonic environment in which they feel supported.

To apply for Gender Neutral Housing, please contact our leasing office at leasing@foundstudy.com.

## Check-Out Procedures

Residents leaving an assigned space for any reason (transfer, consolidation, contract termination, or end of lease) must complete the checkout procedure. Any portion of the check-out procedure not completed will result in a charge/fine. The check-out procedure generally includes:

* Making an appointment with Student Life at least 24 hours before departure to check-out and sign the RCR which indicates any new damages the resident may be charged for:
  + NOT Cleaning the room (i.e. remove garbage, vacuuming, wiping all surfaces etc.)
  + NOT Returning furniture to original position
  + NOT Removing ALL belongings
  + Any items left behind will be considered abandoned and will be discarded after check out.
* Residents must return any room keys issued in order to avoid a fine.
* Signing and retaining a copy of the checkout RCR.

Residents are permitted to use an EXPRESS CHECK-OUT process if they so desire. This process allows the resident to submit their room key and/or resident ID to a lock box using a special check-out envelope and form. This process calls for the condition of the student’s room will be reviewed and evaluated by the housing staff after their departure. Residents choosing to utilize the express check out process waive their right to appeal damage and administrative fees associated with their room condition or check out process. For questions, please contact **jay.thehubsf@gmail.com**

## Housing Cancellation

All residents wishing to cancel a pending housing application (those residents who have applied for housing for a coming semester) or an existing housing agreement (those residents who are currently living in housing) must contact our Leasing Department at leasing@foundstudy.com.

## Health and Safety Inspections

Resident rooms will be inspected on a monthly basis to ensure compliance with health and safety related aspects of the Student Life Policy. Staff is not required to notify residents in advance. In most cases, residents will be given opportunity to resolve health and safety concerns before a re-inspection. Roommates can be held jointly responsible for health and safety violations that exist in their room or suite

## Abandoned Property

Residents are encouraged to keep personal items secure in their rooms. Public areas of the residences (including lounges, community bathrooms, hallways, etc.) are not intended for storage of personal belongings. Items found that are left behind in public space given to security or a staff member will be placed in a “Lost and Found” area for seven days. After this period these items will be considered abandoned and will be discarded. If an item is left behind and taken by another individual, FOUND Study will attempt to recover the item. However, FOUND Study is not financially responsible for the item if it cannot be recovered.

## Posting

Notices, flyers, ads and other informational items may be posted only on designated boards by the Student Life Staff. All flyers must be pre-approved by Student Life

Exhibiting or affixing any sign, advertisement, notice or other lettering, flags or banners on any part of the outside of your room, door or the building (including signage inside your room if it can be viewed from the outside) is prohibited, as is attaching or hanging any projections (radio or television antennas, awnings, flags, banners, etc.) on the outside walls or windows of the building.

## Programming and Program Points

The Student Life Staff conducts programs and events for residents throughout the year. These programs are designed to provide opportunities for social and academic development, and to help develop community within the residence halls.

## Lock-Outs

Please understand that it is your responsibility to carry your ID/key with you at all times. If you are locked out, please follow these steps:

* All residents should contact [**jay.thehubsf@gmail.com**](mailto:jay.thehubsf@gmail.com) to get access.
* Lost key will incur $20 access key replacement fee.

## Guest Policy

This policy exists to allow residents to have guests in a manner that does not infringe upon the comfort or rights of other residents and maintains an appropriate level of safety and security in the building. Being and/or having a guest is a privilege and not a right. Regardless of length of stay, the guest is expected to abide by all residence policies, procedures, regulations and standards. The host is responsible for the actions of their guests at all times.

Any guest who violates any residence policy while in the building is subject to penalties, including disciplinary procedures and/or legal penalties and will be asked to leave the residence. FOUND Study has the right to ban any guest.

Any person who is not a resident of the building, is considered a guest.

### The following conditions must be met:

* NO guests under the age of 18 are permitted in the residence.
* It is always the responsibility of the host to meet their guests in the lobby and to remain with the guest when the guest is in the residence.
* If the host departs the building the guest must also depart and is not permitted back into the residence until the host is able to personally escort them.
* All guests must register at the security desk by showing proof of a valid unexpired photo identification card.
* When the guest leaves the residence, they must be escorted to the lobby by the host and must sign out with security.
* No person who is required by law to register as a sex offender may be a guest in any residence.
* Guests, regardless of their length of stay do not receive an ID card and residents are not permitted to hand their ID to their guest if they depart the building. Guest must be physically escorted by host at all times
* All guests must abide by the [Code of Conduct](https://www.studenthousing.org/img/sgguide.pdf) and any resident found forging their roommate’s signature will lose their guest privileges for the remainder of their stay.

### Daytime Guests

Provided that there is no unreasonable interference with the rights of a roommate, a resident may have a maximum of two (2) short-term daytime guests who stay between the hours of 8:00am and 12:00am. Short term guests must leave the building by midnight or they will be considered an overnight guest.

### Overnight Guests

An overnight guest is a guest who is in the residence between the hours of 12:00am and 8:00am, regardless of whether they stay for a few hours, or sleep in the room overnight. In consideration to the rights of roommates and other residents, there are limits to the duration and frequency of such visits. A resident may have only one overnight guest at any given time.

Residents are not allowed to have overnight guests during their first week at the residence. This allows new residents to socialize with their roommates, as well as become better acquainted with the residence community. We do not provide mattresses or linens for any guest.

### Procedure

All residents must fill out an Overnight Guest Form for their guest regardless of guest’s length of stay. All overnight guests must be approved Student Life To obtain an Overnight Guest Form you can stop by the Student Life Desk.

* **Guests For One to Three Nights:** Forms for overnight guests staying for more than 1-3 nights must be submitted at least one hour before the desk closes for the same day of the overnight guest.
* **Guests For Four to Seven Nights:** Forms for overnight guests staying for more than three consecutive nights must be submitted 24 hours prior to the guests’ arrival. Guests must also be approved by roommate(s) and the Residence Life Staff.

Failure to complete and submit the form in a timely manner may result in guest not being allowed into the building and a $5 penalty, to be paid within 72 hours of guest arrival.

### Occupancy

* Maximum occupancy of a single room at any time (residents or guests) is 3 people.
* Maximum occupancy of a double room at any time (residents or guests) is 6 people.
* Maximum occupancy of a triple room at any time (residents or guests) is 9 people.
* Failure to complete and submit the form in a timely manner may result in guest not being allowed into the building.
* FOUND Study does not provide beds, bedding, or key cards for guests of any kind.

### Conduct

All guests are expected to abide by all Student Life policies, procedures, regulations and standards. Remember, having a guest is a privilege not a right and FOUND Study reserves the right to refuse any guest that is deemed inappropriate for the community.

* A non-resident may not be an overnight guest in the residence for more than seven (7) nights per calendar month, regardless of the host.
* All residents are legally and financially responsible for the conduct of their guests.
* While in the building, guests MUST BE ACCOMPANIED by their host all times.
* No person who is required by law to register as a sex offender may be a guest in any FOUND STUDY residence.
* FOUND Study reserves the right to ban any guest

# STUDENT LIFE HEALTH, SAFETY, AND SECURITY POLICIES

## Alcohol Policy

Residents are required to abide by all federal, state and local laws and regulations and the policies of FOUND Study regarding the use, sale, and distribution of alcoholic beverages. These rules specify that persons under 21 years of age are prohibited from possessing any alcoholic beverage. Residents who are of legal drinking age may possess and consume alcohol within the privacy of their own rooms in accordance with the following rules:

* Open containers of alcoholic beverages are prohibited outside of your room.
* Residents who bring alcoholic beverages into the residence are responsible for its legal use. This includes taking reasonable precautions to prevent the possession of alcoholic beverages by underage residents and visitors.
* Kegs, beer balls, and other mechanisms or devices that promote the purchase, storage and distribution of alcoholic beverages in bulk quantities, or that allow unregulated access to alcoholic beverages by any means, are prohibited.
* Alcoholic beverages may not be sold or distributed by a resident. This prohibition includes, but is not limited to, parties at which alcoholic beverages are served and for which contributions or donations to offset the costs of the party are sought.
* Residents found to be intoxicated (including those who have to seek medical treatment for intoxication) may be subject to the appropriate disciplinary sanction by FOUND Study and by legal authorities.
* Residents and their guests who display intoxicated behavior or who require assistance due to consumption of alcohol will be denied entry into the residence halls and are subject to disciplinary action.

**Please note**: if you are living with us through your school and your campus is a no-alcohol or dry-campus community, those rules apply while you are staying with us. Security and the FOUND Study staff reserve the right to refuse access to anyone attempting to bring in alcohol.

## Drug/Controlled Substance Policy

Residents are required to abide by all federal, state and local laws and regulations and the policies of all FOUND Study, regarding the use, sale, and distribution of controlled substances despite its changing legal status in other jurisdictions. Marijuana is an illegal substance in the State of New York and is strictly prohibited in any residence. There is no legal medical marijuana in the state of New York regardless of the legality of medical marijuana in other jurisdiction. If we find any resident or visitor to a residence room to be in possession of or using, selling or distributing marijuana or other controlled substances (or in the case of prescription drugs, without a valid prescription) within any residence, we will contact the New York City Police Department. Your license agreement will be immediately terminated, your rights to live in any FOUND Study residence will cease and all monies paid forfeited and you will be required to vacate the premises.

## Discrimination

A resident will be found responsible for discriminatory harassment, intimidation or bullying who engages in conduct directed at a specific group or individual, based upon race, creed, color, national origin, ancestry, age, marital status, sexual orientation, familial status, disability, nationality, sex, gender identity or expression.

## Sexual Harassment, Dating or Relationship Misconduct, Sexual Misconduct.

## Harassment and Intimidation

Everyone living in any residence has the right to live free of intimidation, harassment or bullying. If after an investigation, it is determined that a resident is harassing, bullying, or intimidating another resident, FOUND STUDY may take appropriate action to cause such behavior to cease including, without limitation, terminating the lease and right to be in the residence.

Should the conduct of a resident threaten or constitute a danger to personal safety or property, or substantially interfere with the residence hall community, summary action may be taken against the resident. A resident may also be subject to summary action if, following a warning by a FOUND Study Staff member to desist, the resident continues to engage in conduct that violates the FOUND Study policies and procedures. Summary action may include (but is not limited to) removal from residence halls, reassignment, restriction of guest privileges, and/or the implementation of a “no contact order” or “behavioral contract”. In such cases involving removal from residence, if necessary and appropriate, steps will be taken to eject the resident from the premises.

## Disruptive Conduct

Disorderly, disruptive or aggressive behavior that interferes with the general comfort, safety or welfare of a person or group is prohibited. Interference with the freedom of another person or group to move about in a lawful manner is prohibited. No resident shall create a condition that endangers or threatens the safety or well-being of himself/herself or others—this includes staff members, security guards and building staff.

## Prohibited Items

## Residents are not authorized to have any of the following items;

* Halogen lighting equipment.
* Electric or gas-powered heaters.
* Convection Ovens/Toasters
* Candles, incense, pipes (including water pipes or bongs).
* Flammable decorations such as Christmas lights etc.
* Furniture, television, refrigerator or microwave (except what is provided by FOUND STUDY).
* Illegal substances of any nature.
* Explosives, fireworks or weapons of any kind.
* Smoke laden materials/vapors, fog machines and/or instruments.
* Hover boards, self-propelled scooters

If these items are found in the room they will be confiscated. Residents will be given seven (7) days to determine where to send their items. After this time period all items will be disposed of. Please note that drugs or drug paraphernalia will be disposed of immediately.

## Restricted Areas

Residents are strictly prohibited from going into certain areas including but not limited to: electrical closets, storage closets and areas in the lower/basement level. Residents cannot take emergency exits unless there is an emergency. Residents are strictly forbidden to be on the roof at any time for any reason (except by the request of a New York Fire Official). Any violation of this policy will lead to disciplinary action.

## Fire Alarm Procedures

If you ever see fire or smoke, or smell smoke, do not hesitate to pull the fire alarm nearest your room. It is extremely important that you familiarize yourself with all applicable fire safety procedures. Falsely activating a fire alarm is against the law. Residents will be evicted and are subject to punishment to the fullest extent of the law. As a resident, you are strongly advised to maintain fire/theft insurance. You can usually add your possessions to your parents' homeowner's or tenant homeowner's insurance policy through a rider.

**If the fire is in your room** all persons are to vacate the room immediately in the safest possible way. If you are able to, please do the following:

* Call 911 after you exit the building.
* Do not try to extinguish the fire by yourself.
* Close all windows and open shades. Turn on lights.
* Take your identification and keys with you.
* Close all room doors.
* Pull Fire Alarm station, if possible, as you exit.
* Alert other people by knocking on their doors or yelling on your way out.
* Use the nearest stairway to exit, NEVER use the elevator.
* Learn your locations evacuation plan and know your predetermined path for exiting from the building
* Assemble across the street and maintain absolute silence so instructions can be heard.
* Wait until the appropriate officials indicate that you can re-enter the building.

**If the fire is not in your room:**

* If you cannot safely exit your room or building, call 911 and then provide them with appropriate information (name, address, etc.).
* Stay inside your room and listen for instructions from safety personnel unless conditions become dangerous.
* If you must exit your room, first feel your room door and doorknob for heat. If they are not hot, open the door slightly and check the hallway for smoke, heat or fire.
* If you can exit your room safely, follow the instructions above for a fire in a room.
* If you are unable to safely leave your room, seal the floor in your room with wet towels or sheets and seal air ducts or other openings where smoke may enter.
* Open windows a few inches unless flames and smoke are coming from below.
* Do not break any windows.
* If condition in the room appears life threatening, open a window and wave a towel or sheet to attract the attention of firefighters.
* If smoke conditions worsen before help arrives, get down on the floor and take short breaths through your nose.

### Fire Alarm Warning System

All residences have a state-of-the-art computerized fire warning system and trained fire/security personnel on the premises. During the course of the year, the Fire Department will test all fire warning systems in accordance with the City of San Francisco regulations. In the event of a fire drill, all residents must follow all instructions given by the emergency staff via the announcement system.

Floor plans and diagrams for emergency staircases and exits are posted in public areas on all floors as well as the back of every room door. Residents should familiarize themselves with these maps to be able to exit promptly during fire drills or actual emergencies.

### Kerry Rose Sprinkler Act

FOUND Study is committed to providing a safe environment for the entire community and to that end we would like you to know what fire safety devices are located in our residences. This advisement complies with the “Kerry Rose Fire Sprinkler Notification Act” (A.5715-a/s. 4180-B). These are the fire safety systems you will find in the residence; fire sprinkler system, fire extinguishers, smoke detectors, CO detectors, heat detectors, fire alarm pull boxes, emergency lights, public address system, and emergency exits. The fire extinguishers are checked to ensure that they are in working condition in accordance to the law. There will be at least one fire drill per semester.

Residents are provided with the Fire Safety Evacuation Plan for their location behind their room doors and in the FOUND STUDY [Code of Conduct](https://www.studenthousing.org/img/sgguide.pdf). It is important that you know the location of these fire safety devices and immediately report any device that is in need of repair or has been tampered with. Remember fire safety is everyone’s business and together we can lessen the threat of fire.

FOUND Study requires occupants to evacuate only as directed by the building’s specific Fire Safety Plan in the event of fire alarm activation. An alarm will sound on the fire floor, the floor above the fire and the floor below the fire floor. The occupants of these areas should immediately use the exit stairs to descend to a floor level that is at least four floors below the fire floor, and await further instructions over the loud speaker.

All other floors/areas will receive an alert signal and these occupants should stand-by for further instructions. Persons in these locations are not required to evacuate the area until told to do so by the Fire Safety Director, if required.

Residents should follow the building’s Fire Safety Director’s directions and procedures at all times.

**How to Avoid an Accidental Alarm**

* When using a microwave, oven or stove use lower time intervals and continue to reheat your food until it is ready. Do not leave something in for long periods of time which may cause a fire or excessive smoke.
* If you are making popcorn, please make sure that you are watching it very carefully.
* Never leave the food warming area unattended while you are cooking food.
* Be certain to keep all other items that can catch fire away from the cooking surface.
* Cook only when you are **ALERT** – not when you’re sleepy, drowsy from medication(s) or after alcohol use.
* All residences are smoke free environment, please smoke outside the building.

**Fire Safety Disclosure**

All halls are equipped with smoke detection alarms, alarm pull stations, and sprinklers. It is a violation to tamper with or disable any fire protection equipment in the residence. Violations include, but are not limited to:

* Removing smoke alarm from rooms (this includes taking out batteries or removing from hard wire)
* Removing a fire extinguisher from its prescribed location
* Discharging a fire extinguisher for any purpose other than putting out a fire
* Setting false alarms
* Tampering with the covers on fire alarm pull stations
* Tampering with common area and room sprinkler systems

Any action by a resident that places other residents at risk will result in the violator being held financially responsible for all costs associated. Additionally, the violator will be subject to disciplinary sanction taken by FOUND STUDY and/or legal authorities.

## Entry into Resident Rooms

FOUND Study reserves the unconditional right to enter rooms occupied by residents pursuant to the lease in the interest of health, safety, and conduct. The Security Staff, Student Life Staff, or maintenance may enter a resident’s room at any time for cleaning, inventory, maintenance, inspection, repairs or investigation upon reasonable grounds in the belief that a crime or violation of Student Life policies and procedures has been or is being committed, without prior notice. The Student Life Staff and other authorized personnel may enter a resident’s room for any of these purposes whether or not the occupants are present. At the time of such entry, any prohibited articles that are in plain sight may be reported and confiscated.

## Furnishings

Residents are responsible for all furnishings provided in their rooms.

Residents may rearrange furniture in their room but may not exchange it with other furnishings from other rooms. Room furnishings may not be removed from assigned locations. Alterations or damages to furnishings will result in charges for replacement or restoration to original condition. If furniture is missing the resident will be charged for the replacement furniture.

Waterbeds, lofts, personal mattresses, or homemade bunk beds are not permitted. Due to limited space and safety, residents are discouraged from bringing large additional furnishings. Student Life reserves the right to have residents remove personal furnishings from a room if those furnishings are believed to pose a safety risk, impede movement within the room, or represent a fire hazard.

Community and lounge furniture may not be removed or relocated. Appropriate lounge furniture is provided, and other furnishings will not be permitted in community/lounge areas. If community/lounge furniture is found within a resident’s room, a charge will be assessed to the resident(s) and the resident will be subject to disciplinary action.

Residents are permitted to bring personal items, such as rugs, throw pillows, and bedspreads. Residents are encouraged to use personal items that are fire retardant. Furnishings and any item brought into the room must be arranged in a manner that does not obstruct clear access to exits, including windows.

Residents are not permitted to cover lights, drape, or hang items from lights, windows, safety equipment or ceilings in any manner. Paper or other flammable decorations should be used with care as to not increase the “fire load” of the room.

## Noise and Quiet Hours

FOUND Study prohibits excessive noise after 10:00 pm nightly until 8:00 am. At no time should a resident’s noise level interfere with the community. Additionally, residents should practice 24-hour courtesy hours. Residents are responsible for discontinuing noisy activity if requested to do so by another resident or staff member at any time. Sound carries easily throughout the residence. Voices, stereos, televisions, and sound amplification equipment can often be heard in other rooms on a floor and floors above and below, and in neighboring buildings. Playing drums and amplified instruments is strictly prohibited. Residents playing non-amplified instruments in their rooms and/or in common areas may be asked to stop playing if it disturbs others. Subwoofers are not permitted. Residents who own a stereo with subwoofers should disconnect them from the stereo while in use.

## Burning Substances

Burning any substance in the residence is not permitted. This includes, but is not limited to, burning of candles, matches, water pipes and incense. Water pipes, candles and incense are prohibited in the residence, if found these will be confiscated and disposed of by staff.

FOUND STUDY reserves the right to enter the rooms at any time without warning if staff has a reasonable suspicion that burning substances are occurring.

## Pets

No pets of any kind are permitted in the Residence Hall, including fish. Residents found with animals in their custody will be subject to disciplinary sanction and will be required to remove the pet immediately.

## Emotional Support and Service Animals

The owner of any emotional support animal (approved by FOUND Study) or service animal is ultimately responsible for the actions of the animal. Residents must ensure proper noise control, hygiene and care of their approved emotional support/service animal, so that it is not disruptive to the educational pursuits of the community. Before the animal is brought to the residence all correct paperwork must be on file with FOUND Study.

Animals must remain in the resident’s assigned room, at all times, with the exception of being taken outside.

## Property Loss or Damage

FOUND Study assumes no responsibility of any kind for loss or damage to personal property caused by fire, water, theft, the actions of other residents or guests, or any other cause whatsoever. Personal property stored in resident rooms, during the period of the housing agreement, shall be stored at the owner’s risk. Residents may also be eligible for coverage under the insurance plan of a parent or guardian. We highly encourage residents to investigate these options.

Residents are expected to take reasonable precautions to ensure the safety of their items, including keeping valuables (particularly computers, phones and other electronic devices) elevated (off the floor) and away from windows in case of minor flooding or water leaking from windows. In addition, residents should always lock their doors when they leave their room to reduce the possibility of theft.

## Storage

There is no extra storage space available. Please do not bring more personal property than you can keep within your room. Summer storage is also not available and anything left behind will be considered abandoned (see Abandoned Property section) and you will incur appropriate charges.

## Safety Equipment

The tampering of any safety equipment is unlawful and strictly prohibited. This includes, but is not limited to; smoke detectors, locks, fire extinguishers, window stops, sprinklers, emergency panic bars, stairwell alarms, fire pull stations, and exit signs. Such behavior may result in a monetary summons, disciplinary action, criminal prosecution, or any combination. All violators of this policy will be documented for a violation of College policy through the resident conduct process.

## Searches and Confiscation

FOUND Study may request a resident’s cooperation in searching concealed areas. They may confiscate any suspicious, unauthorized or illegal items that they may find in the room or on their person. Residents will be asked to immediately dispose of items that are prohibited in the halls or pose a danger to the safety of the individual or community. If an item is removed from a resident’s room in their absence, the resident will be issued documentation indicating the removal. Confiscated items are subject to being discarded or placed in confiscation storage at the discretion of the security and housing staff. Confiscated items will be held for 72 hours. Items confiscated after this 72hr period will be disposed of. Residents wanting to take items out of confiscation beyond the 72-hour confiscation deadline must ask for permission through email before the 72 hour timeframe completes. The possession of prohibited items may result in disciplinary action, criminal prosecution, or both. Illegal items will be turned over to the proper authorities.

## Smoking

Residents and guests are strictly prohibited from smoking in the residence, including rooms, common areas, lobbies, lounges, activity rooms, stairways, doorways and elevators. The area immediately around the main entrance to each residence is also considered a non-smoking area. The use of vapes, and E-cigarettes are also prohibited in these areas. Smokers must remain 50 feet from any residence. Failure to do so may result in a fine and/or disciplinary action.

## Sports in the Halls

Horseplay is not permitted anywhere in the residence halls. Such activities include, but are not limited to, frisbee, football, rollerblading, dribbling a ball, etc. Disruption or damage caused by any such activity will be billed to the residents responsible.

## Stalking, Harassment, Bullying

No resident shall perform acts that are intended to harass, threaten, or alarm another person. Examples include repeatedly following such person; repeatedly committing acts that alarm or seriously harass or threaten such other person and that serve no legitimate purpose; and repeatedly communicating by mechanical, electronic means, third party or any form of written communication with such person in a manner likely to cause alarm. Incidents in which stalking, harassment, or bullying is alleged may result in the summary re-location or suspension of the accused pending resolution of the matter.

## Solicitation

It is prohibited to conduct any business or commercial enterprise from the residence. You are prohibited from unauthorized solicitation, membership recruitment, subscription, polling, posting, placing materials underneath doors, canvassing, and commercial sale of products, services, or tickets in any residence. Additionally, under no circumstances is prostitution or escort services permitted in the residences at any time.

## Tapestries

Some Tapestries are permitted. However, cannot be hung from the ceiling, or covering the ceiling, and cannot be hung as a bed canopy. Tapestries cannot cover windows, electrical outlets, any sprinkler or fire alarm and lights cannot be strung around or be touching the tapestry. FOUND Study staff has the right to remove any tapestries that are deemed a fire safety concern.

## Weapons

All weapons are strictly prohibited from the residence. Weapons include instruments used to inflict harm, or that could reasonably cause fear or inflictions of harm, and any item that may be deemed weapons under applicable laws, including but not limited to a pistol, revolver, shotgun, rifle, firearm, stun gun, BB or pellet gun, taser, electronic dart gun, and other instrument that launches a projectile by pressure resulting from combustion of propellant material, including a weapon related to or using air, sound, flare, hunting, or springs; bombs, grenades, mines, explosives, or incendiary device (which can include “ignition devices”, aerosols and fireworks) and daggers, stilettos, swords, switchblade knives, gravity knives having a blade exceeding four inches in length; and including parts, components, spare parts, or ammunition relating to the above. A disarmed weapon is a weapon.

## Windows

Throwing objects from a window is strictly prohibited. The use of slingshots or other related items is not permitted. Tampering with or removal of window stops or other safety equipment is not permitted and will result in a fine.

## Bicycles and Rollerblades

You are permitted to have a bicycle or rollerblades. However, either object must be stored in the resident’s room. If you have a roommate, you will have limited space. You are NOT ALLOWED to ride them anywhere inside the building, including the lobbies. Any bicycle or rollerblades left outside in the hallway is a safety hazard and will be promptly confiscated.

## Gambling

Gambling in your room or anywhere within the residence is not permitted.

## Vandalism

Any resident who defaces public property or any area in any residence (or the surrounding neighborhood), including FOUND STUDY postings and bulletin boards, will be subject to disciplinary sanction, appropriate fines, and responsible for cleaning and repairing the defaced area.

# STUDENT LIFE JUDICIAL PROCESS AND SANCTIONS

FOUND Study wants every resident to feel comfortable and respected in their home. Living in a community as complex as New York City requires the residence to maintain policies that are designed to provide a safe living and learning environment and also to create a community where all members feel safe to express their points of view. Living in a residential community is a learning experience, and it is expected that you conduct yourself in a responsible and mature manner while in the residence. Accordingly, the FOUND Study has the authority and responsibility to maintain order within the residence and to exclude those who are disruptive to the community.

We care about your rights in the residence hall setting, and we are committed to providing you with a fair procedure in the event of a judicial meeting.

As a resident, you are bound by the FOUND Study Student Life Handbook and policies and procedures. You are also responsible for the conduct of your guests/visitors.

All residents can expect fairness from the FOUND Study staff in addressing alleged violations of the Student Life Policies and Procedures. Failure to comply with the terms of a sanction will be considered further violation and may result in additional, extended and more severe sanctions.

## Student Life Judicial Process

1. When there is an allegation that student life policies or procedures have been violated, a Student Life Staff member will arrive as soon as possible to document the incident based upon what they have observed. This information will be compiled in an Incident Report (IR).
2. The Incident Report will include the names of all people present during the alleged violation. Each resident named in the report shall receive a violation email with a request to schedule a judicial meeting. Residents who were not present for the incident but were involved may be added to the Incident Report at a later point and called in for a judicial hearing.
3. Residents may review all written and/or physical information that is included in the judicial file.
4. Judicial meetings are required appointments. It may be necessary to schedule more than one judicial meeting to reach a resolution. Failure to attend or reschedule a judicial meeting in a timely manner may result in a decision being made without the resident’s input and could adversely impact the outcome of the case.
5. Residents may provide a written statement in response to the Incident Report to be submitted within 24 hours of the judicial meeting.
6. Residents will receive an email notification of the decision within seven (7) business days after the judicial meeting, unless circumstances related to the investigation prevent this from occurring.
7. Residents found responsible for violating policies and procedures will be required to sign a Consequence Agreement Letter outlining any sanctions for policy violation.

## Failure to Appear

If you choose not to appear, or do not set up a judicial meeting, a decision will be made based on information received. You will be informed of decisions via email.

## SANCTIONS

FOUND Study believes that sanctions serve as a learning tool for residents. One of our goals is to help you with your growth and development and to prepare you for life outside of the student housing experience. We strive to determine fair and appropriate sanctions that are reasonable and effective. We hope to enhance your learning, as well as, create a comfortable and enjoyable environment for each community member.

Sanctions are implemented as a means of helping residents understand the consequences of their actions, the impact of their behavior on others, and to accept responsibility for their misconduct. Residents who fail to complete a required sanction will be referred through the judicial process and may be found responsible for additional violations and more severe sanctions.

### General Sanctions include, but are not limited to the following:

1. **Warning:** A verbal or written warning stating that the resident has been warned that their actions or behaviors are not acceptable and additional incidents may result in further action.
2. **Loss of Privilege:** This includes, but is not limited to, removing a resident’s ability to have guests, being ineligible to have or gain access to buildings or residential spaces other than their own, and removing a resident’s eligibility for extending their lease.
3. **Loss of visitation rights (Persona Non-Grata**): A resident may no longer be permitted to enter or be in any area of a specified building. Should a resident be found in the building after placement on Persona Non-Grata status, they will be escorted out and further action may be taken
4. **Student Life Probation:** Residents placed on probation are on notice for a specific period of time that future violations of student life policies may result in disciplinary action and the possibility of more severe sanctions, such as eviction or termination of their lease.
5. **Restitution:** The resident is required to make payment to FOUND Study or to other persons, groups, or organizations for damages for which they are responsible. This is true whether the action was intentional or an accident. If an act was deemed intentional, other sanctions may also apply.
6. **Termination of Lease (Eviction):** When a resident’s lease is terminated, that resident will have a set amount of time, as determined by Student Life, with which to vacate the living space. The ability to return to the residence halls will be determined by the Student Life staff.
7. **Fines:** The resident is required to pay a fee based on the offense detailed by Student Life Office.

# FINES AND DAMAGE CHARGES

The following is a partial list of fines that may be imposed to sanctions and/or repair of damaged items. All items are subject to change:

|  |  |
| --- | --- |
| **Policy Based Fines** | |
| Failed Health and Safety | $50 |
| Failure to Evacuate | Varies |
| Pets | $50 |
| Possession of unauthorized appliances | $50 |
| Smoking anywhere in the residence | $75 |
| Second offence/repeated | $150 |
| Tampering with fire/life safety equipment | $150 |
| Tampering with windows or screens | $50 |
| Unauthorized possession of residence property | $50 |
| Use or possession of prohibited materials | $50 |
| Improper check-out from residence hall | $50 |
| Noise violation (Quiet or courtesy hours) | $25 1st Offense  $50 2nd + Offense |
| Unauthorized room change | $100 per day |

|  |  |
| --- | --- |
| **Entrance Door- Exterior** | |
| Room Sign | $75.00 |
| Electronic Key Lockset | $400.00 |
| Door Defacement | $150.00 |
| Door | $450.00 |
| **Entrance Door- Interior** | |
| Evacuation Sign | $50.00 |
| Fire Safety Notice | $40.00 |
| **Room** | |
| A/C Filter | $10.00 |
| A/C Knob | $10.00 |
| A/C Unit | $450.00 |
| Base Molding | TBD |
| Bed | $200.00 |
| Blinds (per blind) | $95.00 |
| Cable Box | $150.00 |
| Cable/Fittings (per fitting, plus repair) | $50.00 |
| Ceiling Plastering & Painting | $250.00 |
| Chair | $50.00 |
| Closet | $250.00 |
| Data Modem | $150.00 |
| Desk | $310.00 |
| Drawers for beds/desks/ nightstands | $75.00 |
| Dresser | $170.00 |
| Excessive Cleaning | $50-150 |
| Floor Tiles (per tile) | $150.00 |
| Mattress | $200.00 |
| Microwave | $150.00 |
| Nightstand | $195.00 |
| Overhead Lighting Fixtures | $100.00 |
| Painting (Full Room) | $350.00 |
| Painting (One Wall and/or Plaster) | $100.00 |
| Refrigerator | $350.00 |
| Refrigerator Shelving | $75.00 |
| Smoke Detector | $75.00 |
| Television | $500.00 |
| Television Mount | $50.00 |
| Television Remote Control | $25.00 |
| Wall Mounted Lamp | $200.00 |
| Window | $250.00 |
| Window Stoppers | $15.00 |
| Window Unit | $350.00 |
| **Bathroom** | |
| Bathroom Door | $500.00 |
| Bathroom Door Saddle | $85.00 |
| Bathroom Lockset | $150.00 |
| Bathroom Doorknob | $100.00 |
| Floor Tiles (per tile) | $50.00 |
| Shower Rod | $50.00 |
| Shower Fixtures | $350.00 |
| Basin | $225.00 |
| Medicine Cabinet | $250.00 |
| Medicine Cabinet Mirror | $150.00 |
| Medicine Cabinet Shelves | $25.00 per shelf |
| Mirror | $100.00 |
| Light Fixtures | $100.00 |
| Sink/faucets/knobs/ fixtures | $150.00 |
| Toilet Tank | $150.00 |
| Toilet Seat Cover | $25.00 |
| Toilet | $250.00 |
| Toilet Paper Roll Dispenser | $25.00 |
| Towel Rod | $50.00 |
| Tub Re-glazing | $350.00 |