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WELCOME TO COLLEGE PARK

Welcome to your new home! College Park Management is delighted that you have chosen to reside with us as you begin a new year at West Virginia University. We have excellent facilities and hope to make your experience a positive one. We have prepared this handbook as a quick reference guide to the unique community that has been created for you.

Please take a few minutes to become familiar with our services and procedures. This handbook has been designed to answer your questions about living at College Park. If you have additional questions, please feel free to stop by our office located at the Clubhouse during our business hours, Monday through Friday, 9:00 a.m. to 5:00 p.m.

We hope moving in will be pleasant and stress-free. Your neighbors and College Park Management staff are all looking forward to meeting you and working with you. We hope that the coming months will be rich with wonderful discoveries, experiences, and new friends.

MANAGEMENT AND LEASING OFFICE

The Management and Leasing Office is located at the Clubhouse and is the center of our management and leasing operations. Stop by the office or call 304.293.5840 to get information about your lease, rental account, facilities issues, or any other questions you may have about College Park. The Clubhouse is also a great resource for questions about the campus, the area, contacting our staff, and other general information. During holidays, summer, and school break periods of the year, hours may be limited. The Clubhouse also provides the following services:

CLUBHOUSE AMENITIES

The clubhouse offers many amenities for the residents of College Park to use free of charge. Some amenities do require you to make reservations in advance, and can be done by visiting the Clubhouse during regular office hours. The following amenities are only available during Clubhouse hours, and special select dates as announced by Management:
- Business Center
- Gaming Area
- Lounge
- Outdoor Patio and grill
College Park also offers a state of the art fitness center, which can be accessed 24 hours – 7 days a week, by using your apartment key fob.

LOCK OUT AND LOSS OF KEYS

If you are locked out of either you apartment or bedroom, please visit the Clubhouse for assistance during operating hours. If the lockout occurs after hours, please call 304.293.3136.

- If you are locked out during business hours, you will not be charged. However, if lockout requests become frequent, a charge may be assessed of $50.00.
- If you are locked out after business hours, your account will be charged $25.00.
• If you lose the apartment or bedroom key, a replacement key maybe requested at the Clubhouse for a fee. Key fobs are $100.00. Bedrooms keys are $25.00
• If you lose a mailbox key, you must report the lost key to the local post office. College Park does not have access and/or duplicate keys to your mailbox. Mailboxes are the property of United States Postal Service. Phone 304.291.1037.

All charges listed above will be charged to the resident’s account, and are due without any additional notice immediately after the replacement request or core change request is completed.

PAYMENT OF RENT

Rental payments are due and payable on or before the first (1st) day of each month. Payment for rent can be made online using the same process by which you pay tuition and fees. However, if there are other charges on the account and you want to ensure the rental charge is paid before the other charges, you should pay in person at one of two Cashier Offices: 1) Office of Student Accounts in the basement of Stewart Hall, room B33, or 2) SABO Accounts Receivable on the ground floor of Bennett Tower. These offices accept credit card, debit card, money order, check, and cash payments. If payment is by check, please remember to write your WVU ID number and apartment number on the memo line. Please note the rent must be paid in full by the payment deadline to avoid a late payment fee.

To pay online using your credit/debit card or ACH from your bank account:
Sign on to Mountaineer Information Xpress (MIX) at http://www.mix.wvu.edu using your MIX ID and password.
  • Click on the “STAR” tab
  • Click on the “Star Information System” link
  • Click on the “Student Services & Housing” link
  • Click on the “Student Accounts” link
  • Click on the “Electronic Bill by Term/Make Payment” link
  • Select the Term and scroll to the bottom and click “Make an Electronic Payment”

Alternately, students can also log on to STAR directly at http://star.wvu.edu. Simply substitute your WVU Student ID# in place of your MIX username when logging in.

If you need help making an electronic payment through STAR, please see the tutorials at http://studentaccounts.wvu.edu/home/tutorials.

IMPORTANT NOTES

• When making a debit card payment, many financial institutions have a daily debit limit that can prevent a Web transaction on STAR from processing. If your debit card is declined you will experience a blank payment page. You can contact your financial institution and ask that they temporarily raise the limit to enable this payment to process. In such an event, you are responsible for making payment by another means by the payment deadline if you wish to avoid late penalties.
• A 2.5% processing fee will be assessed on all credit/debit card transactions. There is no charge for an electronic check/ACH transaction. Instead of using a debit card you may want to consider electronic check/ACH transaction.
• On the second day of each month a one and half percent (1.5%) late fee will be applied to your Student/resident account for any balance due equal to or greater than $200.
• Any rent not paid when due will be reasonable grounds for non-renewal of your lease.
• Outstanding balances above $400 will be sent to collections after 90 days past due.

NON-SUFFICIENT (RETURNED) CHECKS

• If we receive a returned check for non-sufficient funds (NSF) from your bank, you are required to repay the amount of the check and all additional charges that may be assessed.
• All returned checks are charged a twenty-five dollar ($25.00) returned check fee, in addition to WVU’s late fee policy.
• After two (2) NSF checks, the Cashier’s Office will no longer accept personal checks from you; only certified checks or money orders will be accepted.

SECURITY DEPOSIT INFORMATION

Any security deposit paid at the signing of your lease is held by WVU until your lease expires or is terminated. Upon vacating the unit, Management will inspect your unit and cross-reference your move-in condition form completed at the beginning of your lease term. Within 45 days of your lease expiration, WVU will return any remaining security deposit, along with a written itemization of the charges. If your security deposit is not sufficient to cover the cleaning and damage costs, the invoiced amount must be paid immediately.

If you breach your lease agreement, WVU reserves the right to apply your security deposit to any damages it suffers as a result of such noncompliance. Refer to your lease for further details.

LEASE TERM AND RENT

Your lease term is further defined in your lease signed with WVU. Should you desire a copy of your lease, please stop by the Clubhouse.

RE-LEASING PROCESS

This is also known as subleasing; re-letting; assignment.

You shall not re-let your unit without prior written permission from Management. In order to proceed, you must submit your request on the form provided by Management. Written approval will not be given until the new resident is approved, signs all applicable documents, and pays $250 and a security deposit. Prior to beginning this process, the balance on your account must be current and in good standing.

You must vacate your apartment prior to midnight on the date set with Management. You must take all of your belongings. Any items left in the unit will be removed at your expense. You are personally responsible for returning all keys to Management on the check-out date. Management will not accept keys from anyone other than you as a means of checking out, including a roommate, a relative, a
friend, your re-lessee, or leaving them in the apartment. If your keys are not returned at the time of check-out, you will be charged for the core changes of each key not returned. Upon vacating, you must clean the unit and follow the move-out terms set forth in the lease agreement. Your security deposit will be returned within the timeframes provided in the lease.

**CONSEQUENCES OF ILLEGAL RE-LEASING**

Illegally re-leasing a College Park apartment to an unapproved individual is strictly prohibited. If a person is found illegally residing in your apartment, College Park will take the necessary steps to remove the illegal resident. The leaseholder will be held responsible for any costs incurred and remain liable for all rental payments.

Failure to check in through Management is subject to a $200 administrative charge. Failure to check in or out at a designated Clubhouse is also subject to a $100 improper check in/out fee. Furthermore, current residents who do not properly check their keys in to a staff member at the Clubhouse are subject to a $150 core replacement fee in addition to a $35 per key replacement fee. Only legal leaseholders will be permitted to sign out the replacement keys in such circumstances.

To avoid incurring these charges and judicial sanctions, and to preserve the security of our community, it is imperative that all residents use the re-leasing process to reassign their leases to new applicants.

**TRANSFER INFORMATION**

If you desire to relocate from one apartment to another, the move must be approved in writing by Management and must adhere to the following procedures:

1. The apartment currently occupied must be checked by Management prior to approval.
2. The apartment currently occupied must be cleaned and in an acceptable condition, as determined by Management, before the transfer will be granted.
3. Approval for transfer will be given based on (1 and 2) and if a suitable apartment is available and the resident requesting the transfer is in good financial standing with the Department of University Housing and Apartments.
4. All conditions set forth in the check-out procedures must be met; a new housing contract must be signed.
5. A transfer fee of $100.00 dollars must be paid by the resident(s) requesting the transfer.
6. Any cleaning or maintenance charges not considered normal wear, involving the transferring apartment, will be assessed in addition to the transfer fee.

**CONTINUING LIABILITY**

In addition to being eligible to live in College Park when you apply, it is your responsibility to maintain eligibility throughout your stay. If you do not maintain your affiliation with West Virginia University, your lease may be terminated and all unpaid monthly installments become immediately due as liquidated damages. Examples of situations that may fit this category include, but are not limited to:

- Expulsion/suspension for violation of Student Code of Conduct.
If you feel there are extenuating circumstances around your situation such that you should be allowed to remain in College Park despite no longer being eligible, please submit a written appeal to the College Park Management. Please note that submitting your keys to the Clubhouse does not end your lease. You will continue to be financially responsible for your lease.

CHECK-OUT

It is the responsibility of each resident to arrange a check-out appointment with Management. The appointment should be scheduled at least three (3) days prior to check-out. Check-out is not considered completed until all keys have been returned. If a resident fails to return all keys issued to the resident within 24 hours of vacating date, lock changes will be initiated, and the resident will be charged a fee.

When you are ready to move out of College Park, you are required to leave the apartment in the same condition as it was at the time of initial occupancy, barring normal wear and tear. The apartment must be free of your personal possessions and the woodwork, walls, cabinets, closets, plumbing fixtures, range and floors must be clean. Any damages and/or cleaning necessary in the apartment will be the financial responsibility of the resident.

Residents staying beyond the contract end date will be assessed a daily rate as follows: rent divided by thirty, multiplied by three.

BICYCLE STORAGE

Bicycle racks are located outside of buildings throughout the Community. Our bicycle racks are reserved for College Park residents only. All bicycles must be parked at this location only, and will not be permitted to park at any other areas throughout College Park. It is strongly recommended you secure your own bike, as Management will not be responsible for any stolen or damaged bikes.

Bicycles may not be parked at trees, railings, signs, or any area other than the bicycle racks provided. Bicycles are also not permitted in the buildings, except to access the storage area. All illegally parked bicycles will be removed from the community on a regular basis.

MAIL AND PACKAGES

Mailboxes are located to the left of the Clubhouse. Each apartment has one mailbox, so you do not need to include your bedroom letter in your address, only the apartment number and building address. Please make sure that your friends, family, and associates know your correct building address – improperly addressed mail is considered misdirected and may not be delivered. Packages are received at the Clubhouse. However, packages that are not picked up within a two week period will be returned to the sender. The staff of College Park will not be responsible for any packages delivered, including perishable items such as flowers and food.

To obtain a key to your mailbox, you must appear in person at the United States Post Office located at 40 High Street, Suite 101, Morgantown. A letter confirming your residency and address must be presented to confirm your residency – this letter must be requested from the office. Upon appearing at the Post Office, you will be required to pay a $25.00 fee. A request for keys will be made and ready for pick up in approximately one week. USPS will only issue two keys per mailbox.
The United States Postal Service (USPS) will serve College Park. Thus, mail to or from campus will require postage in order to be delivered. The Management of College Park has no access or control regarding the mailboxes. Any issues must be reported directly to USPS at 304.291.1037.

**PACKAGE ACCEPTANCE/PICKUP**

Upon commencement of your lease, the Clubhouse will accept packages on your behalf. You will get an e-mail through your Mountaineer Information Xpress (MIX) account to notify you when you receive a package. When you retrieve a package from the Clubhouse, be sure to bring your photo ID so your package can be released to you. Please ensure packages have your name and apartment number clearly marked with the correct address as below:

Your Name  
XX Newton Avenue  
Apartment XXX  
Morgantown, WV 26505

We recommend that you file a change of address with the post office when you move in and out of your apartment to minimize the interruption of your mail service. It is also advised to leave a note in your mailbox should you and your roommates be absent and unable to collect your mail – the post office will typically hold your mail for this duration.

**CABLE TELEVISION**

Cable television services will be provided by College Cable Service. A coax cable is required to connect your television to the wall jack, thus, a cable box is not required. Most televisions older than 2007 may not be compatible with our cable service. A channel listing is available from the Clubhouse, should you have misplaced it from your move-in packet. Should you require technical service regarding your reception, please contact College Cable Services directly at 888.467.9004.

**INTERNET**

There are designated Internet jacks throughout the rooms/building, in addition to available WiFi throughout the property. If you require technical service regarding your access, please contact the OIT Service Desk at 304.293.4444.

**PARKING**

Residents of College Park are considered on-campus residents for the purpose of obtaining on-campus parking privileges. Please contact WVU Parking and Transportation at 304.293.5502 or visit transportation.wvu.edu to apply for a permit to park at College Park. Any vehicles parked at College Park without the necessary permit may be ticketed by WVU.

Visitor parking may be available, dependent upon parking vacancy. Temporary passes can be applied for at the Clubhouse during office hours and are subject to a nightly fee. Full driver and vehicle information will be obtained at the time of applying for a visitor pass.
NOISE

Excessive noise is not permitted, and courtesy hours are always in effect. Loud parties or activities that will in any manner disturb, annoy, or cause discomfort to other residents is not permitted. Residents are held responsible for the conduct of their guests at all times. Residents are encouraged to peacefully resolve issues among themselves. If the noise continues, the resident should contact Management. Accordingly, the following shall apply to complaints concerning a resident and/or guest’s violation of this rule:

1st complaint—A written warning will be issued.

2nd complaint—A $100 fine will be assessed to your account.

3rd complaint—Additional fines may be assessed and eviction proceedings may be filed at the discretion of the Apartment Manager.

PARTIES

Parties are NOT permitted. Whether in apartments, bedrooms, or any building common area, social gatherings must not:

1. Become too large for you to exercise responsible control over the behavior of you and guests.
2. Expand beyond the boundaries of the apartment or building common area.
3. Be advertised in any way.
4. Consist of more than two (2) guests per person/per apartment.

CONDUCT

Both direct and indirect forms of verbal and written abuse, threats, coercion, physical or verbal harassment, intimidation, violence against another person or their property, or causing the apprehension of physical or verbal harm are prohibited and will not be tolerated. Conduct that threatens the health and safety of any person (including yourself) may result in fines and possible eviction, and/or criminal action. You are responsible for reporting abuse to appropriate authorities. At all times, you and your guests are expected to conduct yourselves in accordance with the rules contained in this Handbook.

Any claims for discrimination, harassment, sexual and domestic misconduct, stalking, and/or retaliation should be reported to West Virginia University’s Title IX Coordinator in the Division of Diversity, Equity and Inclusion at 304.293.5600.

PETS

Pets or any animals are prohibited from being brought onto any College Park property by any resident and/or guest. Pet prohibitions apply to all mammals, birds, reptiles, and insects. Fish are allowed with the maximum tank size of 10 gallons. In the event of a violation of this rule, a written warning will accompany $100 fine to be assessed to the resident’s account. College Park, at its discretion, may also file an eviction proceeding for a pet violation at any time.
Pets must be removed from the premises immediately. Any subsequent violation will result in additional fines and eviction from the premises.

GUESTS

Nonresidents (including family) may not use the premises if you are on vacation or for any other reason not present, unless accompanied by you. You are responsible for the conduct of your guests, including payment for any damages caused by your guests’ behavior.

Children must be accompanied by an adult at all times while on property. Children playing on the play equipment area located at College Park must be supervised at all times. Residents’ and guests’ use of the playground is at their own risk.

DRUG AND ALCOHOL

You shall abide by the West Virginia University Student Code of Conduct and all local, state, and federal laws regarding alcohol and illegal drugs. The possession, sale, distribution, or provision of any illegal drugs or drug paraphernalia is strictly prohibited. Violations of this policy may result in administrative action by the University, criminal charges, and/or eviction from the unit. If your unit is within 1,000 feet of a school you may face enhanced penalties, including felony charges.

TOBACCO-FREE POLICY

Use of any form of tobacco products in or around the facility, and WVU Campus, is prohibited.

SOLICITATION

Door-to-door solicitors are not permitted. Please contact Management if a solicitor disturbs you.

GAMBLING

Gambling is prohibited.

SIGNAGE

You are prohibited from placing any signage or decorations on the exterior of the buildings, doors, or windows.

COMMON AREA

All residents of each unit are liable and accountable for all damages to the common area in their unit resulting from negligence and/or misuse. Unless otherwise arranged by the residents, cost of repairs will be split evenly among all residents. Additionally, residents are responsible for any damage to the common areas of College Park caused by themselves and/or their guests.

The driveways, sidewalks, courtyards, entry passages, stairs and halls shall not be obstructed or used for any purpose other than ingress and egress. Bicycles and similar vehicles shall not be allowed to
obstruct the common areas. Hallways, walkways and lounges are not to be used as grounds for sporting events, wrestling, horseplay or riding bicycles and skateboards.

**FIRE SYSTEMS**

Tampering with or misuse of fire-alarm systems, firefighting equipment and building security systems is extremely dangerous, illegal and prohibited. Violators will be prosecuted. If convicted a penalty could include both a fine and a prison sentence. A resident(s) engaging in such activity is also subject to immediate removal from the apartment and suspension from the University.

Further details regarding fire safety and building alarms are located on page 18.

**FIREARMS/WEAPONS**

Possession or use of firearms, weapons (BB guns included), fireworks, gasoline, flammable liquids, explosives, volatile chemicals or other materials that endanger the health, safety, and welfare of human/animal life is prohibited in or around College Park property.

**MEDIATION SERVICES**

Should you have a conflict with your roommates or other residents that you are unable to resolve, Student Legal Services (SLS) offers a free mediation program to assist you in resolving such issues. Please call SLS at 304.293.4897 to set up a consultation.

**CONSERVATION**

As members of the global, campus, and College Park community, we all have an obligation to conserve resources such as energy and water. Conservation will help minimize increases in rent costs due to utility usage, so keep the following tips in mind throughout your College Park experience. Additionally, don’t forget that recycling drop-off areas are available on the first floor of every building.

**CONSERVATION MEASURES**

- Turn off all lights when you leave a room.
- Do not run water longer than necessary.
- Turn off all appliances when not in use.
- Turn off the television and stereo when you are not at home.
- Report leaks, toilet issues, and nonfunctioning windows immediately.
- In the winter, leave the thermostat at 72 degrees or less. Lower the thermostat to 70 degrees at night. Close the blinds in the evening and open them in the morning to admit sunlight and warmth through the windows.
- In the summer, leave the thermostat at 74 degrees or higher. Close the blinds in the morning to reduce heat from the sunlight and open the blinds in the evening. If you leave your apartment for more than three days, set the thermostat to 85 degrees in the summer and 68 degrees in the winter.
- Close all windows and doors when the heat or air conditioning systems are in use.
- Schedule your loads of laundry and dishes to allow you to run the washing machine and dishwasher with full loads every time.
- Do not block air vents with furniture or other items.

**RECYCLING AND TRASH GUIDELINES FOR COLLEGE PARK RESIDENTS**

Part of West Virginia University’s institutional commitment to sustainability includes instituting recycling on WVU and WVU-affiliated properties. College Park is equipped with multiple trash receptacles throughout the property, and one recycling location, which can be identified on the community map. Below is a guide of recyclable and non-recyclable items.

A few additional things to keep in mind are:

1) Keep the building corridor and stairwells clean, and clean up any spills.

2) All items being placed in the receptacles should be placed in appropriate bags/trash liners.

3) Please flatten all cardboard. This will help alleviate open space, and keep containers from overfilling.
WORK ORDERS/MAINTENANCE TICKETS

Work orders allow you to request a maintenance technician to repair a problem in your apartment, bedroom, or community. All residents can access the online work order system through their resident portal available at fsd.wvu.edu. When filling out a work order, please be as detailed as possible. For example, “Dryer is not heating” is much more informative than “Dryer broken.” This kind of specific information will allow the maintenance technician to diagnose the problem and complete your repair much more quickly. If you have questions or concerns about your work order, please feel free to contact call 304.293.5840.

PREVENTIVE MAINTENANCE

Occasionally, a preventive maintenance technician will post a notice to enter your apartment in order to perform preventive maintenance on the apartment systems. Their preventive maintenance checklist includes tasks such as changing the air filter in the HVAC system, checking the water temperatures of the bathtubs, checking airflow temperatures from the vents, checking the plumbing for leaks, and cleaning the HVAC coil. When you receive this notice, please make sure that all of these areas are accessible for the technician.

College Park also provides a preventive maintenance pest control program. It is very important that the apartment be clean at the time of this service, so plan to clean the apartment when you receive the notice of entry. The treatment consists of fast-drying gel bait; no sprays will be used for the preventive treatment.

FACILITIES FAQ's

We have collected the most frequently asked facilities questions. This information will help you set up your apartment and maintain it throughout the year.

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<th>Issue</th>
<th>Solution</th>
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<tr>
<td>How do I report something that needs to be repaired?</td>
<td>Please send all requests through the Facilities Clubhouse portal – <a href="http://fsd.wvu.edu">http://fsd.wvu.edu</a>.</td>
</tr>
<tr>
<td>How long will it take to address my request?</td>
<td>For routine, or non-emergency work requests, three to five days.</td>
</tr>
<tr>
<td>How will I know if my request has been completed?</td>
<td>You will receive a system-generated e-mail when your work order is closed.</td>
</tr>
<tr>
<td>What is considered a maintenance emergency?</td>
<td>A maintenance emergency is defined as a problem that if not resolved quickly will jeopardize the health and safety of a resident and create a serious hardship. An emergency is further defined as a situation that will result in damage to the building or property, or when basic life needs are not provided for. Situations that would be considered emergencies are: - ALL toilets in unit are clogged; not just your toilet, ALL toilets - Heating doesn’t work and temperature outside is under 45 degrees - Air conditioning doesn’t work and temperature outside is over 95 degrees - Unit door will not lock; not bedroom door</td>
</tr>
<tr>
<td>What is NOT considered a maintenance emergency, but should be corrected as soon as possible, within 24 hours?</td>
<td>Call the HELP line at 304.293.HELP (4357). The call will be transferred according to the emergency. Life threatening emergencies should be directed to 911.</td>
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<tr>
<td>What if I have a maintenance emergency after-hours?</td>
<td>What if I lose power to my apartment?</td>
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<td>What do I do if I lose power at specific outlets only?</td>
<td>Apartment: Determine if there is a city-wide power outage by looking out your window for street lights. If there is no power, power will be restored once local electric company can resolve issue.</td>
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<td>No electricity in the entire unit</td>
<td>If the power is out in a specific area of your apartment, you should find the breaker box, which is contained in a metal panel located in your hallway. There are breakers (switches) in the breaker box. Each breaker should be facing the same direction. A tripped breaker will sit between off and on. Locate the breaker that matches the specific area where the power outage exists (e.g., the bathroom or kitchen) and flip that breaker off and then on. When power is restored all of the breakers should be facing the same direction. You should also make sure that you are not placing excessive equipment on the circuit or else the breaker might continue to trip, causing loss of power. For example, if you have lost power to the kitchen area and you reset the breaker, but it trips again, check to see what is plugged into the kitchen outlets. If you have a bread machine, a toaster, a mixer, and a microwave all on the same circuit you might be creating an overload condition. In this case unplug one or two of the items and then try resetting the breaker. If the power remains out, and the breaker will not reset, submit a work order.</td>
</tr>
<tr>
<td>Flooding</td>
<td>Bedroom, Bathroom or Kitchen outlet: These rooms have special safety outlets called “GFI Outlets.” GFI outlets have two buttons: a test button and a reset button. Simply push the reset button to restore power.</td>
</tr>
<tr>
<td>Refrigerator/freezer is not cooling food to safe temperatures</td>
<td>If the outlet still does not reset, check the breaker box to see if that breaker has tripped. Each breaker should be facing the same direction. A</td>
</tr>
<tr>
<td>Broken window (both panes)</td>
<td></td>
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<tr>
<td>Inoperable smoke detector</td>
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<tr>
<td>Fire</td>
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<tr>
<td>Clogged toilet in a unit where another toilet works</td>
<td></td>
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<tr>
<td>No hot water</td>
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<tr>
<td>Clogged garbage disposal</td>
<td></td>
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<tr>
<td>Stove doesn’t work</td>
<td></td>
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<tr>
<td>Air conditioning doesn’t work and temperature outside is under 95 degrees</td>
<td></td>
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<tr>
<td>Bedroom door won’t lock</td>
<td></td>
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<tr>
<td>Clogged shower</td>
<td></td>
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<tr>
<td>Electricity out for one or two items</td>
<td></td>
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<tr>
<td>Washer/dryer doesn’t work (in units equipped with washer/dryer)</td>
<td></td>
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<tr>
<td>Smoke detector low battery indicator is sounding</td>
<td></td>
</tr>
<tr>
<td>Question</td>
<td>Answer</td>
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<td>------------------------------------------------------------------------</td>
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<tr>
<td>Dishwasher – I used regular dish soap and it is now foaming everywhere.</td>
<td>If this happens, you have either used regular hand dishwashing soap in the dishwasher, or used too much dishwasher detergent. You MUST use dishwasher detergent, and follow the manufacturer’s suggested usage amounts. If you have used a non-dishwasher product, open the door and keep it open for about two hours to allow the bubbles to evaporate. Pour a cup of cooking oil into the tub and run the “RINSE” cycle. You may have to repeat this two or three time until the foam disappears.</td>
</tr>
</tbody>
</table>
| What do I do if my toilet is clogged?                                  | - Attempt to plunge it. College Park recommends purchasing a plunger for each apartment.  
- If water is overflowing – turn off water (There is a valve located on the underside of the toilet). Every effort must be taken to mop up excess water.  
- Place a work order.                                                                                                                                 |
| How can I hang pictures/posters on my wall?                            | However you hang pictures, the goal is to minimize damage to the walls. We recommend that you hang pictures with tacks and picture hanger hooks. Do not use screws, nails (except finish nails), tape, adhesive pads, or putty of any kind; if you choose to use these items you may be charged for damaged walls. |
| Are there changes I am not allowed to make?                           | Major improvements, alterations, or damages to apartment or the building cannot be made for the sole convenience of the occupant. Below are some, but not all, examples:  
- Installation of appliances or other major items that are not standard or provided.  
- Relocating the washer and/or dryer when they are already installed.  
- Installation of hobby equipment: a pottery wheel, for example, and related hardware.  
- Installation of bars, room dividers, built-in-bookshelves/cases, etc.  
- Removal or disablement of any installed system equipment, such as heating units, plumbing, locking, and security devices. Also tampering with fire alarms and fire extinguishers is prohibited. |
| What does the fire alarm sound like, and what should I do if I hear it? | Smoke detectors within your unit will not sound the building alarm system.  
- DO NOT open your unit door in airing out false-alarm smoke – this will alarm the building fire system.  
Fire alarm will sound if smoke is detected in the hallways. The alarm will be a loud “honk” type of sound, and strobe lights will flash throughout the building. You should calmly exit the building immediately. Once outside the building, walk to the adjacent building. The fire department will clear the building and determine if it is safe to return. |

**How should I hang pictures on the wall?**

However you hang pictures, the goal is to minimize the damage to the walls. The best things that we have found for this purpose are tacks, picture hanger hooks and command strips. Do not use screws, nails (except finish nails), tape, or putty of any kind!
Can I hang curtains or blinds on the patio doors?

Again the goal is to minimize damages. Do not use screws, nails, tape, or putty of any kind. You may use magnetic curtain rods or patio boards.

Why can’t I hang anything from or near the sprinklers?

The sprinklers are extremely sensitive and may go off if jostled or tampered with. If this happens, your apartment will flood within seconds! So be respectful of this equipment.

What should I do if my apartment has a pest control problem?

The first thing you should do is clean your apartment, as pests usually result from unsanitary conditions such as improperly stored food or organic residue in your garbage can. If the problem persists, submit a work order so that our maintenance staff may evaluate the problem. The maintenance staff will have our pest control company treat your apartment on their next visit. If possible, capture a sample of the pest so that our pest control vendor may accurately identify the species and treat accordingly.

Will the maintenance staff change light bulbs for me?

No. However, if you stop by the Clubhouse, a staff member will be happy to assist you.

What should I do if my air conditioning stops working?

If your A/C stops working, please check to be sure that the HVAC closet louvered-door is not blocked. The air handler in your unit needs an air source in order to circulate the conditioned air within your apartment. If this does not resolve the issue, call the Clubhouse to determine whether there is a building-wide outage. If not, please submit a work order.

Why does my water need time to warm up?

The hot water circulation system for these buildings is very large. So, if there is not a lot of usage to keep the hot water circulating, it can take some time to pull the hot water to your apartment. If you find that this is an issue, just let the shower run for a few minutes.

What would happen if someone damages the furniture or flooring in the apartment?

If damage to the common area furniture/flooring is brought to our attention or noted during an inspection, it would result in an evenly split fee among the roommates in the apartment, unless someone admits full responsibility. Please take care of your furniture/flooring by not allowing roommates to smoke, bring in bikes, or use hookahs in the apartment.

If the use of any kind of tobacco is found in your unit you will be fined $250 for the first offense and $500 for the second offense. You will also be billed for painting and carpet cleaning/replacement as
deemed necessary by Management. After that, your contract at College Park maybe terminated with additional fines and fees.

**What can I do to ensure that I don’t receive damage/cleaning charges?**

There are several steps that you can take to ensure your apartment is in good condition at the end of your lease:

- Clean your apartment at least once a week. Pay special attention to vacuuming the carpets, cleaning the toilets, bathtubs, sinks, tile floors, oven, stovetop, drip pans, microwave, refrigerator, and countertops. It is wise to set up a cleaning rotation between all residents to ensure a clean apartment at check-out.
- Keep your walls in good condition: hang only one or two pictures per wall using the methods recommended above, and do not place furniture directly against the walls.
- Put a mattress pad or mattress cover on your mattress to protect it from stains.
- Do not install additional items such as shelves, hooks, or over-the-door hooks.
- Vacuum regularly.
- Follow the instructions in your move-out letter to prepare your apartment for move-out. Be sure to coordinate your move-out preparation with your roommates, since common area issues are billed to all residents of the apartment.

**APARTMENT CONDITION SHEET**

At move-in, each resident is given an Apartment Condition Sheet during the receipt of keys. This sheet shall be completed and returned to the Leasing Office immediately, and is designed for the protection of the resident. If assistance is needed in completing the sheet, please contact management at 304.293.5840. Failure to complete and return the Apartment Condition Sheet within five (5) business days after moving in will imply you have accepted the apartment as-is.

**EMERGENCY PREPAREDNESS**

Although we hope emergencies won’t happen, it is best to be prepared. College Park staff will do their best to help you, but you need to do your part as well. Follow the three steps below and you’ll be ready!

If you have a life threatening emergency, dial 911

**UNIVERSITY POLICE DEPARTMENT (UPD)**

The University Police Department (UPD) provides patrol and response services to the College Park community.

WVU is now live with an app known as LiveSafe. This app can be downloaded on your Apple and Droid mobile devices for free. We highly recommend and encourage our residents to download this app to assist WVU maintaining a safe environment. If an emergency situation arises, please contact the WVU Police at 304.293.2677 or dial 911.

**SAFETY TIPS**
Living on campus does not exempt you from possible threats to your personal safety. Please use the following precautionary measures to minimize dangers and hazards, and use the mobile app LiveSafe.

**PERSONAL SAFETY PRECAUTIONS**

- Do not walk or bike alone after dark; walk with friends or in a group.
- Use the LiveSafe app.
- Walk in well-lit and well-traveled areas.
- Constantly be aware of your surroundings.
- Be wary of persons you do not know, or appear to be acting strangely.
- Report suspicious persons or activity to the police.
- Stay away from relatively isolated areas.
- Plan what you will do if confronted by a potential assailant (run, scream, fight, try to gain his/her confidence while waiting for safe escape opportunity).
- Have a cell phone readily available.
- Have a friend or family member know your whereabouts.

**APARTMENT SAFETY PRECAUTIONS**

- Keep your apartment and bedroom door locked at all times, even if you or one of your roommates is home.
- Carry your keys with you at all times, and do not mark your keys with your unit number.
- Make sure doors close and latch behind you.
- Confront persons you don’t know; if you can’t confront, report suspicious persons to the police and to the Clubhouse.
- Report damaged or malfunctioning doors, locks, etc., to the Clubhouse.
- Report “salespeople” or “solicitors” to your Clubhouse; they don’t belong in the building.
- Escort your guests at all times.
- Don’t prop doors open.
- Don’t allow people to enter the building behind you, even if you think they may be a College Park resident. This kind of “tailgating” is how criminals may gain entry to buildings. Your neighbors will understand and appreciate your caution.
- Use your peephole to determine who is knocking at your door.
- Get to know your neighbors and watch out for one another. If you see or hear anything suspicious, or witness any illegal activity, notify the police immediately.

**MAKE A KIT**

You should have a few emergency supplies stashed away in case of an emergency. Ideally, you should have two kits, one in your apartment and the other in your automobile. These kits should include: water and food (nonperishable), can opener, first aid supplies, flashlight/batteries, battery-powered AM/FM radio, and medication or any other special item you can’t do without.

If you are evacuated to a campus emergency location, you’ll only be able to bring one piece of baggage, so be sure that you have the following supplies accessible to be quickly packed at all times: clothing, pillow/blanket, towel and soap, toothbrush/toothpaste, shower shoes, medicine, flashlight, padlock, phone card, snacks, something to do (books, games, etc.).
MAKE A PLAN

If an emergency occurs, you want to know what your resources are and have a plan ready. Keep the following issues in mind when drafting your personal emergency plan:

- If you had to evacuate campus for a few days, where would you go in the local area?
- Do you have an out-of-state contact to help you communicate with your family members? It may be easier to make a long-distance phone call than to call across town if local circuits are busy.
- Will College Park staff be able to contact you with updates about the situation? Make sure you keep your emergency contact information up-to-date with the College Park Management Office.

Be Informed ...

FIRE PREVENTION

- Only use power strips with a UL seal and that are not frayed or worn.
- Limit the number of appliances that are plugged in or in use at one time.
- Do not use or possess fireworks, lighted candles, flammable fuels, or space heaters.
- Do not use or possess torchiere halogen lamps or halogen bulbs.
- Do not smoke or allow others to smoke in your room or anywhere in the building. WVU and College Park are tobacco free.
- Do not tamper with smoke detectors, sprinklers, or other life safety equipment.
- Do not allow anything or anyone to touch sprinklers.

FIRE ALARM PROCEDURES

If the fire alarms sound, you must evacuate the building immediately. Exit your apartment and go to the nearest stairwell. Go down to the first floor, exit the building, and proceed to the assembly point listed below. Remain at the assembly point until an official member authorizes you to reenter the building or directs you to another location.

EXTERIOR ASSEMBLY AREA

The building adjacent (across the parking lot) has been designated as your assembly area when your building fire alarm sounds. Please proceed to this area and wait for further instructions from an emergency official.

SMOKE DETECTORS

Your unit and building hallways have been fitted with wired smoke detectors. Smoke detectors can be very sensitive to changes while you are cooking, and precautions should be taken to prevent false alarms. In the event of a false alarm during cooking, refrain from opening the apartment door. Open all windows and turn on any fans.
The smoke detectors in your unit will not activate the building alarm. However, should smoke fill the hallways of the building, this will engage the building alarm system, and evacuation procedures must be adhered to.

The sprinkler system is designed to automatically activate should sufficient heat reach the head. Each sprinkler head operates independently and will also activate the building fire alarm system. DO NOT touch, hang, or disturb sprinkler heads in any way to eliminate the false activation of the system.

... ABOUT EMERGENCY READINESS

You can find more information about emergency readiness at www.ready.gov or www.fema.gov.

RENTER’S INSURANCE

You are responsible for obtaining renter’s insurance for your personal belongings and to protect yourself against any liability. The insurance in place for College Park 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 Park’s insurance.

In general, renter’s insurance is not expensive and can provide substantial protection and peace of mind.

You must obtain a renter’s insurance policy with coverage for personal property and at least $100,000 liability.

Renter’s insurance is easily available at a low cost. Most insurance providers offer policies with the following options:

- Replacement of your belongings or compensation for their actual value.
- Additional living expenses.
- Emergency housing compensation.
- Personal liability coverage.
- Medical payments to others.

If your parents or guardians have a homeowner’s insurance policy, they may be able to cover your belongings under their policy, but you should carefully weigh the advantages of an individual policy. Many policies do not cover a resident’s liability when causing damage to the property/unit.

On behalf of the staff and Management of College Park, and West Virginia University, we want to thank you for choosing College Park to be your home while at WVU, and we hope you enjoy living here. Should you have any concerns during your residency at College Park, please stop by the office.