



**2019-2020**  
**Resident Handbook**  
**and**  
**Code of Resident Conduct**

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# WELCOME TO EDGEWOOD COMMONS

Welcome home! We are delighted that you have chosen to reside with us for the 2019-2020 academic year at Frostburg State University. We have an excellent facility to offer and many activities planned to make your experience a positive one. We have prepared this handbook as a quick reference guide to the unique community that we have created for you.

Please take a few minutes to become familiar with our procedures. This handbook has been designed to answer your questions about living at Edgewood Commons. However, if we have neglected to answer any of your questions please feel free to stop by the office Monday through Friday, from 9:00 AM to 5:00 PM, or call our office at 301-689-1370.

We hope moving in will be pleasant and stress-free. Your neighbors, Hall Council, Resident Assistants, the Head Resident, and the Professional staff are all looking forward to meeting you and working with you. We hope that the coming months will be rich with wonderful discoveries and experiences, good grades, and new friends. Good luck with your semester!

Sincerely,  
The Edgewood  
Staff

## **EDGEWOOD COMMONS STAFF**

### **Director of Edgewood Commons – Sue Kramer**

The Director is in charge of all administrative aspects of Edgewood Commons. The Director is responsible for the site's budget, goals for the complex, and is the direct supervisor of all Assistant Directors and maintenance staff.

### **Assistant Director of Operations – Jamal Fisher**

The AD of Operations is in charge of housing, billing, assignments, and office operations. The AD of Operations lives on site.

### **Assistant Director of Residence Life – TBA**

The AD of Residence Life oversees the community living within the building, programming, supervision of Residence Life staff, and overall wellness of the Edgewood community. The AD of Residence Life lives on site.

### **Maintenance Supervisor – Martin Snyder**

The Maintenance Supervisor is responsible for overseeing our maintenance staff and ensuring all work orders and maintenance concerns are addressed at Edgewood Commons.

### **Office Coordinator – Melanie Hutter**

The Office Coordinator provides office coverage from 9 a.m. until 5 p.m. at the main office on days they are scheduled. The Office Coordinator is available to assist residents with general questions about the University and Edgewood Commons. The Office Coordinator also acts as the primary leasing agent to help with marketing efforts, conducting tours of the model apartment, participating in open houses, and leasing of the building.

### **Office Assistant – London Moore**

The Office Assistant provides office coverage from 9 a.m. until 5 p.m. at the main office on days they are scheduled. The Office Assistant is available to assist residents with general questions about the University and Edgewood Commons. The Office Coordinator also is responsible for general administrative functions within the office and marketing strategies.

### **Head Resident- Kyrrah Thomas**

The Head Resident (HR) is responsible for supervising the building programming and acts as a mentor for the Resident Assistant staff within Edgewood Commons. The HR assists RA's in handling escalated roommate conflicts and serves as a facilitator to encourage a cooperative and considerate group living environment.

### **Resident Assistants (RAs)**

Our RAs are here to help residents create connections within the Edgewood Commons' community and the rest of the larger campus community. They specialize in educational and social programs to build a cooperative and considerate group living environment. The RA serves

as a leader and role model who is responsible for being a referral agent, student, peer, and at times, policy enforcer. RAs can be found throughout the building as there are four on every floor.

## EDGEWOOD COMMONS MAIN OFFICE

### Edgewood Commons Main Office

The Main Office is located in the lobby inside the main entrance and is the center of our operations. Stop by the office or call 301-689-1370 to get information about your account, contract payment, housing contract issues, facility issues, Resident Assistant applications, or any other questions you may have about operations.

The main office is a great resource for questions about the campus, campus telephone numbers, and other general information. The Main office also provides the following services:

#### ❖ Temporary Key Cards

If you have locked your ID in your apartment, you may checkout a temporary key card. Temporary key cards must be returned by noon (12:00pm) the next business day. If the key card is not returned, the resident will be charged a \$10 fee per card, and the card will be deactivated.

#### ❖ Bedroom Keys

If you have locked yourself out of your assigned bedroom, please find a staff member. Once they verify your identify and residency in the building, they will unlock your bedroom door for you. *(When you first receive your ID and key at the beginning of the year, you will sign for them on a keycard, which lists the following key policies)*

- If a resident loses a bedroom key, the resident must pay a \$25 replacement fee. If it is determined that the lock needs to be replaced (i.e. a security concern) you will also be charged \$50 for a new door lock.
- The resident must verify their identity with a photo ID. FSU ID's must be carried by residents at all times.
- All charges listed above will be charged to the resident's account, and are due without any additional notice five (5) days after the replacement request, or core change request.

#### ❖ Check-in and Check-out

Check-in and check-outs are available by appointment at the main office. Please remember, that while you may check-out of your room at any time, check-out alone does not release you from the financial obligations of your housing contract. For more information, please see Section 16: Termination by the

Resident of your housing contract. A check out newsletter will be distributed at the end of each semester with additional details.

❖ **Package Acceptance/Pickup**

As per your signed package release (as stated in Section 38: Packages, of your housing contract), the main office will accept packages on your behalf. When we receive your package, you will get a notification through the email address you supplied for the resident portal. When you go to pickup a package from the main office, be sure to bring your photo ID so that your package can be released to you. Our office staff will not release your package to anyone other than the addressee, and only after verifying the ID of the recipient. Packages may be picked up every day after 1:00 PM.

❖ **Resident Assistant (RA) on Duty**

There are two RAs on duty every night. You may contact them or see your own RA for help.

RA on Duty 1: (301) 338-0146

RA on Duty 2: (301) 338-0716

**Mail**

Mailboxes are located on the first floor across from the game room. You will receive the combination to your mailbox upon check-in. 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 able to be delivered.

**Your address should be written:**

Your Name

1 University Dr

Apartment Number

Frostburg, MD 21532

The United States Postal Service, not campus mail, serves Edgewood Commons. If you have mail to go to campus, you must put it in the bin at the main office marked campus mail. Campus mail will make regular stops to take campus mail to its appropriate location.

We recommend that you file a change of address with the post office when you move in and move out of your apartment so that you minimize the interruption to your mail. Our office will not forward mail once you move out. It will be returned to sender. It is your responsibility to inform mail carriers of your correct address.

**Using the Resident Portal at [www.edgewoodfsu.com](http://www.edgewoodfsu.com)**

1. Select the “Residents” tab
2. On the left side click on “Log in”
3. Select Register Now!

4. Enter in the appropriate information, using your preferred email account.
5. After you received the temporary password in your email, use it to login. Change the password, making sure it meets all the indicated parameters.
  - If approval is required, please wait one business day (M-F 9 to 5) for our office to process the request.
6. Choose 2019-2020 contract.

After choosing the contract term, you'll find all of your information including; roommates, balance information, maintenance request options, express check-in packet, and your personal information.

### **Work Orders**

Work orders allow you to request that a maintenance technician repair a problem in your apartment. When filling out a maintenance request, 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.

Work orders are submitted through the Resident Portal, which can be accessed through the Edgewood website ([www.edgewoodfsu.com](http://www.edgewoodfsu.com)) under the residents tab. You must register to use the Resident Portal which can be completed by following the on screen instructions. Please understand that the e-mail you use to register on the portal is also used by our office for official communication to you. You will be responsible for the information sent to this account. Typically, maintenance will arrive after 10am to fix the problem. If you want to be present or have the work completed at a specific time, you must indicate that information when putting in a work order. Staff is available at the front desk to assist you with the work order process if you need help!

If the repair is not complete within two business days, go back to the website for an update. There will be notes in the maintenance request record showing additional information. If the information does not answer your questions, please call the main office to address unfinished work orders. **Please do not file multiple maintenance requests for the same repair.** In the event that you have a maintenance emergency (leak, no hot water, etc.), please call our office or the RA on duty cell phone for service.

### **Preventative Maintenance**

The preventative maintenance inspection includes: checking the water temperatures of the bathtubs, checking airflow temperatures from the vents, and checking the plumbing for leaks. They will also check that the smoke detectors are functional, that there is nothing hanging from ceilings or sprinkler heads, and check the general sanitation of the apartment.

Edgewood Commons also provides a preventative maintenance pest control program. Each apartment will receive preventative pest control service three times per year. We will post a notice one (1) day prior to entry on the floor that will receive this maintenance.

Fire, health, and safety inspections are performed on a monthly basis, for which you do not have to be present. Two maintenance workers will enter residents' apartments to check for

things that may endanger the welfare of our community; for example, candles, weapons, and objects hanging from the ceiling/smoke detectors/sprinkler heads. Any violations of policy will be reported to professional staff and will be handled through Edgewood Commons' conduct system. An inspection checklist will be left in the apartment once the inspection has been completed.

### **Room Entry Policy**

There are certain situations where Edgewood Commons reserves the right to gain access to an apartment without the seeking the residents' permission prior to entry. These situations include:

- If staff feels that the health and safety of a student is in jeopardy, two staff members will enter and announce themselves to assist the student(s).
- If there is destruction of property occurring in an apartment, two staff members will enter and announce themselves. Damages will be assessed, and if necessary, responsibility will be determined through the Edgewood Commons' conduct system.
- If a smoke detector, unattended music, or an alarm clock is actively disturbing others, two staff members will enter, announce themselves, remedy the issue, and leave the resident(s) documentation of the entry if residents are not present.

### **Vehicle Registration**

Our parking lot is reserved for Edgewood Commons' residents only. Vehicle registration is free for the first permit. You may register your vehicle at any time during the year at the main office. Please complete the registration form included in your express check-in packet or request a new one from a staff member. Once you receive your permit, just place the permit sticker on your vehicle's windshield in the lower right corner (passenger side). All illegally parked or unregistered vehicles may be ticketed by University Police, and/or towed at the vehicle owner's expense.

If you would like to park your car in a black university lot, you will need to purchase a parking permit. Please contact FSU's University & Student Billing Office for parking information at 301-687-4321. You may also sign up for a free green permit for parking in the stadium lot.

### **Bicycle Storage**

Edgewood Commons has three bicycle racks located around the building. You must obtain a bicycle permit in order to chain your bicycle to one of our racks. You may also store your bicycle in your apartment as long as it is not obstructing any entrances/exits. Please

do not ride your bike in the building. The permit should be posted on the handlebar stem of the bicycle.

Please note: If you chain your bicycle to anything other than the designated racks, you will be notified, and if not removed, locks will be cut and it will be permanently removed for you. Edgewood is not responsible for cost associated with moving an improperly stored bicycle.

### **Telecommunications**

Edgewood Commons provides telecommunication for all residents. Each bedroom is equipped with a phone jack, a cable connection, and an Ethernet connection (there is also wireless throughout the building); an additional cable connection and phone jack is provided in the living room. Local and long distance telephone is available, but not included in the contract, through Verizon. You must call Verizon directly at 301-954-6260 to set up your phone.

### **FSU Shuttle Bus**

The FSU Shuttle serves Edgewood Commons. Monday through Friday, the first stop is at 7:33 a.m. and the last stop is always at 10:33 p.m. The shuttle continuously circles campus between 7:33 a.m. and 3:33 p.m. on 20 minute loops, and from 3:33 p.m. until 10:33 p.m. it will make hourly loops to include local businesses as well as the campus (e.g., the 7-11, the Food Lion, the country Club Mall, Walmart, etc.). We will post a schedule of the stops by the front lobby for your convenience. For more information, please call Allegany County Transit at 301-722-6360.

### **University Police**

The FSU University Police patrol and responds to the Edgewood Commons community. They can be contacted by calling 301-687-4222 (Emergency) 301-687-4223 (Non-emergency), 24 hours a day, 7 days a week.

### **Hall Council**

Hall Council was developed to give students a voice to address advocacy issues in their halls, to plan programs, and to prepare students for leadership roles while at FSU. Hall Council works to make living at Edgewood Commons the best living experience possible. Everyone that has paid their \$25 activity fee is considered a hall council member. Hall Council meets on a weekly basis, and serves as a liaison between the residents of Edgewood Commons and the Residence Hall Association. Please contact your RA for more details about participating in hall council meetings.

## **EDGEWOOD AMENITIES**

**Main Lounge:** Open M-F: 7 a.m.-Midnight, Sat. & Sun.: Noon-Midnight

The main lounge has our big screen TV and fireplace. This space is often used for the programs put on by the student-staff weekly. This space can be reserved for meetings by residents of Edgewood by filling out a room reservation form available at the front desk.

**Computer Lab:** Open 24 hours a day, 7 days a week

Our computer lab operates the same as the lab computers on main campus. You will need your FSU log-in information to use the lab. Printing is free; however, we do ask students to be mindful of how much they are printing in order to keep this feature free. Please keep print jobs to a maximum of 10 pages and only print items required for class. Printer paper is available from the front desk upon request.

**Fitness Center:** Open 24 hours a day, 7 days a week

The fitness center has treadmills, elliptical steppers, stationary bikes, free weights, medicine balls, 40" television, DVD player, etc. \*Please do not drop the weights on the ground because it damages our flooring. For your convenience, a water fountain is also located in the fitness center.

**Media Room:** Open M-F: 7 a.m.-Midnight, Sat. & Sun.: Noon-Midnight

There is a list at the main office that includes all of the movies, video games, and controllers that residents may check-out using their activity card. **Media items must be returned within 24 hours of checking out the item.** There may be a fee assessed for unreturned or damaged media equipment. Residents will be financially responsible for the market value of the items not returned.

**Game Room:** Open M-F: 7 a.m.-Midnight, Sat. & Sun.: Noon-Midnight

The game room contains two pool tables, foosball, air hockey, ping pong, and projector. Game room equipment is stored at the main office and may be checked out by residents using their activity card. Equipment must be returned by midnight that same day. There may be a fee assessed for unreturned or damaged game room equipment.

## SAFETY TIPS

Please use the following precautionary measures to minimize existing dangers and hazards in the environment.

### 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 and ID with you at all times.
- Make sure doors close and latch behind you.
- Report suspicious persons to the police and to the main office.
- Report damaged or malfunctioning doors, locks, etc. to the main office.
- Report "salespeople" or "solicitors" to the main office; they don't belong in the building.
- Escort your guests at all times.
- **Don't prop exterior doors.** You are responsible for anyone you allow access to the building by propping the door.
- Don't allow people to enter the building behind you, even if you think they may be an Edgewood Commons resident. This kind of "tailgating" is how many criminals gain entry to apartment buildings. Your neighbors will understand and appreciate your caution.

- Get to know your neighbors and watch out for one another. If you see or hear anything suspicious, or witness any illegal activity, notify the police immediately.

### **Fire Prevention**

- Only use power strips with a UL seal and that are not frayed or worn.
- Limit the number of appliances that are plugged in or in use at one time.
- Do not use or possess fireworks, lighted candles, flammable fuels, or space heaters.
- Do not use or possess touchier halogen lamps or halogen bulbs.
- Do not smoke or allow others to smoke in your room or anywhere in the building. Smoking is prohibited on university property.
- Do not tamper with smoke detectors, sprinklers, or other safety equipment.
- Do not allow anything or anyone to touch sprinklers.
- Do not run extension cords under rugs, or hang them from the ceiling.

### **Personal Safety Precautions**

- Do not walk or bike alone after dark; walk with friends or in a group.
- Walk in well-lit and well-traveled areas.
- Constantly be aware of your surroundings.
- Know the locations of the nearest blue light emergency phones. You will find them by the C-stairwell in the courtyard, in the middle of the parking lot, and at the bottom of our driveway.
- Be wary of persons you don't know.
- Report suspicious persons or activity to the police.
- Stay away from relatively isolated areas.
- Plan what you will do if confronted by a potential assailant (run, scream, fight, try to gain his/her confidence while waiting for a safe escape opportunity)

## **CONSERVATION**

As members of the global, campus, and Edgewood Commons' 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 Edgewood Commons experience. Additionally, don't forget that recycling drop off areas are available on each floor in the trash room.

### **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 through resident portal.

- 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.

## **CONTRACT FEE PAYMENT FAQ**

### **What does my housing contract say about the payment plan?**

All housing contract rates are for the 2019-2020 term beginning on or around August 1, 2016 (the "Contract Commencement Date") and ending on May 22<sup>nd</sup>, 2020 (the "Contract Termination Date"). The housing contract base rent per resident will be one of the following as checked and initialed, either:

#### **Monthly Payment Plan\***

Four Bedroom Apartment (10 month):	\$7,931 (\$793 per installment)
Two Bedroom Apartment (10 month):	\$9,528 (\$953 per installment)

It is expressly understood that the full housing contract rate is due and payable in ten equal installments, as follows:

Payment 1: August 1, 2019	Payment 5: December 1, 2019	Payment 9: April 1, 2020
Payment 2: September 1, 2019	Payment 6: January 1, 2020	Payment 10: May 1, 2020
Payment 3: October 1, 2019	Payment 7: February 1, 2020	
Payment 4: November 1, 2019	Payment 8: March 1, 2020	

\*Please keep in mind that a 1% finance charge applies to the monthly payment plan.

If a resident wishes to extend his/her housing contract for the summer, they may do so at an additional cost. An addendum will be available in March. Please ask for details at the front desk.

#### **Semester Payment Plan**

Four Bedroom Apartment (10 month):	\$7,931 (\$3,965 per installment)
Two Bedroom Apartment (10 month):	\$9,528 (\$4,764 per installment)

It is expressly understood that the full housing contract rate is due and payable in two equal installments, as follows:

- Payment 1: August 1, 2019
- Payment 2: January 1, 2020

### **Financial Aid Payment Plan**

- Financial Aid deferments will be granted after we receive the Request for Funds Transfer form and until we have verification from the University and Student Billing Office that your transferable financial aid has been exhausted.
- It is your responsibility to make Contract Fee payments for any amount not covered by aid.
- All of your financial aid may NOT be directly transferable to Edgewood Commons.
- You are individually responsible for paying for your activity fee of \$50 per semester as additional fees cannot be included in the Financial Aid Transfer Request.
- Your contractual obligations and indebtedness are your responsibility. It is your responsibility to inform Edgewood Commons Apartments staff, via written documentation from the FSU billing office or the PAWS database, in the event of any changes in your financial award, enrollment status, or any relevant development regarding my ability to make payments.
- Any financial aid you receive will be applied first to tuition and any other obligations to the University and then to your Edgewood Commons Apartments Contract Fee.

### **Veterans Benefits Payment Plan**

- It is your responsibility to contact the Frostburg State University Veterans Affairs Office at: 301-687-4409 or <http://www.frostburg.edu/clife/vet/> to apply for Veterans Educational assistance.
- It is your responsibility to provide Edgewood Commons with verification of expected benefits.
- It is your responsibility to pay all application, processing, and activity fees separately from the deferment.
- Your monthly housing allowance will come directly to you and you are responsible for making payments directly to Edgewood Commons as soon as these payments begin.
- Upon receipt of your first monthly housing allowance, it is your responsibility to meet with the Assistant Director of Operations and create a payment plan for the remainder of the contract year.

### **Why am I paying in August if I don't move in until August 31st?**

The total cost of your housing contract is listed above and payments are made in ten equal installments. The first payment for each housing contract is due on August 1<sup>st</sup>, and the last is due on May 1<sup>st</sup>. You are not paying "rent for each month." The monthly payments are part of a ten-month payment plan. The total contract fee does not change depending on the payment plan you choose.

### **How should my contract payments be made?**

- All contract payments are due and payable as set forth by the housing contract (see excerpt above) on or before the first (1<sup>st</sup>) day of each month by cashier's check, certified check, personal check, credit card or money order. Payments may also be made through the Resident Portal or by phone. We will not accept cash payments.
- Contract fee payments can be mailed to Edgewood Commons, 1 University Dr., Frostburg, MD 21532 or paid at the management office of the same address Monday through Friday, 9:00 a.m. to 5:00 p.m. You may also place your payment in the rent drop box located on the left-hand side of the front office.
- Installments must be paid in full. No third-party or post dated checks may be submitted. Please write your full name and apartment number in memo section of the check.

#### **What happens if my rent is not paid on time?**

- There will be a five percent (5%) late fee applied to your account if installment is paid after the third (3<sup>rd</sup>) day of the month. Late charges are considered and charged as additional rent.
- If installment still has not been paid in full by the twentieth (20<sup>th</sup>) day of the month, eviction may be processed.
- Any rent not paid when due will be reasonable grounds for non-renewal of your housing contract.

#### **What happens if one of my checks bounces?**

- If we receive a returned check for non-sufficient funds (NSF) from your bank, you are required to repay the amount of the check and all additional charges within forty-eight (48) hours of notification.
- All returned checks are charged a twenty-five dollar (\$25.00) returned check fee in addition to the five percent (5%) late charge.
- After two (2) NSF checks, we will no longer accept personal checks from you; only cashier's checks, certified checks or money orders will be accepted.

## **CONTINUING ELIGIBILITY**

In addition to being eligible to live in Edgewood Commons when you apply, it is your responsibility to maintain eligibility throughout your stay. If you do not maintain full time status as a student of Frostburg State University, your housing contract may be terminated and all unpaid monthly installments become immediately due (see your Edgewood Commons Housing Contract). The following are examples of situations which may fit this category:

- Academic dismissal
- Housing Termination
- Reduced credit hours (part time student)
- Leaving the University for medical reasons
- Transferring to another University

- Study Abroad or Internship
- Student Teaching

If you feel there are extenuating circumstances around your situation such that you should be allowed to remain in Edgewood despite no longer being eligible, please submit a written appeal to the main office. Submitting your keys to the main office does not end your housing contract. You will continue to be financially responsible for your housing contract, until you are released by management in writing.

## **CHECK OUT**

If you decide to check out of your room for any reason, there are two procedures that can be followed. When you have all of your belongings out of your unit and it is clean, you'll be ready to check-out. Before the end of each semester, the management office will send you a newsletter that will explain the upcoming check-out process in detail.

### Express Check-Out

- ✓ Just stop by the main office, complete an Express Check-out form and submit your key by sealing both in the envelope provided and dropping them into the drop box on the left side of the front desk. It's that easy and it can be done at any time, day or night.
- ✓ If you have lost your key, you will be charged \$25 for a lock change.
- ✓ Maintenance staff will check your apartment at a later date to check for damage and/or cleaning charges.
- ✓ Your room condition report (RCR) can be viewed for one month on the Resident Portal.
- ✓ Performing an express check-out severely limits your ability to appeal any damage charges against you.

At a minimum, your apartment should be returned to the condition it was provided when you moved into the apartment. If you can't remember what the apartment looked like at move in,

please refer to your *Room Condition Report* (found on the Resident Portal), which was completed when you moved in. The office can provide additional guidelines on what you should do before moving out. Don't forget to remove all items from your room and take any large items to the trash room or exterior trash bin areas. You will be charged for any items left in your unit after you have checked out. They will be considered abandoned property and thrown away.

## FACILITIES FAQ

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

### **Why is my smoke detector beeping/chirping?**

If your smoke detector is beeping or chirping, it is most likely because the battery needs to be replaced. Please contact the RA on duty and we'll have the battery replaced.

### **Can I smoke in my room?**

No. Smoking is not permitted inside the building or on university property.

### **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 command strips, tacks, and picture hanger hooks. Do not use screws, nails (except finish nails), tape, adhesive pads, or putty of any kind! There are products made by 3M and others that can be removed without leaving marks or damaging the wall. You will be billed if the adhesive used removes the paint from the wall.

### **Why can't I hang anything from or near the sprinklers?**

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

### **What should I do if my phone doesn't work?**

If you think there might be a problem with your phone, first make sure your phone is plugged into the correct jack. The phone line jack is white and the Ethernet jack is blue. If that doesn't solve the problem, try another phone before you call Verizon for assistance. Remember, you have to set up your phone line with Verizon before your phone jack will be active.

### **What should I do if my cable doesn't work?**

First check that your cable cord is securely attached to your TV and the wall jack. If that does not correct the problem, submit a work order through resident portal and we will resolve the problem.

**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 weekly visit. If possible, a sample of the pest will be captured, so the company may accurately identify the species and treat accordingly.

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

If there's a power outage in a specific area in the apartment, you should find the breaker box, which is a metal insert in your wall in one of the bathroom areas. There are two columns of switches in the breaker box. Each switch in a column should be facing the same direction. If one switch is out of alignment, flip it back so that they are lined up again. If all of the switches are aligned correctly, locate the switch which matches the specific area where the power outage exists (e.g. the bathroom or kitchen) and flip it off and then on. If this still does not work contact staff for assistance. If you lose power in the bathroom or kitchen, check the outlets to make sure the internal breaker has not been tripped (do this by pushing the reset button on the outlet).

**What should I do if my dishwasher has bubbles coming out of it?**

If this happens you have either used regular hand dishwashing soap in the dishwasher, or used too much dishwasher detergent. In the future, change to dishwasher detergent, or be more careful in measuring it. As an immediate solution, open the door and keep it open for about (2) 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.

**Will the maintenance staff change light bulbs for me?**

Yes, the maintenance staff will be happy to change light bulbs for you, but only on apartment fixtures. Simply submit a work order through the resident portal for service.

**What should I do if my toilet is clogged?**

If you have a plunger available, continuously pump the plunger to create opposing suction and force to clear the obstruction. If your toilet is overflowing, turn the valve on the lower left-hand side of the wall behind the toilet clockwise until it stops. Use something to soak up the water before it flows to the apartment below and submit a work order to have the toilet repaired. If a significant amount of water has overflowed onto the floor, please contact the RA on duty to have maintenance clean up the water.

**What is a maintenance emergency?**

A maintenance emergency is one in which the safety of a resident is jeopardized or when basic life needs are not provided for. In case of a maintenance emergency, the RA on duty will contact the professional staff and they will come in to solve the problem.

Situations that would be considered emergencies are:

- ❖ Both toilets in unit are clogged
- ❖ Heating doesn't work properly
- ❖ Air conditioning doesn't work properly

- ❖ Unit door will not lock
- ❖ No electricity
- ❖ Flooding
- ❖ Refrigerator/freezer is not cooling food to safe temperatures
- ❖ Broken window (both panes)
- ❖ Inoperable or malfunctioning smoke detector

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

- ❖ Clogged toilet in a unit where another toilet still works.
- ❖ No hot water
- ❖ Clogged garbage disposal
- ❖ Stove doesn't work
- ❖ Clogged shower drain
- ❖ Washer/Dryer doesn't work

Situations that are not emergencies and would be dealt with in priority order include:

- ❖ Closet door is off track
- ❖ Dryer doesn't heat
- ❖ Blinds don't go up/down
- ❖ Water drains slowly
- ❖ Broken towel rack
- ❖ Light bulb needs to be changed

### **What can I do to avoid damage charges when I move out?**

There are several steps that you can take to keep your apartment in good condition so that you can avoid damage charges at the end of your housing contract:

- ❖ Clean your apartment at least once a week. Pay special attention to vacuuming the carpets, cleaning the toilets, bathtubs, sinks, tile floors, oven, stovetop, drip pans, microwave, refrigerator, and countertops.
- ❖ Keep your walls in good condition: hang only one or two pictures per wall using the methods recommended above, do not place furniture directly against the walls, and make sure that your bed sheets and bedspreads do not mark the walls.
- ❖ Prevent damage to the apartment and do not install additional items such as shelves, hooks, and over-the-door hooks.
- ❖ Follow the instructions in your move-out newsletter 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.

# APPLIANCE QUICK REFERENCE GUIDE

This guide provides you with helpful tips for using your apartment's appliances safely and efficiently. If you have any other questions about your appliances, you may wish to download the user's manuals from the internet – they are very helpful to have handy!

## **Stove**

### *DO*

- Put a protective cover of aluminum foil on your drip pans to make cleaning easier.
- Clean the drip pans, hood filter, stovetop, and oven regularly.
- Purchase and maintain a fire extinguisher in your kitchen.
- Keep salt near your stove. In case of grease fire, salt can be used to smother it.
- Keep the stove door closed if there is a fire until you are prepared to extinguish it.
- Use the stove hood fan to prevent a small amount of smoke from setting off the fire alarm.

### *DON'T*

- Leave the stove unattended while in use.
- Place plastic bowls or utensils on stove, even if it is off.
- Use water or any other liquid to attempt to extinguish a kitchen fire.

## **Microwave**

### *DO*

- Clean the microwave regularly. Wipe up spills before they dry up.
- Use microwave-safe dishes.

### *DON'T*

- Put items containing metal or aluminum foil in the microwave.
- Turn the microwave on when nothing is inside.

## **Garbage Disposal**

### *DO*

- Run cold water down the drain the entire time the disposal is in use.
- Mix some disinfectant cleaner with water and run it through the disposal monthly to control odors

### *DON'T*

- Place hard objects such as bones or eggshells, fibrous foods such as asparagus, large quantities of food, or inorganic objects into the disposal.

## **Dishwasher**

### *DO*

- Make sure that the water jets have sufficient clearance to clean each load of dishes.
- Clean food off dishes and pans before placing in dishwasher.
- Place utensils in small basket in lower area.

### *DON'T*

- Use hand soap or other detergents not designed for the dishwasher.
- Overload the dishwasher.
- Place non-dishwasher safe items into the dishwasher.
- Cover the center hole of the basket in the dishwasher.

## **Refrigerator/Freezer**

### *DO*

- Clean the refrigerator regularly.
- Check dates on the food and remove old food after it has spoiled.

### *DON'T*

- Overload shelves or door storage.
- Leave the door open for long periods of time. Your food will spoil.
- Block bottom front vent in freezer.
- Place items on or around the icemaker.

## **Washer/Dryer**

### *DO*

- Clean the lint filter after each use.
- Wait a few minutes before you unload the washer for it to stop spinning after the end of the cycle.
- Check pockets for un-washable objects before loading washer.

### *DON'T*

- Overload the washer such that the agitator cannot move freely – this may result in flooding and damage to the motor.
- Wash plastic items, items with exposed cotton backing, or oversized items.

## COMMON DAMAGE COSTS

Please review the copy of your Room Condition Report (RCR) on Resident Portal. Make any corrections or additions and submit it to the main office within three business days of your check-in. Be as specific as possible using numbers, dimensions and descriptions. For example, if your kitchen counter has a scratch in the laminate, you might write “2-inch scratch near sink” in the move in column in the kitchen section next to countertops. The RCR will be used when you move out so we don’t charge you for any pre-existing damages in your apartment.

If there are any items which need correction in your room, please submit a work order requesting the repair. Maintenance requests can be submitted via the Resident Portal.

If charges are assessed at move-out, they will be applied to the resident’s account. Charges will be assessed after taking into account reasonable wear and tear as-well-as the move in condition described on the RCR.

Appeals to damage charges can be made by following the stipulations and timeline outlined in the damage report. The resident must include any and all documentation used to refute the bill (including but not limited to RCR that shows a billing discrepancy, photos demonstrating contrary evidence, and agreements signed by management not to bill); and if this is a shared bill, statements from the party(s) taking responsibility for the listed damages.

# EMERGENCY PREPAREDNESS

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

## **Make a Kit**

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

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

## **Make a Plan**

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

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

## Be Informed...

### ... About fire alarm procedures

If the fire alarms sound, you must evacuate the building. Exit your apartment and go to the nearest stairwell – don't use the elevator if the alarms are sounding! Go down to the first or second floor, exit the building, and proceed to the main parking lot going back as far as possible. Please listen for instructions from the Edgewood staff and police. You may sit in your car; however, do not try to leave the parking lot unless instructed to do so. In this location, residents are not impeding emergency vehicles or personnel. You will remain there until an Edgewood Commons staff member authorizes you to re-enter the building or directs you to another location.

### ... About renter's insurance

Edgewood Commons cannot be held responsible for damage to your personal belongings due to fire, theft, water damage, etc, nor does Edgewood Commons carry fire or loss insurance for your personal property. It is the exclusive responsibility of each resident to obtain and maintain renter's insurance to cover any losses that may occur.

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

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

If your parents or guardians have a homeowner's insurance policy, they may be able to cover your belongings under their policy, but you should carefully weigh the advantages of an individual policy.

### ... About emergency readiness

You can find more information about emergency readiness at [www.ready.gov](http://www.ready.gov) or [www.fema.gov](http://www.fema.gov). Help your RA plan a program to prepare residents for what to do in case of emergency. You'll learn a lot in the planning and will help your fellow residents learn too!

### ***Emergency Notification System (“BURG Alerts”)***

Frostburg State University has implemented an emergency notification system to notify the FSU community of emergency closures or evacuations of the campus.<sup>1</sup>

Participation in the service is optional and free to FSU students, faculty and staff.

Here is how to register:

- Registration takes place via the Internet
- To enroll, go to <https://www.frostburg.edu/computing/fsualert>
- Sign in with your FSU log-in information and complete the form to create your account.
  - Make sure the BURG Alerts box is checked (default)
- A validation code will be sent back to the cell phone that you registered – your registration will not be validated until you have confirmed the receipt of this code on the BURG Alerts sign up page.
  - You can enter up to two cell phone numbers to receive alerts
- A validation e-mail will be sent back to the e-mail address that you registered – click on the “validate” button in the e-mail to complete the registration.
  - You can enter up to six e-mail addresses to receive alerts

***\*\*\*Signing up for BURG Alerts is optional, but highly recommended. BURG Alerts will only be used for emergency notifications and messages about weather-related closings and delays.***

If you have any questions, please call the FSU IT Help Desk at 301-687-7777.

<sup>1</sup> Frostburg State University does not warrant the successful delivery of each message to each individual recipient. The service depends on the individual e-mail systems, cellular and mobile phone carriers to deliver SMS & e-mail messages to each recipient. There may be a charge by your cell phone provider to receive SMS messages.

# **A GUIDE TO THE INVESTIGATION, PREVENTION, AND CONTROL OF BED BUGS**

## **What are bedbugs?**

Cimex Lectularius, or the common bedbug, has existed for thousands of years. Mentioned in ancient writings all the way back to the time of Aristotle, this small, flattened insect feeds on the blood of humans and animals. Bedbugs usually travel in small groups. When immature, bedbugs are a pale yellow color. Adult bedbugs are a reddish brown color and typically around a quarter of an inch long, or about the size of an apple seed.

The bedbug is most active at night, preferring to hide close to where its hosts sleep. Its size and shape make it adept at hiding in crevices in bedding or furniture. They can hide behind electrical outlets, picture frames, door frames as well as a number of other areas. Bedbugs are extremely hardy and can live up to 18 months without eating. Bedbugs can be found in vacant as well as occupied apartments.

## **What does a bedbug bite feel like?**

About 50% of the people bitten do not react to bedbug bites and are unaware of the uninvited guests to their bed. For the other 50% of the people the bites may become inflamed and itch severely. Sometimes the bites produce raised welts or blisters in very sensitive people. These welts do not have a red spot in the center as do the bites from fleas.

## **Are bedbugs dangerous?**

Bedbugs are a nuisance, but are not known to spread diseases to humans.

## **How does an apartment home become infested with bedbugs?**

In most cases, people carry bedbugs into their homes unknowingly in infested luggage, furniture, bedding, or clothing. Used furniture, textiles, and clothing could be infested with bedbugs unbeknownst to the seller or buyer. Bedbugs may also travel between apartments through electric conduit, small crevices or cracks in walls and floors.

Do bedbugs only infect dirty homes?

Having bedbugs doesn't mean that a person or their home is dirty. These pests have been found in the most exclusive and prominent of places, such as five star hotels and luxury cruise ships. They don't discriminate between one star and five star; bedbugs can be found everywhere.

Maintaining a clutter-free environment, however, will make it easier to eliminate bedbugs if they should be found in your apartment.

## **How can I keep bedbugs out of my apartment?**

Wash clothing and inspect luggage immediately after returning from a trip. Inspect used items such as furniture, textiles or clothing for bedbugs before bringing it into your home. Never bring discarded bed frames, mattresses, box springs or upholstered furniture into your apartment.

## **How do I know if my apartment home has bedbugs?**

It is often hard to find them because they hide in or near beds, other furniture, and in cracks. Carefully inspect the places that bedbugs are likely to live. If you find a suspicious bug, capture it and save it to show our Maintenance staff or their Pest Control technician. The bugs can be captured with a clear piece of sticky tape and then attach the tape to cardboard or a piece of paper. It is good to write on the cardboard/paper where and when the bugs were captured.

The next best way to detect bedbugs is to look for bedbug feces, crushed bed-bugs and skins which can stain bedding. The blood red to dark brown stains usually show up in streaky lines. If you are one of the many people that react to bedbug bites, the bites themselves can be used to detect bedbugs. Bedbug bites look like mosquito, flea and spider bites. Sometimes allergic reactions look like bites. Bedbug bites often are in lines where the skin meets the sheets. This is different from most other bites. Rashes usually cover more area than the bedbug bites.

### **What should I do if I think my apartment has bedbugs?**

Contact Edgewood Commons Management at once 301-689-1370, the RA on Duty after hours 301-338-0146, so that we may conduct a thorough inspection. We will provide you with step-by-step instructions for preparing for an inspection and treatment, if necessary.

Once it has been determined bedbugs are living in an apartment, prompt action and close cooperation between management and residents is important. Management will use a variety of methods to treat the apartment for bedbugs. The residents must prepare the rooms for treatment.

### **What residents can do to help eliminate a bedbug infestation?**

Clothes dryers are our friend. Bedbugs or their eggs cannot survive more than 20 minutes of a hot drying cycle. What can go in a dryer without being destroyed or destroying the dryer should be “dried” as close to the treatment time as possible. Temporary storage in plastic bags is good.

Bedbug proof covers for mattresses and box springs are good. This aids in inspection and eliminates the need to treat mattresses and box springs with insecticide. Please immediately report any rip or tear in your mattress, as this gives the bed-bugs a place to hide.

There is no shame in getting bedbugs. There is shame in keeping them. Talk to roommates and neighbors to find out what they have observed. The more accurate information there is, the better the chances of finding the bedbugs and eliminating them. Inform management as soon as possible about concerns.

When treatment is scheduled be prepared, you will be required to vacate the room during the heat treatment. Bring only the things you need and inspect them thoroughly so as not to reintroduce the bugs after the treatment.

### **I had bedbugs. How can I keep my infested items from infesting someone else’s apartment?**

Never resell or donate infested furniture, textiles or clothing. If you throw infested furniture away, make it undesirable to others by cutting or poking holes in the upholstery or making it unusable. Paint or tape a sign to it that says “Infested with Bedbugs”.

# Edgewood Commons Apartments at Frostburg State University

## Code of Resident Conduct for the 2019-2020

### Academic Year

This document is produced by Edgewood Commons Apartments, referencing the Frostburg State University Code of Student Conduct, in conjunction with Capstone Management. With proper notice, the rules and regulations outlined below may be subject to modification by the Leadership staff of Edgewood Commons Apartments or Capstone Management, during the term of the Resident Housing Contract. All residents of Edgewood Commons Apartments are also responsible for knowing the FSU Code of Student Conduct which can be found in the Pathfinder Student Handbook.

#### **Interpretation of Regulations**

Resident conduct regulations are set forth in writing in order to give residents general notice of prohibited conduct. The regulations should be read broadly and are not designed to define misconduct in exhaustive terms.

#### **Inherent Authority**

Edgewood Management reserves the right to take necessary and appropriate action to protect the safety and well-being of the Edgewood community.

#### **Standards of Due Process**

The focus of inquiry in Resident conduct proceedings shall be to determine whether or not the referred Resident has violated the Code of Resident Conduct. Formal rules of evidence shall *not* be applicable, nor shall deviations from prescribed procedures necessarily invalidate a decision or proceeding, unless significant prejudice to a Resident or the Edgewood Community may result.

#### **Violations of Law and Resident Conduct Regulations**

Residents may be accountable to civil authorities and Edgewood Commons for acts which constitute violations of law and of this Code. Resident conduct proceedings at Edgewood Commons Apartments will normally proceed while criminal proceedings are pending and will not be subject to challenge on the ground that criminal charges involving the same incident have been dismissed or reduced.

#### **Adjudication Process for Violation of Rules and Regulations**

Violation of the Rules and Regulations for Edgewood Commons shall be subject to adjudication by Management of Edgewood Commons. They may refer a Resident to the University for further judicial action.

## **Rules and Regulations**

### **1. Guests, Visitations, and Key Policy**

Prior consent of one's roommates is required for overnight guests on each occasion of the guest's visit. Overnight guests may visit for periods of no longer than two consecutive nights, and for no more than a total of ten nights in a semester, unless special permission is given by Management. Non-Residents (including parents and other relatives) may not use or be present within the premises unless accompanied by the Resident. Residents may not give their id card or room key to any non-Resident. Residents who have allowed non-Residents access by providing them with a key or swipe card will be considered in breach of the Resident Housing Contract. Resident, as host, assumes full responsibility for guest behavior as well as any charges or damages that result from Guest's behavior.

Residents of Edgewood Commons should not allow individuals they do not recognize access to Edgewood Commons. Residents are urged to not prop doors, hold doors open, or allow individuals who do not reside in Edgewood Commons access. This is considered entry of a restricted area.

## **2. Computing Policies**

Edgewood Commons' Internet Service Provider (ISP) is Frostburg State University. The use of computing resources provided by Edgewood Commons (including the hardwired and wireless service in the Unit, the computer lab, or any other computing services provided by the owner) may not interfere with others' use of shared computer resources and/or their activities. The generation of network traffic which compromises, cripples, or disables a network resource, propagation of computer worms or viruses, or spamming will not be tolerated. Servers (web, ftp, mail, dhcp, snmp, tftp) are not permitted in Edgewood Commons. Residents found to have violated this policy will be charged to the restorations of the computer(s) operating system and any hardware that may be corrupted.

Computer use in the Edgewood Commons Computer Lab for entertainment purposes should be limited to 30 minute sessions in order to maintain availability to students for academic use. Edgewood Commons has a Wepa printing kiosk that residents and guests can utilize. Residents who pay their yearly \$50 activity fee will be permitted 100 free prints on their Wepa account. Once a resident runs out of prints, they may add more money to their account via the Wepa printing kiosk located in the computer lab. Residents are expected to abide by all Wepa policies. For more information, please visit [www.WepaNow.com](http://www.WepaNow.com).

## **3. Falsification of Information**

Falsification of information includes any form of providing false or misleading information, written or oral, in a manner which has the intent or effect of deceiving Management or other authorized personnel, or of altering or falsifying official records. Misrepresentation of oneself or of an organization as an agent of Edgewood Staff members will also be considered a violation of this section.

## **4. Improper Possession, Use or Abuse of Alcoholic Beverages**

Residents may not possess, purchase, or consume any alcoholic beverages unless they are 21 years of age. (See section on "Implied Consent" for relevance of possession in this section.) Residents 21 years of age or older may not purchase or provide alcohol to underage persons. Abuse of alcohol, regardless of age shall be construed as a violation of this section. Residents of age are not to consume alcohol in any room in the presence of any Residents under the age of 21 (with the exception of an underage roommate). Consumption of alcohol in any common area of Edgewood Commons (courtyard, lounges, study rooms, TV lounges, halls, bathrooms, etc.) is strictly prohibited. Beer kegs, empty kegs, beer pong tables or any device used to artificially increase alcohol consumption are not permitted in Edgewood Commons. Alcoholic beverages shall not be brought into Edgewood Commons by guests or visitors.

Parties or events involving alcohol are not permitted. Whether in apartments, bedrooms, or other gathering spots, parties and events must not **a**) become too large for the host Resident(s) to exercise responsible control over the behavior of Residents and guests, **b**) expand beyond the boundaries of the apartment or **c**) be open to all or advertised in any way. Edgewood staff, and University Police, if necessary, will intervene and instruct the host(s) to end the event if a violation of this section is occurring.

## **5. Possession or Use of Drugs / Drug Paraphernalia**

A Resident shall not possess or use any illegal or controlled drug, drug paraphernalia, or other substance, as defined by the laws of the state of Maryland. No Resident shall sell or give such drug or substance to any other person. Residents found responsible for use, possession or sale of illegal drugs or drug paraphernalia will be subject to a minimal recommended sanction of removal from Edgewood Commons and referral to the University's student judicial system.

## **6. Residential Belongings**

Resident shall take good care of the supplied apartment furniture and agrees to maintain the furniture and return it to the Owner at the termination of this Contract in as good a condition as received, with reasonable wear and tear excepted. Residents shall not disassemble any existing furniture or fixtures, and existing furniture shall not be removed from the Resident's assigned apartment. No oversized and/or heavy furniture is permitted in any apartment unit, including, but not limited to, all types of lofts, wood structures, bars, and waterbeds. The use of temporary and/or permanent hot tubs is prohibited.

Common area furniture is intended for the enjoyment of all Residents. This furniture is not to be removed from Common areas and taken for use in individual apartments. Furniture found to be missing will be reported to the police. Missing furniture will be considered stolen and handled through University Police as a crime.

## **7. Disruptive Behavior**

Management will not tolerate disorderly or disruptive conduct which substantially threatens, harms, or interferes with personnel or orderly processes and functions. Disruptive conduct includes indecent exposure, lewd behavior, bomb threats, false fire alarms, creating public displays which have the effect of intimidating or harassing individuals or groups, and other actions which disrupt normal functions, activities and processes of Edgewood Commons.

An atmosphere conducive to normal living and study must be maintained 24 hours a day in Edgewood Commons. As always, respect for the rights and freedoms of other residents should be the basic guideline for behavior. Radios, stereos and TV sets must be played discreetly at all times. Stereo speakers are not to be played out windows. Musical instruments are not to be practiced in Edgewood Commons. Hall sports are prohibited.

Excessive noise or other public nuisances created or permitted by residents is strictly prohibited. Conduct shall be deemed such a nuisance if it penetrates into the room of other residents, unwillingly subjecting them to an unreasonable disturbance or inconvenience. Snowball/water balloon fights, spraying water guns, shaving cream battles, sport activities in the hallway, etc. shall be considered public disturbances and shall be handled as such.

## **8. Discriminatory Conduct**

Edgewood Commons is committed to maintaining a community where the rights of others are respected. Discriminatory behavior based on a person's race, religion, ethnicity, gender, age, or sexual orientation is prohibited. Acts of violence directed against individuals or groups because of race, religion, ethnic background, or sexual orientation which may result in physical injury or property damage will not be tolerated by Management. Direct or indirect electronic communication through social media such as Facebook, Twitter, Instant Messenger, e-mail, etc. which has the effect or intent to discriminate against an individual or group will also be construed as a violation of this section.

Any resident who wants to report an incident of discriminatory conduct should promptly report the matter to the Director of Edgewood Commons. If the Director is unavailable or the resident believes it would be inappropriate to contact them, the resident should immediately contact the Regional Manager for Capstone On-Campus Management via e-mail at [msapper@cocm.com](mailto:msapper@cocm.com).

## **9. Violence to Persons/Physical or Verbal Assault**

Management will not tolerate acts of violence to other persons by individuals or groups. Acts of violence for the purposes of this section include assault, battery, and/or actions in reckless disregard of human life and safety. Assault includes verbal or written acts which place a person in personal fear or which have the effect of harassing or intimidating a person. Battery includes the unauthorized touching of another person. Residents found responsible for violence to persons involving serious physical injury will be subject to cancellation of their housing contract and referral to University Police and the University.

## **10. Theft, Destruction and/or Abuse of Property**

Management will hold individuals or groups responsible for intentional or negligent acts involving completed or attempted damage to, abuse of, or theft of Edgewood's property. The term "theft" includes, but is not limited to, any act whereby a person removes, possesses, conceals, tampers with containers of, or otherwise appropriates goods without authorization or proper payment. For the purposes of this section, property offenses include, but are not limited to, (a) malicious destruction, defacement, damage or misuse of Edgewood Common's property; (b) misuse of any Edgewood Commons issued property, e.g., key cards, game room supplies, athletic equipment, etc.; (c) littering on Edgewood property; and (d) illegal parking or obstructing traffic on the premises. Individuals or groups adjudged responsible for theft, destruction or abuse of property may be required to make just restitution for the loss of damage in addition to other sanctions which might be imposed.

## **11. Possession or Use of Weapons and Explosives**

Possession of firearms or potentially dangerous weapons or explosives is not permitted on Edgewood's property and must be properly registered and secured with university police. Any potentially dangerous weapon including, but not limited to, a rifle, hand gun, hunting knife, folding knife with a blade longer than three inches, martial arts weapons and live ammunition must be registered and deposited with university police. Fireworks are considered explosive devices and are not permitted on Edgewood's property. Weapons such as a boot knife, switchblade knife, metal knuckles, straight razor, or any other weapon considered illegal by the state of Maryland are also not permitted on the property. At no time may the weapon be kept any place other than

with the University Police Office in accordance with FSU's Weapon Registration Policy. Weapons checked out must be returned to the University Police Office immediately upon the weapon being returned to campus. Kitchen knives intended for cooking and food preparation purposes must only be used as such. Any object employed in a violent manner may be considered as "use of a weapon" for the purposes of this section.

#### **12. Violation of Safety Regulations**

Management prohibits the tampering with, removal of, setting off or damage to fire equipment or alarm systems within the community when no fire or immediate danger of fire exists. Violations of other building safety regulations are also prohibited by this section. These include, but are not limited to, (a) setting unauthorized fires; (b) turning in false fire alarms or reporting the false presence of explosive devices; and (c) failure to properly evacuate the building during a fire alarm. Violators are subject to contract cancellation and referral to the criminal court system. Residents should not have open flames, burn incense, smoke tobacco products indoors, or conduct themselves in such a manner as to increase the risk of fires in the Edgewood Commons. Resident rooms should allow easy egress and doors should not be tampered with (including hydraulic closing mechanisms) or propped open. Residents should not hang items from ceilings, light fixtures, or fire sprinkler systems, nor should residents cover, dismantle, or in any way inhibit the proper operation of smoke detection devices provided by Management.

#### **13. Pets**

The presence of any animals or pets about the Premises or the Property is prohibited with the exception of fish. No fish tank shall exceed a ten (10) gallon capacity. Visiting pets are prohibited. Live-on Full-Time Professional Staff may have one pet at the discretion of the Owner/Management Agency. Any Resident found to possess a pet of any kind other than fish will be charged a fine of \$100.00 per occurrence (per day). Service animals are allowed with the prior written notification and documentation of need in accordance with the Americans with Disabilities Act to the Owner/Management agency. Edgewood Commons will not be held responsible for the safety of fish in the event of electrical power failures, or during the course of a resident's absence.

#### **14. Ignoring or Refusing a Reasonable Request of Authorized Personnel**

Management requires that any individual or group comply with a reasonable request from authorized personnel in the performance of their official duties.

Management has the authority to enter resident apartments. This authority may be exercised in the interest of student safety, the protection of Edgewood Commons property, or when a violation of Edgewood Commons' policies is occurring. A resident's refusal to open his/her room when requested by Edgewood staff members under these circumstances is considered a failure to comply with a reasonable request of Authorized Personnel.

FSU policies require that a University issued ID be carried by all students at all times while on University property, which includes Edgewood Commons. Any individual on the Premises must present their University or State issued ID upon request to any Authorized Edgewood personnel. Failure to present ID upon request will be construed as a violation of this section and may result in removal from the Premises.

#### **15. Violations of Public Laws**

Management reserves the right to take appropriate or protective action against Residents convicted of violations of public laws on and off campus.

#### **16. Serious Criminal Offenses**

Serious criminal offenses shall include behavior which (a) is defined as a felony under Maryland law, and (b) indicates that the Resident constitutes a substantial danger to the safety or property of members of the Edgewood community. Edgewood Commons reserves the right to take action through their Resident Conduct System prior to the disposition of any action that may result from criminal proceedings.

##### *Show Cause Hearings*

Residents accused of serious criminal offenses on or off campus shall be subject to action through the Resident Code of Conduct, including cancellation of their housing contract, pending a prompt hearing. Management may conduct a "show-cause" hearing for any resident that is deemed a potential threat to themselves or others if they remain in their current location. In such a "show-cause" hearing, it is the burden of the resident to demonstrate a substantial cause as to why they should not be considered a threat to the safety of others and should not be temporarily or permanently removed from their assigned room. The show-cause hearing is not meant to be a

substitute for a formal hearing, but will be used in addition to the formal hearing in extraordinary cases where immediate action is necessary to protect the Edgewood Community until the formal hearing takes place.

#### **17. Endangering the Health and Safety of Self or Others**

Management will hold individuals or groups responsible for actions which endanger or tend to endanger the safety, health or life of any person. Management may terminate the resident's Contract prior to the expiration of the Contract and immediately remove the Resident and his or her guests from the Premises in the event that the Resident's behavior or the behavior of any of the Resident's guests is or has the potential to become dangerous to the Resident or others. Please reference the above statement on "show-cause" hearings, which may be invoked by Management due to a violation of this section.

#### **18. Windows and Window Screens**

Window screens must remain permanently in place to fulfill the intended purpose and to avoid damage or loss. Participating in throwing, dropping or causing objects to fall from an apartment or hallway window is prohibited. No Resident may hang laundry or shake rugs from a unit window. Windows may not be used as an entrance or exit except in an emergency.

#### **19. Sexual Harassment**

Management will not tolerate sexual harassment in any form. Sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitutes sexual harassment when such conduct has the purpose or effect of substantially interfering with an individual's performance or creating an intimidating, hostile, or offensive employment, educational, or living environment. Sexual Harassment will be reported to the University's Student Judicial System and the FSU Police department.

#### **20. Sexual Offenses**

The University System and Edgewood Commons recognizes two levels of sexual offenses:

##### **a. Sexual Misconduct I**

By stranger or acquaintance, rape, forcible sodomy, or forcible sexual penetration, however slight, of another person's anal or genital opening with any object. These acts must be committed either by force, threat, intimidation or through the use of the victim's mental or physical helplessness of which the accused was aware or should have been aware.

##### **b. Sexual Misconduct II**

By stranger or acquaintance, the touch of an unwilling person's intimate parts (defined as genitalia, groin, breast, buttocks, or clothing covering them) or forcing an unwilling person to touch another's intimate parts. These acts must be committed either by force, threat, intimidation or through the use of the victim's mental or physical helplessness of which the accused was aware or should have been aware.

#### **21. Harassment**

Engaging in intentional conduct directed at a specific person or persons which seriously alarms or intimidates such person or persons and which serves no legitimate purpose. Such conduct may include: explicit or implicit threats, including gestures which place a person in reasonable fear of unwelcome physical contact, harm or death; following a person about in a public place or to or from his or her residence; making remarks in a public place to a specific person which are by common usage lewd, obscene, expose a person to public hatred or that can reasonably be expected to have a tendency to cause acts of violence by the person to whom the remark is addressed; or communicating anonymously by voice or graphic means or electronic formats or making a telephone call anonymously whether or not a conversation ensues. Direct or indirect electronic communication through social media such as Facebook, Myspace, Instant Messenger, e-mail, etc. which has the effect or intent to intimidate or bully an individual will also be construed as a violation of this section.

#### **22. Sports Equipment**

Use of any sports/recreational equipment except in designated areas is prohibited. The use of equipment prohibited within the premises includes but is not limited to: roller blades, scooters, bicycles, skateboards, footballs, soccer balls, basketballs, baseballs, volleyballs, lacrosse equipment, field hockey equipment, Nerf balls, and Frisbees. Bicycles must be stored in exterior bicycle racks or stored in the Resident's apartment and must be walked (not ridden) to the Resident's apartment. Please note that motorized bikes may not be stored indoors due to risk of fire.

#### **23. Electrical Equipment**

Personal electrical equipment will be limited to small appliances without open heating coils. Cooking appliances should be limited to use in the kitchen area of the apartment. Halogen lamps and 5-light multi-colored floor lamps with plastic shades are prohibited from use in Edgewood Commons. Central air conditioning and heat are provided in each unit, therefore personal air conditioners and space heaters are prohibited without the written permission of Management. All electrical equipment must be labeled and approved by the Underwriter's Laboratory (UL) and should not have the effect of overdrawing electrical outlets. Residents must not overload electrical outlets by connecting multiple extension cords or surge protectors. Cabling must not run under rugs and should not be taped or draped from the ceiling.

**24. Violating the Terms of a Sanction**

Residents who do not complete an imposed sanction or violate the terms of any sanction imposed in accordance with this Code will be subject to additional sanctions and or cancellation of their contract. Management expects Residents to accept responsibility and the consequences for their decisions and behavior.

**25. Gambling**

Any form of illegal gambling is prohibited within Edgewood Commons. Gambling, for the purposes of this section, is any act that has the effect of artificially creating risk of loss or hardship to individuals.

**26. Solicitation/ Posting Signs**

Solicitation and sales of any service or product, door to door, in Edgewood Commons or by way of telephone or internet system is strictly prohibited. Solicitation and sales by registered Resident organizations of any service or product must have approval of Management at least two (2) school days in advance of the sale. Commercial sales or services will not be allowed from individual Resident rooms or other areas within Edgewood Commons. Advertisement, sale or solicitation of alcoholic beverages is not allowed in Edgewood Commons. No sign, signal, advertisement, illumination, painting, poster or flyer of any kind shall be placed in any window or any part of the Premises without express approval of Management.

**27. Keys and Access Cards**

Keys are the property of the Owner and must be returned at the end of Resident's occupancy. Charges of Twenty-Five Dollars (\$25.00) per key will be made for each key not returned or for those requiring replacement during the term of Resident's occupancy. Resident shall not duplicate keys. Resident may request a receipt for all keys returned to the Owner.

Each resident's University identification is used to access their main apartment door. In the event that the resident is locked out of their apartment without their ID, residents may check-out a loaner key card from the front desk to gain access to their apartment. The first five loaner key cards given to the resident will be free of charge; however, residents will be billed \$5 for each additional loaner card required. In the event that a loaner card cannot be returned by the resident within one business day because it is lost, stolen, or damaged, the resident responsible will be charged an additional \$10 to replace the missing loaner card. If the resident has lost their University issued ID, they should contact ID services in Chesapeake Hall to purchase a new FSU ID card.

**28. Smoking**

Edgewood Commons Apartments seeks to promote a healthy, substance-free environment for residents and employees. Smoking is prohibited on University property which includes the lot surrounding the premises. "Smoking" includes carrying or smoking a lighted tobacco product. "Smoking" is defined as a burning or smoldering tobacco product that gives off or emits smoke.

Smoking is prohibited in all interior areas of Edgewood Commons, including Resident rooms, public areas and entryways. Any resident found responsible for smoking in their apartment will be assessed a \$100 cleaning fee (per occurrence), in order to remove the smoke smell from the apartment.

**29. Equipment Alterations**

Tampering with, altering or changing any safety equipment, locks, fire alarms, smoke detectors, telephone equipment, TV cable, plumbing, electrical systems, etc., is prohibited.

**30. Room Alterations, Maintenance and Care**

Resident shall not erect any exterior wires, aerials, signs, satellite dishes, etc. about the Premises or the Property. Resident shall not install or modify any fixtures without the written consent of Management.

Resident shall not lay contact paper on any shelves or walls and agrees to use non-damaging products to hang personal effects on walls. Resident shall not paint or wallpaper the apartment or any fixtures without the written consent of Management. Resident acknowledges acceptance of the apartment unit in its present condition, agrees to maintain the apartment and return it to Management at the termination of this contract in as good condition as when taken, with reasonable wear and tear expected.

Resident, at own expense, shall keep the apartment clean and fit for habitation and shall be responsible for all damage to the apartment including but not limited to furnishings, walls, floor, ceiling, screens, sprinkler system, appliances, plumbing, heating, air conditioning, and ventilation systems as a result of Resident's neglect, including that of Resident's guest(s) or invitees, regardless of whether the neglect was an affirmative act which caused the damage or failure to act in order to prevent damage. Damage to the common areas will be assessed solely to the Resident when the Resident or the Resident's guest has been identified as the responsible party, otherwise all Residents who use the common area will be billed a pro-rata share of the damages.

Additional charges may be assessed for the inappropriate disposal of objects in toilets.

Residents are prohibited from affixing any object to ceiling areas and from painting any ceiling areas. Residents are prohibited from tampering with or allowing any objects to come in contact with sprinkler heads.

If the premises require repairs by the maintenance department, maintenance requests can be filled out on-line at [www.edgewoodfsu.com](http://www.edgewoodfsu.com) by using the Resident Portal. Emergencies must be called into the designated emergency RA on-call phone number posted at the front desk.

## **Sanctions**

One or more of the following sanctions may be imposed for residents found responsible for violations of the policies listed in this code. Management may take into consideration several factors when determining an appropriate sanction. Such factors to be considered shall be the present demeanor and past student conduct record of the responsible student, as well as the nature of the violation and the severity of any damage, injury or harm resulting from it.

### **Disciplinary Probation**

Disciplinary probation is imposed for a specified period of time. The Resident on disciplinary probation may be subjected to additional restrictions or obligations during the probationary period. For example, in appropriate instances, Residents may be required to consult with staff members of Counseling & Psychological Services and the Edgewood Commons Office. Residents of Edgewood may have their housing contract cancelled if they are found in violation of the Edgewood Code of Resident Conduct while on disciplinary probation.

### **Disciplinary Reprimand**

Disciplinary reprimand involves formal written warning to the Resident or student organization that further misconduct may result in more severe disciplinary action.

### **Restitution**

Restitution may be imposed on Residents whose violation of these standards has involved monetary loss or damage to Edgewood Commons. Restitution as imposed by Management becomes a financial obligation and either full payment or an agreement for partial payment according to a schedule agreed to by Management is required. Any damage charges that result from a sanction of restitution effectively become new contract fees.

### **Cancellation of Resident Housing Contract**

Management may cancel the Resident Housing Contract if the seriousness of the violation warrants such action. Any Resident who has his/her housing contract canceled may not be entitled to any housing fee refund and may be required to pay for the balance of the contract year.

### **Counseling Referral**

When an individual is determined to be in clear and present danger to him/herself or others, Edgewood Commons will take one or more of the following actions in order to reduce that danger:

- 1.) Notification of guarantor
- 2.) Notification of police
- 3.) Notification of Student and Educational Services
- 4.) Requirement that the student meet with a licensed counselor for a designated time frame with permission given to Edgewood Management to have evaluations reported regarding to the student's safety within their student-living environment.

Determination will be based upon verification of a physical act, verbal/written statements and/or a demonstrated inability to take responsibility for his/her behavior.

### **Other Sanctions**

Sanctions other than those described above may be imposed for violations of these standards according to the judgment of Management. In response to other violations, they may impose constructive work assignments, community service, educational conferences, referral to educational programs (e.g., Alcohol Education Program), fines or other appropriate sanctions proportionate to the violation.

# Think Green

 **ENERGY** Get the facts

- Adjust the thermostat at home to 78 degrees
- Always turn off lights and appliances that aren't in use goods
- Unplug chargers and electronics when they aren't in use
- When purchasing appliances, choose Energy Star rated
- Switch to compact fluorescent light bulbs (CFLs)

 **WATER** Get the facts

- Carry a reusable water bottle instead of buying bottled water
- Turn off the tap when brushing teeth and take shorter showers
- Turn sprinklers to manual. Only water when necessary

environment. We ask that you help us by

 **TRANSPORTATION** Get the facts

- Bike, walk, or use public transportation
- Carpool when possible
- Combine errands to reduce need for travel

your daily routine. Here are a few helpful tips

 **FOOD** Get the facts **Sustainability**

- Buy local and seasonal products and produce
- Choose organically produced and fair trade certified
- Go vegetarian once a week

 **WASTE** Get the facts **Guide** Edgewood

- Commons is committed to reducing our impact on the
- Consume less
- Properly dispose all waste/recycling in the appropriate designated container
  - Reduce food waste – take only what you will eat
  - Always double-side prints and
  - BYOC – bring your own
- Use reusable shopping bags
- Sign up for online billing and payments

considering the

 **GET INVOLVED** Get the facts

- Join a group or committee
- Encourage others to take the FSU Green Pledge
- Volunteer your time at least once monthly

that you can do to make a difference

## Thank You for Doing Your Part

## **Apartment Lifestyle Tips**

**Use the microwave instead of an oven.** Microwaves are between 3.5 and 4.8 times more energy efficient than traditional electric ovens. If it cost 10 cents to cook one item in a microwave, it would cost 48 cents to cook the same item in a standard oven.

**Zap phantom loads.** 40% of the electricity used to power home electronics is consumed while they're turned off. Plug devices into power strips and switch off each night.

**Buy in bulk and avoid individually wrapped products.** The energy used to make the plastic wrappers for slices of American cheese amounts to the equivalent of more than 13.8 million gallons of gasoline per year. Think before make purchasing decisions. Many bulk products are not only more economical, but also better for the environment.

**Check your tire pressure.** Increase your gas mileage by keeping your tires properly inflated. If all the cars on U.S. roads had properly inflated tires, it would save an estimated 2 billion gallons of gasoline per year and improve your gas mileage three to seven percent.

**Use a ceramic mug for your coffee.** Americans use more than 14 billion paper cups every year, enough to circle the world 55 times. The Styrofoam kind will stay on the planet for nine generations, enough time for your great-great-great-great-great-great-great-grandkids to be born

**While Brushing.** Leaving the tap running while brushing your teeth is a very common habit among a lot of people and it wastes about 6 liters of water per minute. Turning the tap off while brushing can save a lot of water and help you in controlling the utility bills.

**Taking a Shower.** A significant amount of water is lost while you are taking that long and luxurious shower. Cut back on the time you spend under the shower and save about 10 liters of water per minute.

**Leaky Taps.** Do you have dripping taps that need fixing? Call the Front Desk and Get them repaired immediately as one leaky pipe can waste up to 15 liters of water a day.

**Drinking Water.** Leaving the tap running while you wait for cold water to drink can waste a lot of water during the day. Instead of keeping that cold tap running, you can fill a jug or water bottle and keep it in the refrigerator; this will help you cut back on water wastage.

**While Washing.** Use washing machines only when you have a full load to wash. Otherwise, it will consume huge amounts of water resulting in increased water waste.

**Turn out the Lights.** Save energy by turning off lights when not in the room or get a timer for your lights to turn off after a certain period.

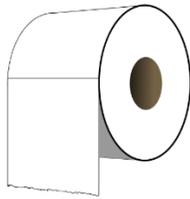
**Recycle.** Edgewood and FSU have a recycling program for paper, plastic, aluminum, and glass containers. Presort your items and put them in the appropriate recycle bin.

**Wear layers.** There is no need to turn up the thermostat when you can be just as cozy with a nice sweater.

## Three Keys to Simple “Green” Living:

### **MINIMIZE:**

Use less, conserve more. What can you use less of?  
(Makeup, toilet paper, printer paper, etc.)



### **MAXIMIZE:**

Use it up, wear it out, get the most out of your clothing, food, personal energy and more.



### **PRIORITIZE:**

Make time for what matters. Eliminate things that don't. Don't waste time, money or natural resources on the wrong things.

