



**RESIDENT HANDBOOK
2006-2007**

Effective August 2006

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RESIDENT HANDBOOK

INTRODUCTION

On behalf of Kendall College and the 320 N. Michigan Building Management Staff, welcome to your new home! We think you will find 320 N. Michigan (320NM) to be a home of many opportunities. It is a chance to be a part of a vibrant community of scholars who are serious about their academic success, with the space, convenience and amenities to support you in the process. Additionally, the opportunities for you to embrace the City are nearly endless. In order to benefit fully from the rich cultural diversity of the 320NM community, it is important for all community members to respect new ideas, demonstrate tolerance, and keep an open mind.

This handbook will explain your privileges as a member of this very special community, where respect for the rights of others is expected. We hope that you will be an active participant in a cooperative effort by residents and staff to accomplish this central goal.

The rules and policies described in this handbook must be followed in full; violated of anything in this handbook is breach of your Agreement and could result in termination (with significant cancellation fees) for disciplinary reasons. While every effort has been made to provide residents with complete and accurate information, the Office of Student Life at Kendall College and 320NM Building Management Staff reserves the right to change, amend, modify or revoke any policy or procedure contained in this document, with or without notice. The Office of Student Life and 320NM Building Management will attempt to provide advance notice to residents of any such changes when made. In the event of questions, final interpretation of the policies and procedures applicable to 320NM is the responsibility of the Office of Student Life and Dean of Students for Kendall College, as delegated to the Building Management Office.

STATEMENT ON COMMUNITY LIVING

With so many residents living in such close proximity to each other, conflicts of various types are possible. Residents are encouraged to get to know apartment-mates and neighbors, so when disagreements occur, resolving them amicably is more likely. Understanding different individual lifestyles forms the foundation of a mutually respectful environment for everyone.

Within any environment, reasonable limits must be established. Policies within the 320NM community have been established in the interest of residents (and all others who visit or work within the building), for the preservation of the facilities for future generations and to comply with health, safety and other regulatory expectations. As a result, 320NM Building Management and Kendall College policies focus on:

- A concern for the rights and safety of all residents, visitors and employees

- Limiting the physical alterations and use of the facilities by residents
- Establishing reasonable control over activities which might lead to loss or injury
- Compliance with local, state and federal fire, safety, health and code requirements

Living within such a vibrant, academic community is indeed enriching, but also necessitates responsibility and compromise between individual and community needs. When these needs are in conflict with each other, the rights of the community will be upheld. Therefore, 320NM and the Office of Student Life at Kendall College strives to provide residents with an environment that is conducive to studying and sleeping, especially during established quiet hours, as well as a clean and safe environment in which to live. In addition, 320NM provides an avenue for residents and staff to address concerns and violations of this handbook.

FEDERAL EDUCATION RIGHTS AND PRIVACY ACT (FERPA)

320NM and Kendall College complies with the FERPA Act of 1974. All records maintained by 320NM and Kendall College regarding residents who are students of Kendall College are considered “student records” and may be shared with the College. The FERPA policy of Kendall College applies to all student records. Additionally, the Office of Student Life at Kendall College and 320NM Management will not disclose directory or other information about residents without prior written consent, unless otherwise required by law.

CRIME REPORTING

The Office of Student Life at Kendall College and 320NM Management is committed to safety and security within the building.

To report a crime or an emergency in or near the building, contact City of Chicago emergency at 9-1-1, and then the desk in the main lobby in person or via telephone, at (312) 384-1208 ext. 16.

The Office of Student Life at Kendall College and 320NM Management will report all felonies and serious misdemeanors that are reported or observed to the Chicago Police Department (CPD). For lesser misdemeanors, victims are encouraged and assisted by the staff to report the crime to the CPD. All known crimes occurring within the premises or within a reasonably contiguous geographic area typically posted throughout the building and also shared with Kendall College for reporting purposes.

STAFF

At 320NM, student housing becomes a “home away from home” for residents engaged in the rigors of academic pursuits. The Office of Student Life at Kendall College is proud of its goals and aspirations of the student-residents we serve, and want residents to get the

most out of their living experience. We provide programs, services and information to enhance your experience in the community and further the mission of Kendall College.

Staff is available to assist you in your transition to our community. 320NM Management and Kendall College supervise many contractors engaged to maintain the building and service residents, including maintenance and custodial services as well as full-time lobby attendants. They also respond to emergency situations and are available to meet with residents. Whenever the 320NM Management office is closed, staff is available through the 24-hour lobby desk at (312) 384-1208 ext. 16.

Resident Assistants (RA)

The RAs are live-in student staff committed to the personal and academic success of our residents. They create community through leadership, programming and policy enforcement. They are the residents' primary source of information, problem solving and support. RAs help organize social, educational, and cultural events, follow up on facility-related requests, and help provide extended office hour coverage. They have responsibility to inspect common areas and conduct periodic room inspections.

Student Housing Manager

The Student Housing Director is a full-time, live-in professional staff member with prior experience as a student housing staff member. He/she coordinates marketing, assignments and the work of several service providers to the building. Additionally, he/she supervises the RA staff. The Student Housing Manager keeps student-friendly office hours in the Office of Student Life, located in room 101 at the Kendall College campus. Office hours are as follows: M-F 9a.m. – 5p.m. and can be reached at-- Office: (312) 752-2182/2154, Cell: (312) 287-4827 or via e-mail at: akoritari@kendall.edu.

General Manager

The General Manager is a full-time professional staff member who provides oversight for all building operations. All other site staff reports to the General Manager, who together with the entire team strive to provide a high level of service to students. Residents should always contact the General Manager whenever there are “building issues” not resolved through routine channels. The General Manager keeps regular office hours in the building and can be reached at (312) 384-1208

Additional Building Staff

Engineering & Maintenance Staff

The engineering staff is responsible for the maintenance of all mechanical and electrical equipment in the building and is responsible for the completion of all resident work orders and seasonal preventative maintenance.

Custodial Staff

The custodial staff is responsible for the cleaning and upkeep of all common areas in the building including, but not limited to, the lobby, hallways and lounges, and recreational spaces.

Lobby Attendant Staff

The Lobby attendants (Guardian Security) participate in maintaining a secure environment for all who live, work and visit the building. The lobby attendant staff monitor and oversee building access 24 hours a day and can be reached at (312) 384-1208 ext. 16.

BUILDING AMENITIES

320NM consists of 26 floors. The mail-room, conference room, study lounge, vending, bicycle storage and fitness center are all located on the lobby level. 320 Management offices are located on the second floor (glass offices) above the student lounge.

Access

320NM is not a public facility. Access to the building is restricted exclusively to residents, building employees, office visitors, authorized staff from Kendall College and registered guests. A key card (Kendall College Student ID) is provided to every resident, and it must be used upon entrance every time. The key card also provides access to the resident's apartment. Guests of residents must present a valid photo ID, sign in and out upon entering and leaving the building, and must be escorted by their host/hostess at all times. ***Note: when signing guests in, ALL guests must leave their photo ID with the lobby attendants until they leave the premises.***

Bicycle Storage

A limited number of bicycles can be accommodated in a locked storage room adjacent to the first floor study lounge. Access to residents will be provided on a first come, first serve basis for bicycles that are registered with the management office. Residents are responsible for providing a securing their own bike locks, and no other student belongings may be left in that room. Bicycles are prohibited anywhere else in the building. Each resident acknowledges that he/she will be solely responsible for theft or damage to any personal property placed in Bicycle Storage. As is the case with all personal property brought on to the premises, residents assume full responsibility for damages or losses of any kind. All registered bike owners must sign the key log when accessing the bike storage room. A valid photo ID must be presented in exchange for the key. Once the key is returned, the registered bike owners will receive his/her ID.

Vending Machine

The vending machine in the building is located on the first floor to provide 24-hour access by residents.

Student Study & Recreational Lounge

There is a lounge located on the first floor generally available for residents 24 hours a day, 7 days a week.

Exercise Room

This room, complete with television, is available exclusively to residents and their guests on a 24-hour basis. There is not supervision or staff monitors in the exercise room, and

residents using the exercise room are responsible for protecting themselves against injury. No food or loud music is allowed. Please report any problems with the equipment to staff.

Parking

There is VERY limited availability of indoor (below street) nightly or monthly parking for residents on space-available basis. Because of the location and nature of the parking, rates will fluctuate to market conditions. (Parking may also be shared with other non-residents who purchase parking passes).

Dining Services

Food services are available at the Kendall College campus at an additional expense. No food is provided at 320NM. However, each unit has a complete kitchen. Additionally, food markets and restaurants are abundant in the area.

Storage Areas

Unfortunately, other than bicycle storage, there is not other storage for the personal property of residents outside of their assigned apartments. Any personal property left anywhere outside of an apartment is subject to removal and disposal at the risk and expense of the student.

Mail

Upon move-in each resident is issued a mailbox key. Mail is delivered six days a week (except legal holidays) through the US Postal Service. Residents share the mailbox with their apartment-mates. Mail should be sent to the resident's attention in the following way:

Name
320 N. Michigan Avenue
Apartment (#)
Chicago, IL. 60601

Notices are posted on the exterior of mailboxes for packages that cannot be placed inside. Residents must present the notice and a photo ID to sign for the package or items. Management is not responsible for misdirected, lost or stolen mail. Residents are responsible for changing their addresses with the US Postal Service upon vacating.

Apartment Furnishings

Furnishings for the Standard 1-Bedroom, Junior 1-Bedroom and Studio apartments include the following:

- One bed frame, twin box spring and mattress for each occupant
- One desk set, including desk chair, for each occupant
- One 5-drawer dresser for each occupant
- One built-in dining bar with two stools

During the course of the year, residents may arrange furniture to their liking. However, upon move-out, all furniture should be returned to its original configuration. Removal of any room furniture from the apartment is prohibited. Please report any problems with the

furniture to 320 Management (room 304). Replacement of missing or damage apartment furniture will be at the shared expense of all apartment-mates.

Additional personal furniture, such as bookcases, filing cabinets, storage drawers, etc, may be added to the apartment with the consent of all apartment-mates, provided it does not damage the building (see Agreement Care, p.17). The management assumes no responsibility for the loss, damage or abandonment of personal furniture.

Internet Access

High-speed Internet connections will be provided in each room for simultaneous web browsing and e-mail service, provided by Blended Networks.

Instructions for use:

1. Plug in the network cable to the network jack in your PC/Laptop/Notebook.
2. Open your browser and begin surfing!

A disruption in service could occur from time to time during peak hours. Residents who experience a connection failure are asked to contact the 24 hour technical support group by calling (866) 946-3278.

Kitchen Appliances and Clothes & Dryer

Each apartment is equipped with a refrigerator, electric stove/oven, dishwasher and washer & dryer. Residents are responsible for the proper use and care of apartment appliances. Copies of basic operation instructions for appliances are available from staff. Please ask for assistance.

Cable TV

All apartments are wired in at least one location for expanded-basic-cable TV at no additional charge to the resident(s). Students are responsible to provide their own televisions and cable cords. A channel line-up listing is available from the lobby attendant. One channel (channel 75) is reserved to observe the main lobby, which should be helpful if residents are expecting guests. Due to the design of the building, satellite dish is not permitted.

Telephone Service

Telephone service is optional. Students are expected to arrange for their own and provide their own telephones. The first step in accessing phone service is to call an authorized service provider, such as SBC Ameritech at (800) 244-4444. The phone company representative will ask a series of questions, including how many phone lines for the apartment, whether or not you would like a fax line. Other things to consider:

- You will need to identify a specific jack you would like to activate for phone service.
- Damages to the building from installers will be the financial responsibility of the resident(s).

- Remember to notify staff of your number, as guess of residents must be escorted by their host/hostess beyond the lobby, and guests will not be able to call residents from the lobby unless they know the phone number of the resident they are visiting.

Trash Removal

Out of courtesy and respect for other residents, trash should be broken down as necessary and placed in tied plastic bags before depositing in the garbage chute located on each floor. This will reduce odors and the possibility of pests or fires. Cardboard, Styrofoam and other bulky items must be placed in the elevator lobby on level P1, so as not to create a jam in the chute. Residents are also encouraged to participate in the building's voluntary Blue Bag Recycling Program. Simply purchase the special blue bags at any grocery store and fill them with the approved recyclables. For more information, see staff.

Heating & Air Conditioning

Central heating and air conditioning are fully controlled by the residents in each unit. An automatic setback thermostat is provided, allowing residents to either manually or automatically dial-up the temperature in the summer or dial-down in the winter a few degrees when no one is in the apartment and/or when the residents are asleep. This practice will help preserve natural resources and significantly lowers electric bills. Supplemental heating and/or air conditioning devices are prohibited in the building.

Please note: NEVER turn the H&AC unit off, especially during seasons of extreme hot or extreme cold. Always keep the thermostat set above 58 degrees in winter and below 85 degrees in summer. Any damage to the building or personal property from frozen pipes, frost or ice, or other damage from hot or cold conditions relating to having the heat or the air conditioning not set properly will be the financial responsibility of the resident(s).

FIRE & LIFE SAFETY INFORMATION

The safety of residents and the building is always forefront in the minds of the 320NM staff. Please become familiar with the safety features and procedures for our community before an emergency arises. All residents are expected to assist in the effort necessary to enhance the safety and security for everyone at 320NM.

While our building is located on one of the most prestigious streets in the nation it is also one of the busiest. Please do not hesitate to contact the lobby attendant immediately if you notice suspicious behavior by strangers or others. If you feel safe doing so, ask people who you don't recognize within the building for identification. All staff and contractors services the building are happy to present photo-identification upon request. For crime in progress, please call Chicago Police at 911 and the 24-hour lobby attendant. Remember, whenever the office is closed, a resident staff member is still on-call to provide assistance. The following are some measures requested of everyone.

Personal Safety

No matter where you live, certain precautions should be taken:

- Let your apartment-mate and/or friends know where you will be if you are away from the building, especially if overnight.

Avoid walking alone after dark. Never hitchhike or accept a ride from someone you do not know.

- Keep your apartment entrance door locked. Do not prop any doors open (room, stairwell, outside entrance, etc.).
- Contact Chicago Police at 911 as well as the 320NM lobby attendant or any staff member if you are the victim of or witness to an accident or crime.

Property Safety

- Make a list of your personal property including identifying serial numbers and the name of the manufacturer.
- Record the number of all credit cards and bank accounts. Also, keep the phone numbers of these companies and banks so you can notify them if your cards or checks are lost or stolen.
- Keep money and valuables in a safe place.
- Do not keep excess amounts of cash in your room.
- Be alert to the presence of strangers in non-public areas (all resident floors) and report their presence to 320NM lobby attendant, the management office, and/or any staff member.
- Keep your apartment locked whenever you leave, even if you intend to return momentarily.
- In the event that you are a victim of a theft, notify 320NM lobby attendant or any staff member immediately, and if you choose, you may file a police report with the Chicago Police Department.
- Insist on seeing identification for any reason you do not know seeking access to your room.
- Do not leave messages on your door or voicemail indicating when you are not in your room.

Personal Property & Renter's Insurance

Unfortunately, a student residence is by no means exempt from theft, which is often an "opportunity" crime. Please make sure apartment doors are completely closed and locked at all times, even if you are simply visiting a neighbor and plan to return shortly. Residents bring personal property onto the premises at their own risk. Kendall College, building management, and/or building ownership assumes no responsibility for loss or damage to personal property of any kind belonging to any resident or guest. *Make sure you have obtained adequate "renter's" insurance and/or are sufficiently covered under your parent's homeowner's policy.* If a theft should occur, please contact resident staff as well as Chicago Police Department to file a complaint.

Fire Safety

Smoke Alarms. All apartments are provided with local smoke alarm(s) with a functioning battery upon arrival. Residents are responsible to notify staff whenever the battery needs to be replaced. Expired smoke alarm batteries will be exchanged at no additional cost. (However, if staff determines a battery in the unit needs replacing or is missing, a replacement charge is due from residents.) Any resident who hears the sound of an alarm should immediately call the front lobby and knock on the door of the apartment where the alarm is sounding.

Fire Alarms. In the case of a fire emergency, practice C.A.L.M.; **C**all 911, **A**lert building staff, **L**isten for instructions over the Public Address System and **M**ove to a safe area (or evacuate if you are in immediate danger). Close windows and leave lights on. Grab your room key, towel (for smoke) and a coat (if needed). If your room door is not warm to the touch, open it slowly. Proceed to the nearest stairwell, feeling that door for heat as well before opening. Do not use the elevator! Proceed down to exit the building. Follow the directions of staff and emergency response personnel. After you are out of the building, do not return until told to do so by building staff or the Chicago Fire Department.

Smoking, Candles and Incense. Great care should be exercised when smoking tobacco products. Candles, cooking and arson are the leading causes of fires in student housing. Smoking is generally discouraged, and is permitted **ONLY** within apartments when the entrance door is closed, the windows are open and **ALL** residents of the apartment approve. **NEVER** smoke when sitting or laying down, if tired. Always rinse anything that was burning, including matches, under water before disposing in the trash. *Lighting or burning candles or incense is prohibited at all times.* Residents will be responsible for the cost of special cleaning to remove smoke stains or odors.

Clothes Dryer. Pack clothes loosely into the drum when using the clothes dryer. Over-packing may cause the motor to overheat. Also, be sure to clean **BOTH** filters in the dryer (inside and at the end of the exhaust tube) after **EVERY USE**. Failing to do so can create a fire hazard and does not allow the machine to operate as efficiently.

Fire Safety Equipment. The building is equipped with numerous fire/life safety devices, from alarms to emergency communication to a full sprinkler system. Even a fire extinguisher is provided for every apartment. We ask all members of the community to help protect these features so that in a true emergency, they are fully functional and available to protect us. Anyone tampering with life-safety equipment is subject to referral to the Chicago Police Department for criminal prosecution and Kendall College for disciplinary action, **IN ADDITION TO** immediate termination (with cancellation fees) of their Housing Agreement.

Identification Cards

Every Kendall College student and employee should have a College ID card. This card along with separate building ID cards will be needed for security purposes to enter the building. Students are expected to provide their Kendall ID upon request. See "Visitor"

section for additional information. Students are responsible to have their Kendall College Student ID cards coded for building access in the Building Management Office (304) upon move-in.

Illness and Injury

A serious incident or illness is defined as one that needs immediate, professional, emergency care. In this case, residents should:

- Advise staff at the lobby desk about the emergency care and provide your location.
- Call the city emergency by dialing 911. Request an ambulance.

A minor incident or illness is defined as a situation that does not require immediate or emergency care. Those involved are asked to contact the building staff member on duty, complete an incident report about the situation, and seek medical assistance.

Safety/Health/Inventory Inspections

Staff will perform an inspection of every room in every apartment on a regular basis to review the health and safety conditions and inventory apartment furnishings and finishes. Notice of the inspection is posted at least 24 hours in advance. If the smoke alarm battery is missing, it will be replaced at a cost of \$10.00 (shared cost among all apartment-mates). At any time during the year a replacement smoke alarm battery can be obtained through the management office at no cost. Please promptly comply with all safety or other requests noted.

In order for your room to successfully pass a health and safety inspection, please use the list below as a guideline. Please be reminded that the list includes but is NOT limited to the following items, and can be changed at any time with or without notice:

- Halogen lamps / light fixtures are not permitted
- Extension cords and cooking appliances, such as toasters, coffee pots and hot plates that are not UL-listed or extension cords longer than 6 feet are not permitted and are not allowed through doorways or windows
- Window screen must remain securely fastened
- Pets are not permitted
- Common-area furniture and property is not permitted in apartments; (possible criminal charges)
- Rooms are to be in good sanitary condition
- Fire and life-safety equipment must be present, accessible, and in good working condition; (possible criminal charges)
- No prohibited items in apartment; (see Building Rules and Regulations, Prohibited Items, page #11.)
- Illegal substances and alcohol in any room will not be tolerated; (possible criminal charges)
- Open flames, whether currently or previously used, including incense, fragrance pots and candles are not permitted

Tornado Procedures

You may be advised via radio, television and/or building staff about inclement weather conditions. A “watch” means the weather conditions are ripe to produce a tornado. Be alert to the changing weather conditions, and be prepared to seek shelter should a “warning” be announced. A “warning” means a tornado has been sighted in the area. Seek proper cover immediately.

When a warning is announced:

- Close room windows and drapes to avoid damage from flying glass.
- Take a pillow, blanket, or coat to protect your head from flying debris.
- Leave the room, close and lock the door, and take your keys.
- DO NOT USE THE ELEVATORS.
- Go to the area instructed by staff, which will usually be on the first floor or basement (garage).
- Sit on the floor and protect your head.
- Remain in the area until you are notified that the danger has passed.

Windows and Exterior Terraces

Throwing or allowing anything to fall from a window or terrace on the property is potentially lethal to others and can cause extensive damage to whatever is hit. Such reckless disregard for others will subject all residents of an apartment to immediate termination of the Housing Agreement (with cancel charges) in addition to referral to campus disciplinary proceedings and possible criminal charges.

BUILDING RULES AND REGULATIONS***Drugs & Alcohol***

Members of this academic community owe it to themselves and others to make educated decisions on whether or not to consume drugs and/or alcohol. We are, of course, all bound by and support state laws and building rules concerning drugs and alcohol. Our policies require:

The use or possession of alcohol in the apartments is permitted only by residents 21 years of age and older, but not in the presence of minors. These residents are reminded that it is a crime to serve alcohol to minors.

No open alcohol is permitted in common areas of the building.

Alcohol or drug-related items used for the purpose of decorations, such as but not limited to empty containers, paraphernalia, posters or advertisements, are not permitted.

Barbecue Grills

Grills, or any other cooking devices of any kind (including supplements to the existing stove/oven), or any items causing an open flame are prohibited for safety reasons without

the prior written consent of the Manager, except for small appliances such as a toaster or microwave.

Cooperation with Building Staff

All residents must cooperate with properly identified building staff in the performance of their duties, including but not limited to providing photo-identification upon request.

Disturbance to Others

In consideration of others, the nature of this academic community and the unusual waking hours for some residents, the right of residents to study or sleep must be respected at all times. Residents must act responsibly at keeping noise contained within their own apartments and must immediately take corrective measures to minimize possible intrusions to others upon request by another resident.

Endangerment to Others

Any activity that endangers or likely could endanger the welfare of others is prohibited, as defined by the Manager or College, whose decision shall be final.

Endangerment to Property

Any activity that endangers or likely could endanger the property of others is prohibited, as defined by the Manager or College, whose decision shall be final.

Offensive

Odors

an odor of such intensity that it becomes readily apparent to others may become as disruptive as loud noise. Some examples of odors that may become offensive to others if strong include tobacco smoke, perfume, air freshening spray or even large amounts of dirty laundry. When a strong odor can be identified to a particular apartment, the resident(s) and/or guests are expected to immediately rectify the situation if requested by staff or other residents. Failure to do so is a violation of this policy.

Pets

For health and sanitation reasons, students may not have pets of any kind on the premises, with the exception of fish in a maximum 5 gallon tank, at the consent of all apartment-mates. Also permitted are certified assist animals if required and approved in advance by Kendall College or Manager.

Posting Information and/or Decorating

Doors – With the exception of door decorations provided by your RA, in order to preserve the quality appearance of wood doors, posting or applying any items (either side) is prohibited.

Dartboards – Because of the potential for serious damage to walls and doors, dartboards are not allowed.

Bulletin boards – Bulletin boards are provided in a few central locations in the building. If you would like something posted, please bring the material to the office, along with your contact information, at least one business day in advance. If appropriate and space

is available, your material will be stamped for approval. Unauthorized postings are prohibited and will be discarded.

Exterior finishes – Nothing may be displayed on or in windows or anywhere else that can be seen from outside the building or in any common area inside the building, unless approved in advance for a designated location.

Prohibited Items

For fire safety reasons, the following are prohibited:

- The use, storage or presence of any type of bicycle without the prior consent of the General Manager, except storage in the designated lobby-level bicycle room
- The use of any electrical appliance without a clear “UL” label
- The use of power outlet multipliers or extension cords with multiple plugs, with the exception of power strips with built-in circuit breakers (All microwaves and all other appliances that generate heat, including but not limited to curling irons, blow dryers, coffee pots, toasters and clothes irons, must be plugged directly into an outlet and the use of extension cords or power strips is not permitted with these items.)
- The use or storage of any electrical appliance that is rated at more than 6 amps (700 watts) or that has an exposed heating element
- The use or storage of gas or charcoal grill
- Liquid-filled furniture of any kind, including waterbeds
- Gasoline engines of any kind
- Cut trees or bushes of any kind, including Christmas trees
- Fireworks, explosives, firearms or other weapons of any kind, as defined by the Manager or Kendall College, whose decision shall be final
- Wearing in-line skates or anything similar, as well as athletic shoes of any type with cleats, anywhere in the building
- Lighting or burning candles or incense or any other open flame of any kind
- Items considered illegal by law

Visitors

Visitors are allowed at any time with the approval of all apartment-mates, provided they have photo-identification, sign-in and -out at the lobby desk, are met in the lobby by the resident host/hostess and are escorted at all times. The maximum number of guests (residents or non-residents) allowed in an apartment at any one time is at the reasonable discretion of the apartment-mates, however may not exceed fire code.

Overnight guests may stay no longer than three (3) consecutive nights and must wait at least fourteen (14) days before another overnight visit to the same or any other resident in the building, except with the prior written approval of the Manager. Please keep in mind that residents must be held to all the terms and conditions of the Housing Agreement for any violations committed by their visitors. If you have any concerns about controlling the behavior of your guests, please do the community, themselves and yourself a favor and do NOT serve as their host/hostess. Contact the lobby attendant and/or the staff member on-duty for assistance.

During busy times, you may experience some delays with the check-in process for visitors. Our process is intended to help control building access to only those authorized to be in the building, while operating efficiently. Your patience and cooperation are very much appreciated.

Quiet and Courtesy Hours

320NM must be conducive to studying and sleeping. It is important that residents respect the rights of others at all times. Quiet hours are in effect on each floor from 10:00 pm until 8:00 am Sunday through Thursday. On weekends (Friday and Saturday) quiet hours begin at midnight and go until 9:00 am the next day.

During quiet hours, noise in any room should not be audible outside the room. All residents and staff are expected to hold members of the community accountable for compliance with quiet hours. In addition, courtesy hours are in effect at all times. Generally, if noise can be heard in any room outside the apartment, then the sound is considered excessive. Always be considerate of others and comply with a request for quiet. Mutual respect should be the hallmark of our special living environment.

Maintenance Requests

Maintenance requests are provided at move-in and are also located at the management office and the lobby desk. Maintenance requests in apartments – unless otherwise specified by residents – are interpreted as an invitation to enter as soon as possible (during normal business hours) to complete repairs. Please notify your apartment-mates when you have submitted a maintenance request.

Check-in and Check-out Procedures

At check-in, each resident is issued a room key card, a mailbox key and an apartment condition report. It is the resident's responsibility to conscientiously examine his/her unit and its contents, indicate on the report the absence of any appliances or furnishings, note any damage to the apartment and describe the general condition of each room, and then return the signed report to a resident staff member or the Manager's office **WITHIN 24 HOURS OF MOVE-IN**. No resident will be held responsible for conditions, damages, or shortages which existed prior to the time she or he assumed occupancy, provided these items are noted on the apartment condition report at the time of move-in.

Failure to return the completed form as indicated above could result in a resident's obligation to pay for damages regardless of whether they preceded her/his time of occupancy. If, at the time of move-out, damages have occurred, the cost will be billed directly to the resident's student account at Kendall College. Excessive damages can result in a resident losing his/her eligibility for housing.

As stated in the Housing Agreement, it is the shared responsibility of all apartment-mates to pay all electric utilities (including the cost of electricity to run the furnace, air conditioner and all appliances in each unit), which will be billed separately by Commonwealth Edison. Students will not be issued keys without verification of an active account with Commonwealth Edison. At the time of check-in, all apartment-mates

names must be associated with the same account number and provide proof of a shared account number provided on Commonwealth Edison letterhead to ensure that all apartment-mates are equally responsible for the shared cost of electricity.

Residents who plan to vacate the premises are expected to checkout with resident staff through a scheduled, prior appointment. In the event that is not possible, please contact the staff member on-duty via the 24-hour lobby attendant before leaving. Note that vacating does NOT change the binding financial obligations as outlined in the Housing Agreement and an additional improper checkout fee of \$35 will be applied to your student account.

All resident belongings must be removed from the apartment, the kitchen and bathroom cleaned, and furniture arranged as it was upon arrival, prior to check-out with staff. Additionally, all keys must be returned and the apartment condition report signed and dated.

All cleaning, painting and damage charges will reflect actual (average) expenses. No "fines" are involved. Typically, if a bathroom tub, tub-surround or kitchen appliance requires cleaning, there is a minimum charge of \$50.00. Please note that private property left after vacating or upon the expiration of the Housing Agreement will be considered abandoned and will be disposed of at the expense and risk of the resident, after 30 days of move-out. All residents must check out no later than 12:00 NOON on the last day of the Housing Agreement.

Consolidation Policy

Rates listed on the Housing Agreement are based on full occupancy in each apartment. Therefore, any resident who does not have a full compliment of apartment-mates (as determined solely by the Manager) is automatically placed in "consolidation," unless the Office of Student Life/Housing Management is able to fill the vacancy by a new or wait-listed applicant.

Consolidation simply means that if a resident is in an apartment with one or more vacancies, the remaining resident(s) must:

- Move into vacant spaces within other apartments (a change in apartments must be approved in advance by the Manager), or
- Fill the empty spaces in their apartment by another building resident moving in (must be approved in advance by the Manager).

When vacancies occur, the Office of Student Life will automatically reassign the space to someone from the wait list, or notify the remaining resident(s) that they are in consolidation. If residents are notified about their consolidation status, one of the two options above must be completed within five (5) days. If this is not accomplished, resident(s) by *default* shall immediately become responsible by default for new housing

charges up to double the normal, per person, full occupancy rate, until such time as the Manager reassigns others to the vacant space(s).

If a resident is charged a higher rate for reduced occupancy by *default*, the Office of Student Life may still reassign the vacant space to another resident at any time. In that event, the charges for the existing residents will be reduced accordingly and pro-rated. The only way a resident may “control” a vacant space in the apartment is to obtain approval to maintain the reduced occupancy level of the apartment for the remainder of the Agreement at a higher cost.

Lost Keys or Key Cards

A resident who loses or misplaces a key or card will be responsible for full replacement cost for corresponding locks and new keys. Residents who are locked out of their apartment may request lockout service/new keycard through the management office (room 304, during business hours) or the RA on duty via the lobby attendant. Lock out service is free of charge. Lost mailbox keys must be reported via a maintenance request, and are subject to charges up to \$50.

If you lose your Kendall Student ID, please see the IT Department located on the 4th floor at the Kendall College campus. They can print you another ID for a small fee. Once you’ve received your new ID card, see building management (room 304 at 320NM) to be re-activated.

Release of Student Information

Except for information needed by Kendall College staff and faculty in the performance of their duties, room assignment and apartment-mate information will only be released in writing to assigned residents and their apartment-mates. All inquiries for directory information, including name, verification of residency, year in school, major, etc. must be directed in writing to the Manager, along with the prior written consent of the resident. Apartment and telephone numbers are not released to others without the prior written consent of the resident.

Room Change Requests

Requests for apartment changes within the building will be accepted at any time in the Office of Student Life or via e-mail at: akoritari@kendall.edu . However, no changes may occur during September or during the first two weeks of classes in any term, when new residents are typically assigned. Also, check with all utility service providers (Commonwealth Edison-ComEd) for possible applicable transfer fees. There are no housing application or transfer fees applied by the Office of Student Life. Any damage or replacement charges from the old (vacated) assignment will be applied as well.

REMINDERS FROM THE HOUSING AGREEMENT

(Please see the Housing Agreement for actual contract language)

Assignments

Placements and rates are based on full occupancy of each apartment, which ranges from two to three students. Students who occupy space at below the designed capacity will be assigned additional apartment-mates if available, or must promptly move to fill other vacancies to avoid additional housing charges. For more information on this process, see the “consolidation” policy.

The Office of Student Life at Kendall College, whose judgment will be final, reserves the right to reassign students to other accommodations to provide repairs or improvements or as is otherwise necessary for the efficient operation and/or protection of people or of the premises. Any request for a change in room assignment should be directed to the Office of Student Life. The Director of Housing may reassign a student to a different room within the 320NM facility at his/her discretion. In no case will the College or Manager make assignments based upon race, sexual orientation, national origin, religion or disability.

Access

The privacy of each resident's apartment is genuinely respected. However, entry into an apartment is sometimes necessary for the following purposes:

- To perform requested service;
- To perform health, safety and inventory inspections;
- If there is an apparent emergency or danger to a person's welfare or building/personal property;
- When there is reasonable cause to believe a violation of building rules and regulations or College guidelines is in progress;
- By law enforcement officers in the performance of statutory duties and in accordance with legally defined procedures governing search and seizure;
- or
- To show the apartment to contractors or prospective residents.

For all non-emergency situations, one or more of the occupants will arrange entry in advance or by invitation. If reasonable arrangements are impractical or refused, entry will be made only upon prior 24 hours posted notice.

“Posted notice” will generally be by mailboxes and/or other centrally located locations when access is needed to many apartments or on specific apartment doors when access to only a few units may be required.

Apartment Care

Students are expected to maintain the facility to high standards of cleanliness and exercise reasonable care to the facilities. Routine cleaning in apartments should include kitchen and bathroom appliances and fixtures, regular vacuuming of carpeted areas,

removal of lint from vents in the clothes dryer and full cooperation with the building's pest control program.

Alterations to the premises are prohibited, such as, but not limited to, installing locks, ceiling fans or electrical, voice or data outlets; erecting partitions, or attaching anything to ceilings, walls, floors or exteriors, without the prior written consent of the Manager. Also, no personal property should be kept within two feet of apartment furnaces. Students must pay for any damages (less reasonable wear) within their units, including repainting within a two-year period from the last repainting, extraordinary cleaning costs, and replacement for any missing items.

Termination

Residents must submit termination requests in writing at least 45 days prior to the effective date of the termination. If less than 45 days prior notice and approval is granted, the resident will pay additional housing charges, to account for the difference between 45 days and the date of notice, in addition to normal rental charges until an official check-out with staff has occurred, and in addition to the termination fees as explained below.

- Termination requests from students *who remain eligible* for housing are generally not approved for any reason, but if approved are subject to a \$2,550 cancellation fee. (Students on a College-approved internship outside of Cook County, IL, or who graduate Fall or Winter academic terms, will be granted termination without a cancellation fee, but are still required to provide the 45-day written notice.)
- Students who request termination due to *non-enrollment at the College* will be approved, subject to a cancellation fee of \$2,550 regardless of reason (except for graduation), *if prior to May 1, 2007*. After May 1, 2007, termination requests because of non-enrollment (including graduation) will not be approved, except if the result of disciplinary action.
- Students must pay a cancellation fee of \$2,550 or 50% of the remaining full term of the Housing Agreement (whichever is higher) if this Agreement is terminated as the result of disciplinary action.

Subject to Change

As a reminder, this handbook and any rules or regulations governing the building may be modified or amended by the Office of Student Life and 320NM Management, either by written notice to residents or by public posting in the building.

