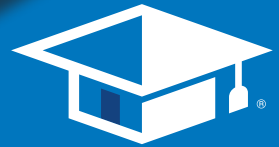


RESIDENT HANDBOOK



**CAMPUS
HEIGHTS**



**SCHOOLHOUSE
LOFTS**



live within.®

WELCOME!

Welcome to **Campus Heights and Schoolhouse Lofts**, both owned and managed by College Town Communities and located within a short distance of the Penn State Harrisburg campus. Here you will find spacious apartments, private bedrooms, Wi-Fi in every apartment, comfortable furnishings, full-time staff members, and an after-hours Security Team ready to assist you.

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

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

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

CONTACT INFORMATION

OUR OFFICE

Campus Heights / Schoolhouse Lofts Leasing Office

277 West Main Street
Middletown, PA 17057
Tel: (717) 649-0202

Office Hours: Mon. – Fri. 8am – 4pm

Clubhouse Hours: Sun. – Sat. 8am – 10pm

The Leasing Office is located in the Community Clubhouse at Campus Heights.

IMPORTANT PHONE NUMBERS

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

- College Town Communities Security (8pm – 4am) (717) 649-0202
- Middletown Borough Police Department (717) 902-6027
- Lower Swatara Township Police Department (717) 939-0463
- Middletown Volunteer Fire Company #88 (717) 948-3032
- Penn State Harrisburg Counseling Services (717) 948-60

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GENERAL

HOLIDAY / BREAK CHECKLIST

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

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

MAIL AND PACKAGE DELIVERY

Campus Heights: The mailboxes for each apartment are located behind the front desk in the Clubhouse lobby. There is one mailbox designed to be shared by all four residents. There will be a mailbox key hanging on a nail inside the front door of your apartment that has to be shared by all the residents in your apartment. Please do NOT lose this key, as mailbox keys are difficult to replace, and it can take a few weeks to do so. Additionally, per your lease, there is a fee to replace a key.

You can receive a text or email alert that a package has arrived for you. You can adjust your communication settings through your Resident Portal at <https://www.offcampushousingharrisburg.com/>. Once logged in, choose the settings icon in the upper right-hand corner >> SMS Text Message Notifications >> Parcel Alerts. All packages can be picked up at the Leasing Office during Clubhouse hours. You will have to make your own arrangements in order to mail packages.

Sample Mailing Address

First and Last Name
277 West Main Street
Apartment XXX Bedroom Letter X
Middletown, PA 17057

Residents MUST present a valid photo ID in order to pick up any package delivered to the Clubhouse. Friends/roommates may NOT pick up packages on behalf of other residents.

Schoolhouse Lofts: The mailboxes for each apartment are located on the second floor, Ann Street side, outside the building on the covered landing. There is one mailbox designed to be shared by all of your unit's residents. There will be a mailbox key hanging on a nail inside the front door of your apartment that has to be shared by all the residents in your apartment. Please do NOT lose this key, as mailbox keys

are extremely difficult to replace, and it can take a few weeks to do so. Additionally, per your lease, there is a fee to replace a key.

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

Sample Mailing Address

First and Last Name
232 Ann Street
Apartment XXX
Middletown, PA 17057

Sample Mailing Address for USPS, UPS, FedEx or DHL Parcels or Packages to Be Mailed to Campus Heights for Pick-Up

First and Last Name
232 Ann Street
Apartment XXX
Middletown, PA 17057

PARKING / PARKING PASSES / GUEST PARKING

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

Please make sure your parking pass is displayed on your vehicle at all times. There is a replacement fee for all lost passes. Please contact the Leasing Office should you require a new pass.

Parking permits expire at the end of each lease. It is the renewing resident's responsibility to procure a new parking pass. Your old pass will NOT protect you from towing, as the design of each permit changes yearly. Permits are not transferable.

All vehicles must have valid, current inspection stickers. Vehicles with broken windows, flat tires, oil leaks, or other signs of lack of maintenance will not be allowed on the grounds of College Town Communities properties. If Management requests removal of an inoperable vehicle, including but not limited to cars, bicycles, motorcycles, watercraft, etc., said vehicle must be removed within 24 hours at the owner's expense. Failure to comply with the requested removal may result in towing without notice at the owner's expense.

Motorbikes and scooters must remain outside and at no time may not be left in building hallways. Charging of motorbikes and scooters using the outlets in shared building spaces is strictly prohibited.

Due to local government regulations and for safety reasons, no motor vehicles may be parked on the grass or sidewalks at any time. No motorbikes or motorcycles may be kept on porches, patios, decks, or inside of any apartment at any time.

Parking lots are not to be used for vehicle maintenance or washing cars. Charging of electric vehicles is strictly prohibited.

SOCIAL MEDIA

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

- Facebook – Campus Heights; Facebook – Schoolhouse Lofts
- Instagram - @CampusHeights

TRASH / RECYCLING AREAS

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

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

YOUR APARTMENT

APPLIANCES

Appliances provided in your apartment include a full-sized stove/range, garbage disposal, and refrigerator. You will need to bring a microwave oven if you plan on using one.

The following appliances are allowed but may ONLY be used in the kitchen area: coffee pots/makers, rice cookers or slow cookers with automatic shutoff, toasters, toaster ovens, and microwave ovens. The ONLY appliance allowed to be used outside of the kitchen area is a mini refrigerator, and that must be new and energy efficient. (Note that having multiple mini fridges will increase your energy usage, resulting in monthly overages. Plan wisely!)

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

INTERNET

Campus Heights: Each building is completely wired for Internet and Wi-Fi in every room. In suite-style apartments, smart TVs will be provided in the common living room.

In the rooftop loft-style units, a TV is provided in each private living room.

Internet will be working in every room, including all bedrooms, upon move-in. Wi-Fi is provided in each apartment, and all user codes are on the router itself. (Contact the Leasing Office at (717) 649-0202 if you need assistance in locating these codes.) In standard suite-style units, the router will be behind the living room TV. In rooftop units, the router is found in the utility cabinet in the wall in the common hallway behind a metal vent cover. In premier suites, the router is located behind a utility cabinet located in the kitchen.

Network names and passwords are printed and labeled on each utility cabinet. Apply the user codes to sync your wireless devices with that router. **Do NOT share the user codes with anyone outside your apartment or allow large numbers of devices to be logged on at one time. Your signal will weaken and become slower. Do NOT add additional routers to your apartment network as this, too, will weaken your wireless signal.** This is true of any wireless router. In the event you need a more dedicated Internet connection, you have the option of plugging directly into one of the wall jacks with an Ethernet cord.

If you have an Internet issue, we can help you troubleshoot the issue. If the issue goes beyond the commonplace, please submit a Work Order through the Resident Portal.

You are absolutely prohibited from tampering with any Internet cords, routers, etc. that are owned by your Internet provider. Do not move your living room TV, as doing so may cause disruptions in your Internet service.

Because of the complexity of billing issues, we do not allow the purchasing of additional services or the ordering of pay-per-view movies or events.

Schoolhouse Lofts: The building is completely wired for Wi-Fi and Internet in every room. In the apartments, a television will be provided in the common living room.

Internet will be working in every room, including all bedrooms, upon move-in. Wi-Fi is provided in each apartment and all user codes are on the router itself. Contact the Leasing Office at (717) 649-0202 to access these codes. Apply the user codes to sync your wireless devices with that router. **Do NOT share the user codes with anyone outside your apartment or allow large numbers of devices to be logged on at one time. Your signal will weaken and become slower. Do NOT add additional routers to your apartment network as this, too, will weaken your wireless signal.** This is true of any wireless router. In the event you need a more dedicated Internet connection, you have the option of plugging directly into one of the wall jacks with an Ethernet cord.

DECORATING / WALL HANGINGS

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

- Use only thumb tacks or push pins to hang posters, tapestries, or other wall decorations;
- Use only picture frame hangers to hang pictures;
- DO NOT USE ANY SCREWS OR NAILS (BESIDES THOSE PROVIDED WITH PICTURE FRAME HANGERS). There are many mechanical utilities in the walls that if damaged could cause injury;
- Do NOT use sticky adhesives including adhesive hooks to hang anything on walls or doors;
- The use of adhesive strip lighting is strictly prohibited! Although it looks fun, it does major damage to the drywall and results in costly repairs that will be billed to you;
- Wall decals of any kind are also prohibited. Using this type of adhesive damages the drywall finish and results in charges to your account.

FORBIDDEN ITEMS

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

- Aquariums;
- BBQ's or any open flame cookers;
- Candles and incense sticks (for safety during power outages, please have a flashlight with fresh batteries stored in a convenient location);
- Excessively large or loud stereo speakers, surround sound or sound bars;

- Firearms, even if you are licensed to carry one;
- Fog and/or smoke machines;
- Halogen lamps;
- Kegeators;
- Animals/pets;
- Portable dishwashers;
- Potpourri pots or plug-ins;
- Space heaters;
- Waterbeds;
- Window or portable AC units.

FURNITURE / FURNISHINGS

Your apartment is fully furnished. You are allowed to rearrange the furniture to your liking, but please be careful not to damage floors and walls. You may NOT move the television and entertainment stand. You are NOT allowed to bring in your own mattresses or any upholstered couches, arm chairs, etc. Any other piece of furniture you may want to bring in MUST be inspected and approved by Management in writing via email. Any damage to the furniture during your stay will be evaluated and charged to your account.

You will need to bring small appliances, such as a microwave or coffee maker, dishes, eating and cooking utensils, pots and pans, bed linens, and towels. Also, consult with your roommates before moving in to avoid bringing duplicate items.

GARBAGE DISPOSALS

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

How to use your disposal properly:

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

How not to use your disposal properly:

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

HEAT / AIR CONDITIONING / THERMOSTATS

Contact the Leasing Office at (717) 649-0202 for any questions about setting your thermostat.

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

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

Rooftop loft-style units at Campus Heights: There is a single thermostat in your common hallway. There are four sensors, one in each loft, to ensure a consistent temperature through the unit. Please see instructions for changing or setting the thermostat above. **Always keep the fan function set to AUTO only, NOT set to "ON."**

HOT WATER

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

KEYS / FOBS

Campus Heights: Your key fob will give you access to your apartment and all main Campus Heights building entrances. Your key fob is also programmed so that you can lock your bedroom door when you are not in your bedroom.

Schoolhouse Lofts: Your key fob will give you access to your apartment and all main Schoolhouse Lofts building entrances and laundry rooms.

In order to use your key fob, simply touch the fob to the pinpoint on the door, wait for the light to turn green, and turn the deadbolt to unlock it. You have 5 seconds to do that once the light turns green. The

same is required to lock your apartment doors. (Bedroom doors and apartment entry doors require you to manually turn the deadbolt dial when the green light is flashing to lock and unlock the door.) The entrances to the buildings, however, require that you simply wave the fob in front of the reader on the door, and you'll hear the door unlock. Because the main entry doors for all buildings lock automatically every time they close, you can get locked out so remember your fob at all times.

MAINTENANCE REQUESTS

Maintenance requests to resolve issues in your apartment can be filed electronically through the Resident Portal. To submit a request, log into your Resident Portal account and in the Quick Links section select "Request Maintenance."

All requests for maintenance must be filed through your Resident Portal, even if you mentioned the issue to Management or sent an email. This system allows our Operations Team to receive the requests immediately and to track the progress of the Maintenance Request through the system. If the work requested is a result of negligence by the resident(s), nominal charges may be assessed to the resident(s). **It is critical that all maintenance issues be reported through a Maintenance Request regardless of how the issue arose.**

PEST CONTROL

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

Residents may be responsible for the costs associated with any special testing requested by residents regarding a potential infestation, e.g., repeatedly asking for additional services when the presence of that pest is not identified by trained and experienced service professionals.

POWER OUTAGES

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

- Find a flashlight or use your mobile phone as a light source, if necessary;
- Check that other parts of your apartment have power and whether your neighbors have power;
- Check to see if you have tripped a breaker in your apartment's main electric panel box, typically located on the wall outside of one of the bathrooms or in the common hallway;
- Contact Security at (717) 649-0202 if you need assistance;

- Do not open your refrigerator more than is necessary to keep the cold air in the unit and prevent food spoilage;
- Do not light candles;
- Do not panic. The power will return as soon as possible.

SMOKE DETECTORS

- All apartments are equipped with a hard-wired smoke detection system. If a smoke detector goes off because of cooking smoke AND there is no fire threat, do NOT open your apartment door, which will set off all alarms in the building and dispatch the local fire department. Instead, turn off the stove or oven, open all windows and interior doors in the apartment, and fan the smoke detector with a book or towel until the smoke has cleared and the smoke alarm ceases to sound. Do NOT attempt to remove or dismantle the device to prevent it from going off.
- It is illegal to cover, remove, or tamper with any part of the fire protection system at any College Town Communities property. There is a zero-tolerance policy towards any finding of a tampered device. **Per the Residential Lease, you will be fined \$500.00 per incident for any tampering with a smoke/fire device, e.g., removing batteries, removing the device, covering the device with plastic, etc.** In addition, the Township Police Department and Fire Marshal will be contacted immediately. Multiple false alarms from cooking or other lifestyle related issues from the same apartment will result in a fine.

TELEVISIONS AND ELECTRONIC EQUIPMENT

Each suite-style unit at Campus Heights and Schoolhouse Lofts is equipped with a 55" flat panel HD television with a remote control in your living room. Premier suites include a smart TV. The living room television, television stand, and components cannot be moved. Any damage to your television during your stay will be evaluated and charged to your account.

In rooftop lofts-style units at Campus Heights, a 39" flat panel HD television with remote control is provided in all private living rooms.

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

TOILETS

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

- Common toilet issues include a loose handle, taking a long time to fill, not filling completely, filling continuously, slow flushing, dripping and/or condensation on the tank. All should be reported as soon as they are discovered;
- Clogged toilets can be prevented by ensuring that ONLY toilet tissue used in moderation is flushed down the toilet. Baby wipes, facial tissues, paper towels, napkins, feminine hygiene products, cotton balls, prophylactics, etc. SHOULD NEVER BE flushed down the toilet. **Keeping**

a plunger on hand will allow you to solve simple clogs quickly. DO NOT CONTINUE USING THE TOILET SHOULD A SERIOUS CLOG OCCUR;

- If the toilet appears to be on the verge of an overflow, **TURN OFF THE WATER** by closing the water supply valve located on the wall under the tank. Turn this valve off clockwise (to the right) until tight and until you no longer hear the whistling of flowing water in the pipes. File a Maintenance Request immediately.

TROUBLESHOOTING	
The garbage disposal is making a loud noise.	Something is jammed in the unit. File a Maintenance Request. NEVER REACH INTO THE DISPOSAL! DOING SO CAN CAUSE SERIOUS INJURY!
The garbage disposal is not working and produces a humming sound.	The unit may need to be reset. Under the sink on the bottom of the disposal housing is a small red button. Press that button, then try the disposal again. If this does not correct the problem, file a Maintenance Request.
My kitchen sink will not drain.	Garbage disposal is clogged. File a Maintenance Request.
The food in my refrigerator is not cold.	Be sure the refrigerator door can close and seal completely. Next, be sure the unit is not overly full which can prevent the circulation of air. Finally, ensure there are several inches of space between the rear of the unit and the wall. If conditions persist, file a Maintenance Request.
A light bulb is out.	All light fixtures provided in your apartment have working bulbs in them when you move in. It is your responsibility to replace burned out light bulbs in any personal lamps or fixtures that you have brought into the apartment. For any burned out bulbs in walkways, halls, or common areas, please file a Maintenance Request.
The fire alarm goes off every time I cook.	With all heat turned off, check your burners, the drip pans under the burners, and the oven for burnt on debris. Clean these areas with an approved oven or stove cleaner and rinse thoroughly. If drip pans cannot be cleaned, replacement liners can be obtained through the Leasing Office for free upon request. If all efforts fail but the condition persists, file a Maintenance Request.

My toilet flushes very slowly or not completely.	Do not use the toilet and file a Maintenance Request immediately. See section entitled "Toilets" for more information.
There is a hissing noise coming from my toilet all the time.	The tank may not be filling completely and the water is running constantly. File a Maintenance Request immediately. See section entitled "Toilets" for more information.
Water is backing up in my toilet, and looks like it will overflow.	Immediately turn off the water supply valve on the wall under the toilet tank on the left-hand side. Attempt to absorb water from the floor and place wet towels in a garbage bag for cleaning or disposal. File a Maintenance Request immediately. If after hours, contact Security at (717) 649-0202. See section entitled "Toilets" for more information.
The washers or dryers are not effectively washing or drying my clothes.	Refer to the Washer/Dryer instructions available through the Leasing Office and posted in the laundry rooms. Overfilling the machines is the #1 cause of poor performance. File a Maintenance Request if the problem appears to be unrelated to something you're doing.
The air coming out of the vents is not warm when I use the heat, OR the air coming out of the vents is not cool when I use the air conditioning.	Do not turn the fan function on the thermostat to ON. File a Maintenance Request. The filter could be clogged or more complicated repairs may be necessary. BE ADVISED THAT RAPIDLY TURNING THE SYSTEM FROM HEAT TO COOL AND BACK AGAIN CAN FREEZE THE UNIT AND PREVENT IT FROM WORKING. Pick a comfortable temperature for everyone in the unit and leave it there.
The strength of the Internet signal through the Wi-Fi has changed.	Refer to the troubleshooting guide available through the Leasing Office or on our website. The system is routinely checked for speed so user error is the most common reason for slow service. Be certain you are logged into the correct router, and limit the number of devices logged on at one time.

WINDOWS/WINDOW TREATMENTS

All bedroom and living room windows are single-hung windows, meaning only the bottom sash is operable. For safety purposes, do not obstruct windows and doors. We provide mini-blinds on all windows; they cannot be removed by you. If you wish to install draperies or curtains, use spring-mounted tension curtain rods that fit inside your window opening ONLY; do NOT drill into the wall to attach other

types of rods. All draperies/curtains must be taken with you upon move-out. Nothing can be thrown out windows or doors. Do NOT remove window screens. Do not leave windows open during inclement weather. Do not enter or exit the apartment through an open window unless there is an emergency. Should you do so and damage is incurred, you will be responsible for that damage, including but not limited to damage to paint, walls, carpets, and flooring. For safety purposes, keep your windows locked at all times.

The following may NOT be displayed in the windows of your apartment: towels, flags, posters, liquor bottles, or fraternity or sorority letters. Management will request the removal of said item immediately or remove the item themselves if prompt enough removal does not happen by the resident.

YOUR SAFETY

AFTER-HOURS CALL SERVICE

Even after office hours, College Town Communities assists our residents. Simply call the main office number, 717-649-0202, and your call will be directed to an operator who will respond accordingly. Non-emergency issues will be handled by a College Town Communities staff member during normal business hours.

BICYCLE SAFETY AND SECURITY

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

EMERGENCY RESPONSE PROCEDURES

Residents should call 911 without hesitation if they perceive that they themselves or others are in danger. Non-life-threatening situations should be directed to College Town Communities Security or local police departments using the non-emergency numbers listed on the Welcome Page of this handbook. College Town Communities Security is on duty seven days a week from 8pm to 4am. Non-life-threatening emergencies outside of these hours can be directed to the Leasing Office at (717) 649-0202.

FIRE SAFETY/PREVENTION

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

- Non-life-threatening situations can be directed to the Leasing Office at (717) 649-0202, 24 hours a day;
- Call 911 immediately in the event of fire or excessive smoke or a serious fire. Do NOT hesitate. It is better to be safe than sorry;
- College Town Communities Security, (717) 649-0202, is available to assist with any non-life-threatening emergencies;
- If a smoke detector goes off because of cooking smoke AND there is no fire threat, do NOT open your apartment door, as this action will dispatch the local Fire Department. Instead, open all windows and interior doors in the apartment and fan the smoke detector with a book or towel. Do NOT attempt to remove or dismantle the device to prevent it from going off. Multiple false alarms from the same apartment that set off the building alarms from cooking or other lifestyle related issues will result in a fine;
- Fire extinguishers are provided beneath the kitchen sink or are hanging on the wall adjacent to the kitchen (depending on style of apartment);
- The following fire hazards are forbidden in all apartments: candles and/or incense; overloaded electrical outlets; stacks of newspapers and/or magazines; built-up grease in ovens and on stovetops; storage of flammable materials; space heaters, potpourri pots, halogen lamps, or any cooking device used outside of a designated cooking area;
- Let cooking grease cool and pour it into a metal can. Never pour hot grease into a plastic container or down the kitchen sink;
- NEVER put water on a grease fire. Turn off the stove or oven and cover the flame, if possible. **Call 911 immediately if the flames spread;**
- Cooking fires are the #1 cause of home fires and home fire injuries. Unattended cooking represents 90% of home fires. Do NOT leave your stove or oven unattended during cooking, especially when cooking with grease or oil;
- If there is an actual large-scale fire at Campus Heights or Schoolhouse Lofts, do not rush out of your apartment and into the hallway. First, feel the door. If it is hot, use another way out. If the door is cool, leave by the nearest exit. If your planned escape route becomes smoky, crawl toward the exit;
- If you cannot escape your apartment, stuff wet towels, sheets and clothes around the door and vents to keep smoke out. Call 911 and give them your exact location. If no smoke is coming into the room, slightly open a window. Stay low and wave a bright cloth, towel, or sheet out a window to signal your exact location;
- To prevent fires in clothes driers, always clean the filter after each use;
- **Never cover or attempt to obstruct a smoke detector device. Doing so will result in a fine and jeopardizes the safety of you and other residents.**

HEALTH AND SAFETY INSPECTIONS

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

IMPORTANT PHONE NUMBERS

In the event of a life-threatening emergency, please call 911. College Town Communities Security
(8pm – 4am) (717) 649-0202

- Middletown Borough Police Department (717) 902-6027
- Lower Swatara Township Police Department (717) 939-0463
- Middletown Volunteer Fire Company #88 (717) 948-3032
- Penn State Harrisburg Counseling Services (717) 948-6025

LOCKOUTS

If you are locked out, you can do one of three things: (1) Call your roommate or friend in the building to come let you in; (2) wait for another resident to open the door; or, (3) contact Security at (717) 649-0202. You will be required to show College Town Communities service personnel a photo ID in order to enter. **For lockouts that occur both during and after office hours, a lockout fee will be charged per event. Remember your key at all times!**

Do NOT lose your key. There is a replacement fee which covers programming a new key, deprogramming the old key and updating all property locks to accept the change. If you do need a replacement, stop by the Leasing Office during office hours.

The main entry doors have an alarm that will sound if the door is propped open for 30 seconds. **DO NOT PROP OPEN ANY MAIN ENTRY DOOR!**

SAFETY

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

- Dial 911 for emergencies first, then contact the Management office as soon as possible;
- Security (717-649-0202) is available 7 days a week, 8pm-4am, to assist in non-life-threatening situations or even to walk you to your building late at night. Keep their number in your phone contacts;
- Lock your doors and windows, even when you are inside; do not keep your door propped open;
- When answering the door, use the peephole to see who is there. If you do not know the person, first talk with him/her without opening the door. If you have any doubts whatsoever, do NOT open the door;
- If you return to your apartment and think it has been entered illegally, do not enter. Call 911;
- Tell your roommate(s) where you are going and when you will be back;
- Do not walk alone at night;
- Do not carelessly display apartment keys in public or carelessly leave them in the mail or laundry area or other public places where they could be stolen;
- If you leave your apartment for vacation or breaks, do not leave notes on your door or answering machine indicating that you are away;
- If your key is lost or stolen, contact the Leasing Office at (717) 649-0202 immediately to arrange for the purchase of a new key and to have your old key deprogrammed;

- In a student-housing community, screaming may sound like horseplay. In an emergency, be specific by shouting “Help!” or “Police!” or “Fire!”
- Always lock your car and close all windows completely; do not store valuables in your automobile;
- Maintain in a safe place a list of serial and identification numbers of computer equipment, personal TVs, electronics, stereo and gaming equipment, etc. in the event that these items are stolen;
- Make sure the Leasing Office has updated emergency contact information at all times.

SECURITY (OVERALL SITE)

- Staffed after-hours security is on-site 7 days a week from 8pm – 4am; they can be reached at (717) 649-0202;
- Individually programmed key fobs are provided to each resident to allow access to their building, their apartment, their bedroom, and the facility common areas;
- On-site security cameras are located throughout the complex. Although video cameras do not stop crimes from happening, they are a useful and preventative tool. Camera footage is regularly reviewed by Management;
- Campus Heights is located adjacent to the PSU Harrisburg Campus Security building;
- At Campus Heights and Schoolhouse Lofts, exterior doors lock every time they close and are composed of fully transparent glass for complete visibility, the purpose of which is to ensure that only those with a key fob can access the building. If one of these doors is propped open for longer than 30 seconds, an alarm will sound to alert residents to remove obstructions or to contact Security at (717) 649-0202;
- Our entire site is covered with ample exterior lighting that automatically turns on every day at dusk;
- Interior lighting is always on in buildings with common interior hallways.

SNOW REMOVAL

Snow removal services are included in your monthly rental payment. We will plow all drive lanes and open parking spots, shovel all sidewalks and stairs, and salt where necessary at our earliest convenience upon completion of the snow storm. Our insurance does not allow us to shovel directly behind vehicles or between vehicles; therefore, we recommend carrying a small shovel in the trunk of your car during the winter months. During snow emergencies, Management will communicate with you via text, email, and building postings with specific instructions for moving cars on parking lots to facilitate snow removal.

WEATHER EMERGENCIES

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

- Monitor television, radio, and cell phone alerts. Check the weather forecast daily, and know when severe weather is expected;
- Obey all evacuation orders by local, state, and federal agencies. Do not await instructions from the community;
- Prior to the storm, notify family and friends of your whereabouts and your plans;
- During severe weather such as a hurricane or tornado, go to an inner hallway or small inner room such as a bathroom or closet. Stay away from windows, doors, and outside walls;

- Do not use plug-in electrical equipment like hair dryers or toasters during the storm. Make sure your cell phone is fully charged before the storm;
- Stock up on bottled water and make sure you have an extra set of fresh batteries for your flashlight;
- Do NOT use candles to light your apartment in the event of a power outage; use a flashlight only;
- In the event of an extended power outage, avoid opening the refrigerator and freezer. Your food can last for several hours if you keep the doors closed;
- In the event of a major storm, the option could exist to move home or off property as a specific directive from Penn State University;
- Should the Leasing Office and Clubhouse be closed due to severe weather, Management and Operations Teams will make every effort to reopen the office and provide necessary services as soon as possible;
- For further information on storm preparedness, log on to FEMA's website at http://www.ready.gov/make_a_plan.html.

YOUR LEASE

ADMINISTRATIVE / FACILITIES FEE

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

Residents wishing to renew their lease for the following year are required to pay a new Administrative / Facilities Fee.

GUESTS

Per your lease, a guest may not stay in your bedroom or apartment for more than three (3) days at a time. Guests must abide by all policies listed in the Residential Lease and this Handbook. You are responsible for the actions of your guests and informing them of the rules of College Town Communities. **Guests must be accompanied by the Resident at all times inside the apartment.**

If complaints arise for any reason about an unaccompanied guest or a guest visiting too often, Management will notify the resident to cease the behavior and/or may move toward placing a legal restraining order against said guest. NO parents, older family members, or children can stay overnight in the facility at any time. Just as in an on-campus dormitory setting, this is a specifically designed living environment for college-aged students. It is not fair to compromise the living experience for other residents in the building by allowing other-aged individuals to stay overnight in your apartment.

MOVE-IN

Approximately three weeks prior to the start date of your lease, you will receive via email a complete list of move-in instructions, along with your unit assignment and the names of roommates and their contact information. All requirements as outlined in the Residential Lease and listed below must be completed PRIOR to the start of your lease. Upon move-in, it is the responsibility of each resident to conduct a thorough inspection of all common areas and their bedroom using the **Move-In Review** provided by Management when you check in. A completed form must be submitted to the Leasing Office within 48 hours of move-in. More details on how to complete the inspection will be provided when you check in.

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

- Ensure that all required payments (Administrative / Facilities Fee and first and last installment of your rent) have been paid in full. This applies to ALL residents, regardless of financial aid status;
- Determine whether you wish to purchase Renter's Insurance (recommended but not required);
- Adjust your communication preferences through your Resident Portal to ensure you receive text messages about packages to be picked up or emergency announcements. Go to MENU>EDIT MY PROFILE>CONTACT and check all SMS notifications;
- Like us on Facebook (@CampusHeights and @SchoolhouseLofts) and follow us on Instagram (@CampusHeights) to get updates, reminders, special announcements, and postings about on- and off-campus activities;
- Your Resident Portal is the place to go to pay your rent, review your payment records, view documents, update personal information and file maintenance requests, aka "Maintenance Requests." If you need assistance accessing your Portal, contact the Leasing Office. While you are in the Portal, please complete the following:
 - Register your car (all residents who plan to park a car on our lots must register it);
 - Update your email and phone information, if necessary;
 - Add/edit any personal information that may have changed since registration.

MOVE-OUT

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

Failure to vacate the Leased Premises, return your key fob, or remove all personal possessions by your lease end date will result in additional charges, per your Residential Lease.

NOISE

Per your Lease, every resident has the right to “quiet enjoyment” of their apartment. Excessive noise and loud music in apartments, hallways, or common areas is not permitted at any time. As a courtesy to all residents, the hours between 11pm and 7am should be observed as “quiet hours” during which time no noise of any kind should be heard or felt outside of any apartment. This includes stereos, televisions, musical instruments, slamming doors, running up and down stairs, sounding vehicle horns, phone conversations, and yelling. You are responsible, also, for your guests’ behavior. Additionally, local municipal noise ordinances also apply to all College Town Communities properties.

If you have a noise complaint with a neighbor(s), please first address the issue in a civil manner with that person or persons. You can stop by the Leasing Office and meet with a Property Manager to discuss any ongoing issues you may have. If such action fails to produce results, contact Security at (717) 649-0202 for assistance. If you ever fear for your safety and/or that of others, call 911 immediately.

PET/ANIMAL POLICY

Per your lease, pets/animals are NOT permitted, even if they are “just visiting” or you have been asked to pet-sit. This includes dogs, cats, birds, hamsters, snakes, fish, etc. If you are found to have a pet/animal, you will be fined each day, per your Lease, until the pet/animal has been removed from the premises. Why do we do this? (1) Not everyone is comfortable with animals in the building, (2) some residents could be allergic to animal dander or bedding, (3) a poorly kept pet can create unsanitary conditions or pest infestations, (4) pets can cause expensive damage to flooring, carpeting, furniture, etc., for which you will be financially responsible and/or (5) some animals make noise that can cause an audible disturbance to other residents.

RENEWALS

Only residents in good financial and disciplinary standing are welcome to renew their lease any time after the Fall Semester is under way. Interested residents should contact the Leasing Office at (717) 649-0202 for renewal procedures. The entire renewal process can easily be completed via the Resident Portal. **Be advised, the ONLY way to secure your room for additional terms is to sign a renewal lease through the Leasing Office. A verbal statement of your intent to renew is not sufficient!** We always prefer to re-rent to residents with whom we have a relationship so we look forward to working with you. Our facility fills early each year so do not delay your decision.

RENT AND OTHER PAYMENTS

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

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

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

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

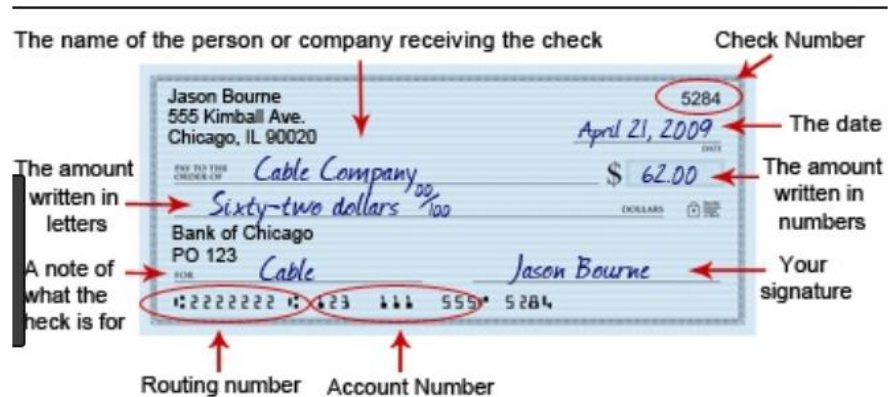
**Campus Heights Leasing Office
277 West Main Street
Middletown, PA 17057**

3. Pay online with a credit card or checking account through our website at <https://www.offcampushousingharrisburg.com/> by clicking on "Resident Portal." Use your username and password to enter the Portal. We recommend using the e-Check option to avoid online convenience fees charged by credit card companies.
4. Once you have entered your payment information, you can also set up recurring (i.e., automatic, regularly-scheduled) payments to avoid having to worry about monthly payments.
5. Arrange to transfer money from your bank to ours through a wire transfer. This is particularly convenient for international students whose banks are overseas. If you wish to pay by wire transfer, email CampusHeights@CollegeTownCommunities.com for instructions. A wire fee will be charged to your account for each transfer. Please contact the Leasing Office for more details.

There is a grace period until the 5th day of the month to have your rent payment into our office. If your rent payment is received after the 5th (if mailed, the postmark date is NOT considered), per the Residential Lease, there is a \$100.00 penalty for late rent not received by the time the office opens on the 6th. An additional \$10.00 late fee per day will be assessed between the 6th day and the 20th day if payment is not received in full.

A \$50.00 returned check fee plus all applicable late charges will be assessed on all checks returned by the bank for any reason. After two (2) returned checks, we will no longer accept checks for your rent payment or any other charges owed. All subsequent payments must be made with a money order, cashier's check, or credit card. No cash payments will be accepted for rent, electric overages, fines, etc., no matter how small.

Here is how your check should look after you fill it out. If you are paying using the eCheck option, please note where you can find the routing and account numbers on your check.



RENTER'S INSURANCE AND WAIVER FEE

Renter's insurance is recommended for all residents. Imagine a mystery leak that fries your laptop or ruins all of your clothes in your closet. This unpredictable yet common problem is why renter's insurance is essential. Per your Residential Lease, we recommend that you purchase renter's insurance for your personal belongings and to protect yourself against liability. If you or your guests suffer a loss due to fire, flood, vandalism, theft, or other cause of loss, that loss will not be covered by College Town Communities' insurance.

You will be automatically enrolled in the Waiver Program and, subject to the terms of Section 8 of your Lease, the Waiver Program may provide coverage for your personal possessions and personal liability as well as coverage for damage to the leased premises. You are not guaranteed coverage under the Waiver Program. It is recommended that you consult an insurance professional and obtain renter's insurance, as stated above, which may provide coverage for claims that are not covered by the Waiver Program.

RESIDENT PORTAL

Upon completion of your application and when all documents have been signed, all residents' accounts transfer from the Applicant Portal to the Resident Portal. Links to the Resident Portal are found on the homepage of <https://www.offcampushousingharrisburg.com/> by scrolling below the map of Pennsylvania or by going to the Middletown page and clicking the link on the navigation bar. Your username and password will be the same as what you used for the application, unless you have edited it yourself. The Resident Portal provides you with access to your financial ledger of charges and payments, the ability to make one-time or set up recurring online payments, view and download electronic copies of your lease documents, file a Maintenance Request, register your car, update your email or phone numbers, renew your lease, and elect to receive communications from the Leasing Office. Familiarize yourself with this feature or contact the Leasing Office at (717) 649-0202 if you need assistance.

ROOM CHANGES / TRANSFERS

Once you are assigned to a room, we cannot change that assignment. Our staff takes an exceptional amount of time and care placing applicants based on available units, roommate requests, and personal preferences provided during the application process. We will email your room assignment, roommates' names and their contact information, and important move-in information prior to Move-In Weekend. We do this to give you the opportunity to communicate with your roommates, to get to know them in advance, and to plan for additional items you may need in the apartment. We do not expect nor tolerate making quick judgments and immediately requesting to be reassigned. College is a time when you should be open to new people and new ideas. Please go into your room assignment with an open mind and a compassionate heart. You may make friends with people you never imagined you would have the opportunity to meet.

We advise all units to meet as a group and establish "house rules" at the beginning of the year to avoid the common arguments that arise among roommates, i.e., cleaning, guests, temperature, quiet hours, etc.

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

ROOMMATE REMEDIATION / ROOMMATE PROBLEMS

If a conflict arises between you and your roommate(s), it will not immediately be considered grounds to terminate your lease or anyone else's. We cannot immediately move anyone to a new unit. Additionally, it is not the responsibility of Management to resolve the conflict. Although we will gladly assist you with mediation and finding possible solutions, it is the responsibility of you and your roommate(s) to find a peaceful resolution. Management also works closely with Penn State Harrisburg and supports its Student Code of Conduct. Dependent upon the severity of a situation, Management may involve Penn State University officials for assistance.

SMOKING POLICY

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

UTILITIES/UTILITY OVERAGES

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

Per your lease, you are allowed up to \$125.00 in electric and \$40.00 in water/sewer charges per unit per month. Residents using their utilities wisely will have no trouble staying within these limits. If a unit exceeds its monthly allowance, the difference between the total bill and the monthly allowance will be divided by the number of residents in the unit and a charge will be applied to each resident's online account. Copies of utility bills are always available upon request.

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

VACANT BEDROOMS

Occasionally, a resident will move out prior to the end of the lease, leaving a vacant bedroom. Should this happen, Management will lock the bedroom and keep it locked at all times. If a vacant bedroom is broken into and/or found to be in use, all residents of that apartment will be charged rent from the date of the last inspection by Management to the date of the discovery of the infraction. Additional breaking and entering charges may also be filed by the local police department.

YOUR COMMUNITY

COMMON AREAS AND GROUNDS

Please care for your building. If you see a piece of trash or garbage in the hall, stairwell, laundry room, or parking lots, please pick it up and dispose of it properly. Help us make your apartment complex an enjoyable and clean place to live. All common areas will be cleaned Monday through Friday by a third-party professional cleaning company. For the safety of all residents and their guests, please do not store any personal belongings in walkways, hallways, or entranceways. It is absolutely forbidden for gatherings to clog hallways and stairwells. College Town Communities Security regularly visits each floor of each building to ensure a clean and safe environment.

To ensure that the exterior grounds of College Town Communities properties remain in pristine condition for all to enjoy, you are required to follow these guidelines:

- Decks, porches, patios, and lawns may NOT be used for storage;
- Interior furniture may NOT be used outside, including on decks, porches, patios, and grassy areas;
- No alcoholic beverages may be consumed on the grounds within which the Leased Premises are located. This includes decks, patios, front porches, and grassy areas;
- Residents are not allowed on the roof of any College Town Communities buildings;
- Residents may not hang laundry outside to dry. This includes but is not limited to the use of portable drying racks, wash lines, etc.;
- Residents may not install/plant gardens of any type;
- Items that collect water are not permitted; this includes, but is not limited to, bird baths, decorative fountains, etc.;

- Residents may not use the outside areas for cooking except where grills are provided by College Town Communities. This means portable, gas, or charcoal grills, camp stoves, propane tanks, or any other such portable fuel-burning equipment is prohibited on the grounds of the Leased Premises. These devices and their fuels constitute a fire hazard when not used properly;
- No signs, window guards, awnings, advertisements, posters, including but not limited political posters, or lawn signs shall be placed upon the exterior of the premises, including decks, porches, patios, and grassy areas;
- No towels, flags, posters, liquor bottles, fraternity, or sorority letters are allowed that can be seen in the windows of your apartment from outside the building. Management will request the removal of said item(s) immediately or remove the item(s) themselves if prompt removal does not happen by the resident;
- No radio or television reception devices such as antennas and satellite dishes shall be installed upon the Leased Premises or in the common area around the Leased Premises;
- No wires or cables of any kind are permitted to be run along the outside of any building;
- The washing of cars on the premises or the use of water from the premises for the purpose of washing cars is prohibited;
- No mechanical work on motor vehicles of any type is permitted on the premises;
- No parties, meetings, or gatherings may be held in any common area, including decks, porches, patios, grassy areas, and parking lots. A "party, meeting, or gathering" is defined as six or more guests;
- No hot tubs or swimming pools are permitted anywhere on the Leased Premises unless provided by College Town Communities;
- No tires or vehicle parts of any kind may be stored either inside or outside of the Leased Premises.

COMMUNITY CLUBHOUSE

The Clubhouse is centrally located on the property, across from Building 3300 and behind Building 200. The Clubhouse offers such amenities as a second-floor gym, shuffleboard, a pool table and ping-pong table, a free coffee kiosk, computer center with free printing, and a fireside lounge. Please obey all posted Clubhouse rules:

- Clubhouse hours are 8am – 10pm every day. Hours are subject to change by Management.
- Entry into the clubhouse will be restricted to current and future residents of Campus Heights and Schoolhouse Lofts ONLY.
- Non-residents must complete a guest card and then be accompanied by a staff member who will provide a tour of the facility. At the completion of the tour, they must leave the clubhouse facilities.
- All areas of the clubhouse are for the use of College Town Communities residents only. Residents must present a valid photo ID to front desk staff every time upon entering the clubhouse and must be in good financial standing with College Town Communities in order to use all facilities.
- NO Smoking, vaping, or use of alcoholic beverages is permitted in the clubhouse or pool/pool deck area.
- All furniture must remain in place. No moving/rearranging furniture.
- Bicycles, skateboards, roller skates, and hover boards are prohibited in the clubhouse or pool deck area.

- Food and open container beverages are ONLY allowed in the café area of the clubhouse. Residents will be asked to remove their food or beverage whenever found outside of the café area.
- TVs must not be tampered with and are controlled by Management.
- ALL table game equipment must be returned to designated storage area after use.
- Billiard/ping pong balls are not to be thrown or to leave table area.
- Specific table game equipment is not to be removed from table area.
- Computer equipment is not to be removed from Business Lounge for any reason. Any issue with equipment must be reported to Management immediately.
- NO Pets or Animals are allowed in the clubhouse, pool, or pool deck area for any reason.
- There will be a ZERO TOLERANCE policy for those not following these clubhouse rules. Any resident who violates any of these rules will lose their privilege to enter or use the clubhouse for a 30-day period.

COMMUNITY FITNESS CENTER

- Management will not be responsible for loss or damage to personal property of any kind;
- Management will not be responsible for any personal injury that may occur while using the fitness center;
- The cost to repair or replace any property damage in the fitness center will be charged to the responsible resident(s);
- Residents must observe the 30-minute time limit on all cardio equipment if every machine of that type is in use;
- Residents should not move any exercise apparatus and should return weights/dumbbells to their proper place;
- Dropping of weights and other misuse of equipment is prohibited;
- Residents must clean the exercise apparatus with the cleaning products supplied by Management;
- Use of clean (indoor), non-marking sport shoes is mandatory on exercise apparatus;
- Horseplay, wrestling or causing an undue audible or physical disturbance in the fitness center will not be tolerated;
- Music must be played through headphones ONLY; no speakers are permitted;

COMMUNITY POOL

- Use of the pool and pool deck area will be restricted to current and future residents of Campus Heights and Schoolhouse Lofts **ONLY**;
- Pool hours are posted each year by Management and are subject to change;
- No lifeguard is on duty. All persons using the pool do so at their own risk. Always swim with a friend rather than swimming alone;
- All posted signage must be observed by Residents;
- Management will not be responsible for loss or damage to personal property of any kind;
- Management will not be responsible for any personal injury that may occur while using the pool;
- For safety, Residents must keep all gates closed;
- Use plastic or paper containers only. Glass is not permitted. Management reserves the right

to assess any fines within reason for breaking this policy. Glass on pool deck is an automatic fine. If glass is broken, fines can be up to \$10,000.00 depending on occurrence and damage to the pool, lining, filtration system, etc. that glass can cause. The cost to repair or replace any property damage to the pool, pool equipment, or furniture will be charged to the responsible resident(s);

- The pool may be closed at any time due to breakdown, operational difficulties, or inclement weather at the sole discretion of Management;
- NO grills, food or consumable items, glass or breakable containers are allowed in the pool area;
- NO smoking in the pool or pool area;
- NO animals are allowed in the pool or pool area;
- NO alcohol in the pool or pool area, regardless of age;
- NO running, pushing, wrestling, ball playing or causing undue disturbance in or about the pool area;
- NO diving allowed;
- Because Residents share the pool and amenity areas with others, Residents must keep noise levels down, cover pool furniture with a towel when using suntan oils, leave the pool furniture in pool areas, and dispose of trash properly;
- Regular swimsuits must be worn at all times; no cut-offs or T-shirts are allowed in the pool;
- Place any and all trash into the provided waste receptacle each time you leave the pool area;
- Profanity and disorderly conduct will not be tolerated;
- Bicycles, skateboards, roller skates, and hover boards are prohibited in the clubhouse or pool deck area;
- Pool users who need to use the bathroom are only allowed to enter the clubhouse using the entry door near the vending machines, across from the bathrooms;
- If a resident using the pool is found using any other entry door of the clubhouse, they will be asked to leave the clubhouse immediately;
- Anyone in the pool area after hours will be fined for trespassing and may not be permitted back in the pool area.

LAUNDRY FACILITIES

Campus Heights: There is one laundry room in each building.

Schoolhouse Lofts: There is laundry room on the first and second floor.

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

STUDENT LOUNGE

The Student Lounge (separate from the Clubhouse) is located directly across from the campus police station and is available 7 days a week from 8am – 10pm for you to use as a meeting place for small groups, a quiet place to study, or a location to eat a snack or just hang out. The Lounge CANNOT be rented out for private events. The following rules apply to the Student Lounge:

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

BUILDING AND PROPERTY MAP

