your guide to living
ON CAMPUS
MONTAGE ON COLLEGE 2018-2019

San Diego State University
Residential Education Office
& Office of Housing Administration
housing.sdsu.edu
Welcome to the residential community at SDSU! We designed this guide for you in hopes that it will help you navigate this exciting experience and feel more at ease about your new college home. In this document, you can find general information about living in the sophomore residential communities. We have also included university policies in this guidebook for your reference. Be sure to familiarize yourself with all of this critical information. As a member of our community, you will be held accountable for knowing and following these rules and maintaining the space you live in. It is our goal to create a safe and friendly living environment to help you reach your fullest potential and take full advantage of your college living experience.
This is your home for the next academic year. By signing your student Housing License Agreement, you are indicating that you are an adult who is mature and capable of handling the opportunity of living in a community, as well as handling the responsibilities which include confronting someone who is violating your rights, being accountable for your behavior and recognizing the compromises necessary when living with other people. In adult life, all rights have corresponding responsibilities. You are responsible for your actions within a community, and those actions affect others. Be responsible and considerate of your community. Behaviors that do not reflect these actions can result in judicial action, eviction or paying restitution.

How to use this document:

Step 1. Read it!
Step 2. Bring it with you to your first floor meeting.
Step 3. Have the discussion about community living standards with your CA, roommate(s) and other residents.
Step 4. Complete the Community Living Agreement.
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# FOLLOW US ON SOCIAL MEDIA

For all the latest news and updates, follow us on

facebook, Instagram, Twitter, Snapchat, @SDSUHOUSING
MEET YOUR STAFF
At SDSU, there are many student and professional staff members available to assist you while you are living in the residential community.

RESIDENTIAL EDUCATION OFFICE

RESIDENCE HALL COORDINATOR (RHC)
Residence Hall Coordinators (RHCs) are full-time, master’s-level professionals who live in the residential communities. The RHCs work with building staff and residents to provide a link to all the resources of the university and assist residents in developing a positive residential community. Every RHC supervises a Front Desk Security Manager (FDSM) and the Community Assistants who live on every floor of the community. The RHCs also advise the Apartment Council, maintain hall security, meet with students regarding student conduct issues and coordinate hall activities and programs.

COMMUNITY ASSISTANT (CA)
Community Assistants (CAs) are full-time SDSU students who have had intensive training on various issues that affect upperclass students (sophomores and above). CAs serve as facilitators for community building and are available to listen to your concerns and help you seek additional help when necessary. CAs are also responsible for bringing inappropriate conduct to a resident’s attention.

COMMUNITY INTERNS (CI)
Community Interns (CI) are the student-staff members of the management office responsible for assisting you with customer service, leasing information, general property information, processing mail work order, maintenance concern and enforcing expectations related to policies and procedures.
REZCON ASSISTANT (RCA)

RezCon Assistants (RCAs) help you get your computer set up and connected to online services, including email and internet. RCAs can only help you with network connectivity issues. For general computing questions, call the Student Computing Help Desk or your computer’s manufacturer.

FACULTY-IN-RESIDENCE (FIR)

Faculty-in-Residence (FIRs) serve as liaisons between SDSU faculty and students. These San Diego State University faculty members live in apartments located within the campus residential communities. They work closely and cooperatively with the residential staff. Together, they develop academic communities and meet the needs of residents by encouraging their intellectual stimulation and academic success.

MAINTENANCE AND GROUNDS

Keeping your community clean and in good repair is a shared responsibility. Maintenance and grounds staff are members of the management team and work together with students in maintaining the facilities. Please see the “Services” section for more details.
STUDENT LEADERSHIP

REPRESENTATIVE GOVERNMENT

RHA
The Residence Hall Association (RHA) is the student voice for all of the SDSU residential communities, connecting students to campus entities such as the Housing Administration, Residential Education and Associated Students. Representatives from each community meet weekly with the SDSU RHA executive and programming boards to address issues affecting residents. Residents participating in RHA also have an opportunity to be involved in the creation and implementation of social and educational events, budgets and policies for the residential communities. RHA sponsors campus wide residential community activities, such as Vegas Nights, Valentine-grams, the “Hall-iday” and many others. Student delegations within the SDSU RHA also represent students living in SDSU’s residential communities at regional and national conferences.

APARTMENT COUNCIL

Apartment Council is the student voice of residents in a particular apartment or residential community. The councils meet regularly to address important issues specific to the apartment or community.

SPEAR

The SPEAR (Special Programs, Events, Activities & Recreation) board plans and implements late night social programs and events for residential community students, specifically on the weekends. These programs are designed to offer safe alternatives for social engagement. Some events include a late-night dance party, Ghost Glow, Shake Your Shamrock and many others throughout the year.

Ask your RAs for more information on how to get involved.
## YOUR RIGHTS AND RESPONSIBILITIES
### AS A COMMUNITY MEMBER

As a member of the SDSU residential community, you have an equal set of rights and responsibilities.

<table>
<thead>
<tr>
<th>YOU HAVE THE RIGHT TO...</th>
<th>YOU HAVE THE RESPONSIBILITY TO...</th>
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</thead>
<tbody>
<tr>
<td>A clean, maintained living environment that supports academic success.</td>
<td>Keep your room neat and clean. Place food, garbage and recyclables in correct locations, not in halls, sinks or bathrooms. Submit service requests in a timely manner.</td>
</tr>
<tr>
<td>Entertain guests in the privacy of your room.</td>
<td>Respect rights to privacy. Accept responsibility for the actions of your guests.</td>
</tr>
<tr>
<td>Determine with your roommate your own level of noise within your room.</td>
<td>Not distract those studying or sleeping, no matter what time it is.</td>
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<tr>
<td>Develop your own lifestyle.</td>
<td>Respect others’ lifestyles and not impose your lifestyle on them.</td>
</tr>
<tr>
<td>Consider all public areas as shared living areas.</td>
<td>Confront those who abuse or vandalize property.</td>
</tr>
<tr>
<td>Use lounges for scheduled hall events.</td>
<td>Pay for damages to public areas. Leave your lounges clean.</td>
</tr>
<tr>
<td>Form an Apartment Council to serve the interests of residents.</td>
<td>Give input to Apartment Council and attend programs.</td>
</tr>
<tr>
<td>Politely confront another resident with concerns. If you cannot agree, a CA may act as a mediator.</td>
<td>Directly confront those who infringe on your rights. Listen to another person’s concerns before responding. Respond politely. Refrain from talking about someone behind their back. Confront one another with issues before contacting a staff member.</td>
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<tr>
<td>Govern your space maturely.</td>
<td>Understand policies and procedures in the Housing License Agreement you signed, which are in effect at all times. Take responsibility for inappropriate actions and accept consequences.</td>
</tr>
<tr>
<td>A community environment free from harassment.</td>
<td>Address harassment directly and clearly.</td>
</tr>
<tr>
<td>No unwelcome touching.</td>
<td>Clearly communicate boundaries.</td>
</tr>
<tr>
<td>Live in a place where you are respected.</td>
<td>Treat community members respectfully regardless of gender, sexual orientation, race, heritage, religion or disability. Tell no insulting jokes and confront others who do.</td>
</tr>
<tr>
<td>A safe and secure living environment.</td>
<td>Never let a nonresident enter a building with you, report strangers in the hall and unprop open doors. Refrain from burning candles/incense.</td>
</tr>
<tr>
<td>An alcohol and drug-free living/learning environment.</td>
<td>Follow SDSU, residential community and state alcohol, drug and smoking policies.</td>
</tr>
<tr>
<td>A supportive environment in which to live and study.</td>
<td>Support each other.</td>
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SUCCESSFUL ROOMMATE RELATIONS

Sharing a room and living in a community are learned skills. There are benefits to developing good relationship skills. The skills you build now will serve you later in life. College students are mature and capable of handling the responsibilities of living in a campus community. These responsibilities include confronting someone who is violating your rights, being accountable for your responsibilities and behaviors, as well as recognizing your own behavior and that compromises are necessary for living with other people. In order to successfully live with others, communication is a necessity.

Differences are normal and provide opportunities for growth and learning about others and their lifestyles. Some roommates will become close friends while others may never be close, but will live together respectfully. Each roommate owes the other the courtesy of speaking to each other first if conflict arises.

Be prepared to discuss your preferences with your roommate(s) in order to reach mutual understanding for your Roommate Agreement. The Roommate Agreement will be completed during your first week of school. It can be utilized as a point of reference should future conflicts arise between you and your roommate(s).

CREATING A COMMUNITY LIVING AGREEMENT

Our commitment to community is based on sound assumptions:

Living in the residential community is an extension of the classroom learning experience. Residential communities provide a unique opportunity to put citizenship development into practice. We strive to promote human dignity, civility and mutual appreciation for the uniqueness of each member of our community and the basic values of intellectual honesty, tolerance and mutual respect.

The opportunity to live with diverse individuals is central to the mission of the university. All people having freedom from discrimination, harassment and violence is fundamental to the success of our community. While freedom of speech will be protected, the residential community will speak out against intolerance and abusive behavior.

Conflicts will happen in learning to live with other adults. Some residents will be best friends for life, while others will live together respectfully without becoming close friends. As an adult, you are expected to discuss, negotiate and sign a Roommate Agreement. Changes can be made at any time. Always discuss problematic issues with involved individuals as a first course of action. Community Assistants and Residence Hall Coordinators can assist with conflict resolution and problem solving if initial discussions do not resolve an issue.

Growth often results from dealing with conflict. Dealing positively with personal differences helps prepare you for life beyond college. In group living, it is essential that you actively participate in your own individual growth and the development of your residential community.
FACTS BEHIND THE MYTHS

**MYTH:** My roommate(s) and I have to become best friends.

**FACT:** While sometimes roommates do become best friends, most of the time they become good friends. You do not have to be best friends to have a fun and rewarding experience, but it is important that you learn to respect one another no matter what relationship may develop.

**MYTH:** Having a Roommate Agreement will put restrictions on what I can and can’t do.

**FACT:** A Roommate Agreement has guidelines to which you agree. It is not in place to restrict you. Everything you and your roommate(s) agree to should be things with which you are comfortable. If you are not comfortable with something, talk to your roommate(s) until you find a compromise that works for everyone.

**MYTH:** If I just keep to myself and my side of the room, everything will be fine.

**FACT:** While this may work for a short time, you are living in a shared space and your paths will cross. Having open lines of communication from the beginning will allow for a friendlier environment.

**MYTH:** My roommate and I need to be alike for us to get along and have a good year.

**FACT:** Having similar hobbies and habits can make it fun to live together. However, it is also good to get to know someone different than you. Your roommate(s) may have some great things to share with you. You may learn some new skills and interests.

Keeping in mind that policies and procedures in your License Agreement are in effect at all times, what are some additional guidelines you would like to create in order to have the most positive living experience possible? Try to explain your wishes in the Community Living Agreement.

At the conclusion of your second community meeting, a Community Living Agreement will be created and you will be asked to sign it. It is to your benefit to participate in the process since all members will be held to the agreement.
ECO LIVING FOR AZTECS

Small actions repeated every day can significantly reduce your personal impact on the environment.

**ELECTRICITY**
- Turn off your lights when you leave your room and use natural lighting whenever possible.
- Switch out your incandescent light bulbs for energy efficient LED ones in your desk and floor lamps.
- Unplug anything not in use to prevent phantom energy leaks; even if they’re off, plugged in electronics still use energy. Use a power strip or surge protector to turn off multiple electronics at once.

**LAUNDRY**
- When doing laundry, wash in a cold cycle — it cleans just as well as a hot cycle and uses less energy (90 percent of the energy used by washers goes to heating water).
- Wash full loads of laundry and use concentrated, environmentally friendly detergent.
- Wash and dry your clothes outside of peak energy usage hours; plan for before noon or after sunset.
- If you have the space, purchase a clothes drying rack to save energy and money.

**WATER**
- Turn the faucet off while brushing your teeth and also while shaving or washing your hands with soap.
- Limit your shower duration to 5-7 minutes.
- Fill your reusable water bottle at the hydration stations around campus.

**RECYCLING**
- Learn and follow campus waste and recycling guidelines; almost everything is recyclable.
- Think before you print and if you do need a paper copy, print double sided.
- Drop off your batteries at the front desk in your building for proper disposal.
The Residential Education staff strives to provide a safe, on-campus living environment for you to live and learn. We encourage you to become familiar with the safety information and emergency procedures provided in this section.

**EMERGENCY PROCEDURES**

**In an emergency, call 911 or 619-594-1991**

If any emergency occurs, call 911 or 619-594-1991 for University Police and contact the CA on Duty at the front desk right away.

Emergencies include fire, sickness, accidents or a threatening situation. The university recommends that families create an emergency communication plan in case of national or regional emergencies. Please complete a plan before arriving on campus. Review information on the following website for suggestions: [ready.gov](http://ready.gov).

During a campus emergency, additional information may be found at [newscenter.sdsu.edu](http://newscenter.sdsu.edu).

Prior to move-in, residents are required to complete their emergency contact information. All of the information provided is kept confidential. This is to assist emergency responders in the case of a medical emergency. It is important that all requested information is completed, including your contact in case of their emergency and your contact in case you are reported missing.

In the event of any major crisis, find or stay with your residential community group or CA until you are officially accounted for and released. Call a family member as soon as possible to let them know you are safe. In your room, keep three gallons of drinking water and a personal emergency kit at all times.

**ACTIVE SHOOTER OR VIOLENT INTRUDER**

Be aware of your surroundings and any unusual activity. Take note of emergency notifications (text messages, emails and announcements). If you are in a room, stay there and lock the door or barricade the door with furniture. Remain quiet (silence cell phones) and evaluate the situation. If safe to do so, call 911 to notify University Police. If you cannot speak, leave the line open to allow the dispatcher to listen. As a last resort, and only if your life is in imminent danger, attempt to disrupt or incapacitate the suspect by acting aggressively, throwing items or yelling. If there is an accessible escape path, attempt to evacuate the location. Leave personal items behind, keep your hands visible and empty and follow instructions of law enforcement.

**FIRE SAFETY**

Fire alarm systems in the SDSU residential communities are reliable and use state-of-the-art technology. The campus fire alarm network is monitored by University Police. Alarms are very
ALARMS AND BUILDING EVACUATIONS

All residents and guests are required to evacuate the building if an alarm is sounded.

» University and City Ordinances consider fire regulation and evacuation drills essential

» Alarms and fire equipment must not be disturbed except in actual emergencies (California Penal Code Section 148.4). Violators will be prosecuted.

» A continual alarm signals evacuation by all students and guests.

» Use the closest available stairwell (or gate if applicable) to exit.

» At the first sound of an alarm, the staff member on duty will immediately shut down the elevators.

» In drills and real emergencies, building staff have the same authority as representatives of the Fire Department.

» All rooms must be evacuated.

» Residents may re-enter the building only when notified by staff that it is safe to do so.

» Failure to evacuate in a timely manner and follow the instructions of university staff will result in judicial action.

EARTHQUAKE

Residents are expected to keep these supplies in their room:

- Flashlight with extra batteries
- Battery-powered radio with extra batteries
- Heavy gloves, shoes and a blanket
- Three gallons of drinking water
- First aid kit
- Supply of necessary medications

In the event of an earthquake:

» Don’t run outside.

» If indoors, watch for objects that could fall on you, such as light fixtures, furniture and ceiling tiles. Stay away from mirrors, windows and swinging doors. Try to get under a table, desk, bed or stand in a doorway.

» In a high-rise building, get under a desk or table. Do not dash for exits as stairways may be broken or jammed with people. Power for elevators may fail.

» If outside, avoid buildings, power poles and other objects which could fall; move to an open area.

» Do not go inside a building.

» In a car, stop in the safest space possible.

Sensitive. In order to ensure your safety, alarms can be inadvertently set off by carelessness in cooking, use of appliances or smoke, as well as more dangerous reasons. Nevertheless, all alarms must be taken seriously and all residents must immediately evacuate.

Each and every device (pull-station, smoke detector, heat detector, etc.) has a specific address programmed into the controller. If a problem is evident, the controller will know exactly which detector or alarm is sounding, and then transmit that information to University Police.

Fire alarm systems were installed for your protection. At no point should residents attempt to disable smoke detectors or remove them from their rooms. The safety of our residents has been taken into
consideration and maintaining the integrity of our systems is managed with the assistance of all residents.

Students tampering with any part of any system, in any manner, will be reviewed for immediate eviction, judicial and legal action. Please be advised that all repairs made necessary due to tampering with fire alarm equipment will be charged to the resident. Furthermore, in accordance with California Penal Code Section 148.4(a)(1), tampering with a fire alarm or life safety system may be considered a felony. If you notice a problem with the fire alarm system, please don’t hesitate to contact your front desk.

IN CASE OF FIRE, DO NOT USE ELEVATOR

For fire inside your room:

1. Call 911 or 619-594-1991 to contact University Police. Give your exact location. Tell them what’s burning.

2. Activate the fire alarm pull station, if available.

3. If you cannot safely extinguish the fire, evacuate the area. Close all doors as you leave. Take your keys.

For fire outside your room:

1. Feel the door. If it is hot, don’t open it. Call 911 or 619-594-1991 to contact University Police and tell them the situation and exact location. Seal bottom of door with towel or other material to keep out smoke. Move away from the door.

2. If the door is not hot, open it cautiously. Walk to the closest safe stairwell. If smoke is present, stay low. Walk downstairs. Go up only if downward movement is not safe.

Prepare in advance. Count the doors between your room and stairwell in case the hallway is dark or smoky.

Active Shooter Response Training

The above is designed to increase your chances of surviving an active shooter or violent intruder event on campus. The program offers you multiple options on how to respond to these types of events and encourages you to take an active role in your own survival.
For more information about sexual violence and prevention information at SDSU, please contact Jessica Rentto, Title IX Coordinator, in Administration, Room 320, or at jrentto@sdsu.edu, or 619-594-6017. You can also refer to sdsutalks.sdsu.edu/sdsutalks.

SEXUAL ASSAULT, DOMESTIC VIOLENCE AND STALKING

SDSU is committed to a community free from crimes of sexual assault, rape, domestic violence, dating violence, sexual harassment and stalking. All members of the university community share responsibility for upholding this policy as we strive to attain our goal of a violence-free community.

Individuals alleged to have committed sexual assault may face criminal prosecution by law enforcement and may incur penalties as a result of civil litigation. In addition, employees and students may face discipline/sanctions at the university. Employees may face sanctions up to and including dismissal from employment, per established CSU policies and provisions of applicable collective bargaining unit agreements. Students charged with sexual discrimination, harassment or violence will be subject to discipline, pursuant to the California State University Student Conduct Procedures (see Executive Order 1098 at http://go.sdsu.edu/student_affairs/srr/discipline.aspx) and will be subject to appropriate sanctions. In addition, during any investigation, the university may implement interim measures in order to maintain a safe and non-discriminatory educational environment. Such measures may include immediate interim suspension from the university, required move from university-owned or affiliated housing, adjustment to course schedule or prohibition from contact with parties involved in the alleged incident.

SDSU’s primary concern is the safety of its campus community members. The use of alcohol or drugs never makes the victim at fault for sexual discrimination, harassment or violence; therefore, victims should not be deterred from reporting incidents of sexual violence out of a concern that they might be disciplined for related violations of drug, alcohol or other university policies. Except in extreme circumstances, victims of sexual violence shall not be subject to discipline for related violations of the Student Conduct Code.

TITLE IX NOTICE OF NON-DISCRIMINATION

San Diego State University does not discriminate on the basis of sex, gender or sexual orientation in its education programs or activities. Title IX of the Education Amendments of 1972, and certain other federal and state laws, prohibit discrimination on the basis of sex in all education programs and activities operated by SDSU (both on and off campus). Title IX protects all people regardless of their gender or gender identity from sex discrimination, which includes sexual harassment and violence:

» Sexual Discrimination means an adverse act of sexual discrimination (including sexual harassment and sexual violence) that is perpetrated against an individual on a basis prohibited by Title IX of the Education Amendments of 1972, 20 U.S.C. §1681 et seq., and its implementing regulations, 34 C.F.R. Part 106 (Title IX); California Education Code §66250 et seq., and/or California Government Code §11135.

» Sexual Harassment is unwelcome conduct of a sexual nature that includes, but is not limited to, sexual violence, sexual advances, requests for sexual favors, indecent exposure and other verbal, nonverbal or physical unwelcome conduct of a sexual nature, where such conduct is sufficiently severe, persistent or pervasive that its effect, whether or not intended could be considered by a reasonable person in the shoes of the individual, and is, in fact, considered by the individual, as limiting the individual’s ability to participate in or benefit from the...
services, activities or opportunities offered by the university. Sexual harassment also includes gender based harassment, which may include acts of verbal, nonverbal or physical aggression, intimidation or hostility based on sex or sex stereotyping, even if those acts do not involve conduct of a sexual nature.

» Sexual Violence means physical sexual acts (such as unwelcome sexual touching, sexual assault, sexual battery and rape) perpetrated against an individual without consent or against an individual who is incapable of giving consent due to that individual’s use of drugs or alcohol or disability.

Who to Contact If You Have Complaints, Questions or Concerns

Title IX requires the university to designate a Title IX Coordinator to monitor and oversee overall Title IX compliance. SDSU’s Title IX Coordinator is available to explain and discuss: your right to file a criminal complaint (sexual assault and violence); the university’s complaint process, including the investigation process; how confidentiality is handled; available resources, both on and off campus; and other related matters. If you are in the midst of an emergency, please call the police immediately by dialing 911.

Title IX Coordinator:
Jessica Rentto
Associate Vice President,
Administration
Division of Business & Financial Affairs
5500 Campanile Drive San Diego, CA 92182-1620
619-594-6017
jrentto@sdsu.edu

Duties and Responsibilities: Monitoring and oversight of overall implementation of Title IX Compliance at the university, including coordination of training, education, communications and administration of grievance procedures for faculty, staff, students and other members of the university community.

Title IX Deputy Coordinator:
Dr. Lee Mintz
Director, Center for Student Rights and Responsibilities
5500 Campanile Drive
San Diego, CA 92182-7443
619-594-3069
lmintz@sdsu.edu

If you have a complaint against an SDSU student for sexual harassment, sex discrimination or sexual assault, you should contact Dr. Lee Mintz. Dr. Mintz is responsible for Title IX compliance for matters involving students, including training, education, communication and administration of grievance procedure for all complaints against SDSU students.

Office of Employee Relations and Compliance
Heather Bendinelli
Director, Office of Employee Relations and Compliance
5500 Campanile Drive, San Diego, CA 92182-1695
619-594-6464
hbendinelli@sdsu.edu

If you have a complaint against an SDSU faculty or staff member, or visitor for sexual harassment, sex discrimination or sexual assault, you should contact the Office of Employee Relations and Compliance.

The Office of Employee Relations and Compliance Director is responsible for Title IX compliance for matters involving faculty and staff, including training, education, communication and administration of grievance procedure for all complaints against faculty, staff and visitors, including those complaints filed by students.
Policies and Regulations

Each resident is viewed as a responsible person who will be held accountable for their own actions and those of their guests.
THIS IS YOUR HOME

When you signed your License Agreement to live with us, you agreed to live by the policies* and standards of conduct for SDSU Housing and its affiliates found both in this handbook and in the License Agreement. Being held accountable to these standards provides educational opportunities that encourage students to evaluate their own actions and decisions and to acquire skills to make good choices.

These Policies and Regulations govern all occupants of Montage on College. They have been designed to benefit individual students as well as the entire residential community. By completing and signing the student Housing License Agreement and taking occupancy of a residence hall room or apartment, you hereby agree to abide by all of these Policies and Regulations. Any resident who, by virtue of behavior toward themselves, staff or other residents, shows an inability to live in a group setting under these Policies and Regulations, or refuses intervention by Housing or Montage staff or other university officials, will be subject to removal from housing. Sanctions for violating any one or more of these Policies and Regulations include a range of disciplinary actions up to and including eviction, restitution, and legal action, even if the sanction is not specifically delineated within the specific policy below. Multiple violations of any combination of these policies may result in eviction, whereas certain violations — violations of law (including vandalism); any form of abuse, assault or harassment, including of staff; weapons violations; health and safety violations; and fire/life safety violations — usually result in eviction on the first offense.

*These policies are subject to change, without notice.

ACCOUNTABILITY

Each resident is viewed as a responsible person who will be held accountable for their own actions and those of their guests. When misconduct is reported, the campus will take appropriate action in accordance with campus policy and in consultation with the University Police Department and/or campus administration as necessary. Incident investigation requires adequate time for completion before any action will be taken.

ALCOHOLIC BEVERAGES

1. No resident or guest under 21 years of age may possess or consume alcohol in an on-campus residential community.
   a. Neither residents nor guests of any age may possess or consume hard liquor, such as whiskey, rum, vodka etc. in a residential community.
   b. The possession of empty alcohol containers, including shot glasses, may be considered evidence of consumption of alcohol previously contained therein.
   c. No person under 21 years of age may be in the presence of alcoholic beverages.
   d. Gross consumption of alcohol and the results of such consumption (such as disruptive or destructive behavior, vomiting or urinating on floors and in hallways, incidents or conditions necessitating extra care by staff, and other such acts) are prohibited.
   e. Guests, of any age, are not permitted to bring alcohol into a residential community.
   f. Residents or guests of any age may not possess alcohol or drug consuming devices/paraphernalia.

2. Residents 21 years of age or older may possess and consume beer and wine under the following conditions:
   a. Only in of-age licensee’s room or apartment (not including balcony) with the door(s) closed, with no one under 21 present at any time.
   b. Licensee’s guest(s) age 21 or older, may consume beer and wine only in licensee’s room or apartment (not including balcony) with the door(s) closed, with no one under 21 present at any time.
   c. No residential community with one or two
residents age 21 or over may contain more than a total of 72 oz. of beer or 750 ml. of wine, including sparkling wine.

d. No residential community with three or more residents age 21 or over, may contain more than a total of 144 oz. of beer or 1500 ml. of wine.

3. In addition to these policies, residents are expected to abide by the university alcohol policy, which applies to all campus living environments. The university alcohol policy can be viewed online at go.sdsu.edu/student_affairs/healthpromotion/aodsualcoholsubstancepolicies.aspx.

APPLIANCES

University-provided refrigerators, stoves and microwaves are provided in apartments for food preparation or storage. No hot plates (including candle warmers), grills or electric water coolers are permitted in residential communities. All cooking appliances must be kept in the kitchen area (if applicable). Space heaters are prohibited in all residential community apartments. No personal refrigerators are permitted in any student room or apartment. Violations will result in disciplinary action and any monetary charges for costs attributed to removal or repairs will be the responsibility of the licensee.

BATHROOMS

Residents and their guests are not permitted to enter or use bathrooms designated for the gender of which they do not identify.

BICYCLES

Bicycles are not permitted in buildings (including residential community rooms) or in courtyards, patios or balconies. Bicycles may be stored only in the designated bike storage area during occupancy. Bicycles placed or stored in any other location will be impounded.

CANDLES, INCENSE AND OTHER FLAMMABLES

The burning of any materials, including incense or candles, is prohibited except when prior written request and written approval has been obtained from the Director of Housing Administration and/or Director of Residential Education (or their designee) or Montage management for the purpose of religious or spiritual observance only. Plug in fragrance devices are also prohibited in residential community.

CLEANLINESS, HEALTH AND HYGIENE

Reasonable efforts by individuals must be made to maintain proper personal cleanliness and hygiene. Montage residents will be required to complete a paper room condition report. Any resident who does not return their room condition report within 72 hours waives their right to contest to any damage charges.

CLOSE DOWN OVER BREAKS

During Thanksgiving, Winter and Spring breaks, residents who leave Montage for extended periods of time must unplug all electrical items, except permitted kitchen appliances. The thermostat can never be turned completely off and must always read at least 78 in the summer and 66 in the winter.

All Montage residents must communicate to the management office if they will be residing in the community over university related breaks. Exterior
building access will be restricted for all residents not occupying the community during these times, as well as for those who have not communicated they will be staying.

COMMERCIAL VENTURES AND SOLICITATION

Commercial solicitation and solicitation of any non-university related or supported activities are prohibited. Requests related to university related or supported activities are subject to the approval of the Director of Residential Education or designee. Door-to-door solicitation is prohibited at all times. Additionally, residents are prohibited from knowingly or willfully permitting solicitors from entering the residential communities to solicit. Licensee agrees to not use any area of the residential communities for commercial or non-residential purposes.

COMMUNITY LIVING

Residents agree to conduct themselves in a manner that is conducive for fellow residents to study, live and sleep. Each resident also agrees to demonstrate reasonable efforts to resolve roommate and/or community issues. Residents are expected to report violations of the License Agreement to staff members.

DAMAGES AND VANDALISM

Residents and/or their guests who accidentally or intentionally damage or vandalize any residential community property and/or property belonging to any member of the campus community, will be required to make restitution for repairs and/or replacement at the resident’s expense and disciplinary action will be pursued. Hanging heavy items on the back of doors is prohibited.

DECORATING AND POSTING

Posters and decorations may be attached only to interior walls and only with materials that will not cause any permanent damage. Charges will be assessed for damages resulting from improper attachment at a minimum rate of $40. Exterior wires, signs, aerials or satellite dishes are not allowed. Painting of rooms is not allowed. Posting of any materials on exterior surface of room doors is prohibited, except for name identification and SDSU-approved and supplied dry erase message boards. Posting items in or on windows and...
ceilings is also prohibited, except for SDSU approved window coverings. Holiday decorations inside rooms are permitted only if safe and do not present a fire hazard. Cut/live trees and foliage are prohibited in apartments, student rooms.

DOORS AND DOOR LOCKS
Tampering with, disabling or modifying the operation of apartment, room doors or door locks is prohibited. Any resident and/or guest of a resident responsible for such violation will be subject to disciplinary action. Any charge for costs attributed to repairs of doors or door locks will be the responsibility of the resident.

DRUGS
No drugs, narcotics or controlled substances, including medical marijuana, may be possessed, used, sold nor distributed at the university or in the residential communities. No drug paraphernalia, including any type of bong, pipe and the like, may be possessed, used, sold nor distributed at the university or in the residential communities. No person may be in the presence of drugs, narcotics, controlled substances or drug paraphernalia at the university or in the residential communities. Prescription drugs may only be used as prescribed, by the person to whom they are prescribed. The sharing or distribution of prescription drugs is against policy and the law. Use of drugs and the results of such use (such as disruptive or destructive behavior, vomiting or urinating on floors and hallways, incidents or conditions necessitating extra care by staff, and other such acts) are prohibited.

DUTY TO FOLLOW DIRECTIVES AND FAILURE TO RESPOND
Each resident is expected to respond to and follow all written and verbal directives or requests of university or Montage staff promptly and act in an appropriate manner. This includes answering the door and checking one’s voicemail, e-mail and mailbox on a regular basis. Failure to comply with directions of, or interference with, any university official while acting in the performance of official duties will result in disciplinary action.

ELECTRICAL SAFETY
Extension cords are not permitted. UL-approved, grounded power strips with circuit breakers should be used for all electrical equipment including computer and computer-related hardware. A maximum of two power strips may be used per room, in separate outlets. No modifications to, or changes in, electrical wiring are permitted. No “splices,” “octopuses” or modification devices of any kind may be used to add plugs in a resident’s room or apartment. Excessive electrical equipment is prohibited. Residents in rooms or apartments found to generate circuit overloads will be investigated. Repeat violations will result in disciplinary action and any charges for costs attributed to removal or repairs will be the responsibility of the resident.

ELEVATORS (IF APPLICABLE)
If an elevator malfunctions, press the alarm and stay inside until help arrives. Do not attempt to jump up and down, pry open or hit doors or climb out. Licensee will be charged the cost to retrieve items dropped down shafts, or repairs due to licensee or their guests’ negligence or damage, including...
damages resulting from exceeding the posted elevator capacity.

**FAKE IDS**

The use, display, production and/or possession of fake or fraudulent forms of identification, including identification that belongs to another person, is prohibited. Such IDs will be turned over to the University Police. Violations may result in both legal and disciplinary action.

**FENCES AND GATES**

Fences are designed for the safety of the residential community. Students are not permitted to climb over/under fences or prop gates open, thereby compromising the safety of the community.

**FIRE ALARMS AND FIRE SAFETY**

Tampering with, disabling, deactivating, removing, covering or improperly activating fire safety detection equipment including fire extinguishers, fire alarms, sprinklers and smoke detectors is prohibited. Any resident and/or guest of a resident responsible for violation are subject to eviction and criminal and civil penalties. Door closers must not be removed and doors with door closers cannot be propped open. Use of prohibited cooking or other devices that cause activation of the system will result in disciplinary action and a charge for costs attributed to the alarm. During a fire alarm or other emergency where evacuation is required, residents must immediately exit the building.

**FOOD SERVICE**

While in any campus dining facility, the licensee agrees to bus dining tables and pick up any trash left behind in order to promote a more pleasant dining environment. Shoes and shirts are required to be worn at all times. Licensees may not allow others to use the licensee’s meal plan.

**FURNISHING FALSE INFORMATION**

Residents must provide accurate and truthful information, including properly identifying themselves and guest(s), upon request by university staff.

**GAMBLING**

Gambling is prohibited in all residential communities and on all university grounds.

**GUEST POLICY**

1. A guest is any person who is permitted by a licensee, and approved by the Residential Education Office, to occupy, visit, and/or reside in, for a limited time, a housing facility. Visitors and guests, including residents of other on-campus housing buildings, must be escorted and in attendance by licensee at all times. A licensee accepts responsibility for the behavior of his/her guests and must inform guests of university regulations. The licensees of a residential community and their guest(s) may not exceed double the occupancy of the housing facility at any time.

2. Residents living in designated housing-over-the-break may have only one guest at a time during break periods.

3. Overnight guest(s) privileges are extended to residents on a temporary and occasional basis only after securing approval from any and all roommates, and registering the guest(s) with the residential education staff. Overnight guests must be housed only in the hosting resident’s room. An overnight guest
is considered anyone whose visit lasts more than six hours, beginning or falling between the hours of 9:00 p.m. and 6:00 a.m. The same guest may not stay in a residential community for more than eight (8) nights per calendar month. Disciplinary action will be taken and a guest fee will be charged to the resident for any guest whose stay exceeds this limit. The university reserves the right to deny access to any person.

HALOGEN LAMPS

Halogen lamps of any type are prohibited in the residential community.

LOCKOUT KEY, SDSUCARD AND ACCESS

When the resident moves into the community, they are provided a Fob key, mailbox key, parking hang tag (if applicable) and gate transponder (if applicable). Lost or stolen keys must be reported within 24 hours to the Montage front desk and your old Fob key will be deactivated. An unreported lost key poses a security risk. Speak with your front office to receive a replacement key. Resident will be billed for lost/stolen keys, parking hang tag or gate transponder (if applicable) in all the residential communities. Residents must exercise care in usage of these items. These access items may not be given/loaned to any person other than specifically assigned resident. Staff will assist residents in room entry and the resident will be charged $25 per entry, regardless of reason for lock out. Staff may not be readily available and the resident may be required to wait. Multiple incidents may result in disciplinary action.

MOTORIZED VEHICLES

Motorized vehicles may not be operated, charged or stored inside any residential community or dining facility. This includes, but is not limited to motorcycles, mopeds, hoverboards, self balancing scooter boards, two wheeled scooters, Segways, carts, etc. Motorized vehicles used for documented disabilities are exempt from this policy.

MISTREATMENT OF STAFF

Threats, harassment, abusive behavior, unwanted touching and any other
mistreatment of staff are grounds for university disciplinary action, eviction and criminal prosecution.

NOISE

1. Quiet hours are observed from 9:00 p.m. to 10:00 a.m., Sunday through Thursday, and from midnight to 10:00 a.m. on Friday and Saturday. During quiet hours, residents and guests must limit noise so it is not detectable outside of individual rooms. During quiet hours, noise levels are also limited in public areas, including hallways, recreation/study rooms, balconies, pools and outdoor areas.

2. During final examination periods, all halls will observe quiet hours 24 hours per day beginning at 9:00 p.m. two (2) days prior to the university’s first scheduled final examination and ending at the close of the buildings and/or the end of the university’s last scheduled final examination.

3. During times not designated as quiet hours, residents and their guests must limit noise so as to reasonably avoid disturbing other residents. Loud talking or group gatherings that disturb others are not permitted.

4. Amplified sound, playing of drums or other loud instruments, as well as noisy games, electronics, etc., are prohibited at all times in the residential communities.

5. The Noise Policy also applies to loud talking and group gatherings outside the residential communities.

6. General custodial and maintenance activities are exempted. Specific projects performed by contractors may start at 7:00 a.m.

ONLINE SOCIAL NETWORKS

Licensee will be held accountable for postings depicting or describing violations of residential community regulations and campus policies.

PASSIVE INVOLVEMENT

Residents are responsible for choices they make. In the presence of a policy violation, residents may attempt to stop the violation, contact residential staff and/or immediately remove themselves from the situation and the vicinity of the violation. If a resident chooses to remain at the scene of a policy violation, they will be included on the Incident Report and may be held accountable for a policy violation.

PETS

Animals of any kind are not allowed in the Montage rooms, hall common areas, or on the premises, except as otherwise required by law and authorized by Montage management. Residents may not feed/shelter stray animals. Residents are obligated to tell residential community staff about stray animals so appropriate action can be taken to remove and protect the animal.

PHOTOGRAPHY

Persons in bedrooms, bathrooms and dressing areas may not be filmed, recorded or photographed without specific written resident consent.

PHYSICAL ABUSE, INTIMIDATION AND HARASSMENT

Abusive physical and verbal behavior, and threats of physical abuse toward residents, guests or staff, are violations of policy and will not be tolerated. Such conduct may be grounds for disciplinary action, removal from the residential community, eviction and/
or criminal prosecution. Examples of prohibited conduct include, but are not limited to sexual and racial harassment, threats of violence and intimidation, sexual assault, fighting, punching, slapping, kicking, scratching and pushing. Practical jokes and pranks or other disruptions are prohibited in the campus community.

PUBLIC HEALTH AND SAFETY

The university and/or Montage reserves the right to close the residential communities if such a closure is required to protect the public health and/or safety of residents.

SAFETY AND SECURITY

1. Keys, swipe cards and access devices are for residents only; lending these items or SDSU cards to another individual is not allowed. Possession of an SDSU card for a building that the licensee does not live in is against policy.

2. Emergency equipment, including, but not limited to, fire alarms, AEDs and smoke detectors may not be tampered with at any time.

3. Room signs and directional signals may not be tampered with or removed.

4. Public doors may not be propped open unless utilizing state fire marshal-approved systems.

5. All apartments are subject to regular safety and maintenance inspections by the staff.

6. All first floor rooms have university provided window/door security screens for the security of residents. Residents may not enter or exit apartment through the windows except for emergency, safety and/or security purposes. Residents will be billed to replace window/door security bars that are damaged.

SKATEBOARDS AND SCOOTERS

Skateboarding is permitted in designated skate lanes and campus roads with curbs. Skateboarding is not permitted in campus buildings or neighboring campus streets. Such users are subject to a citation by the University Police, as well as disciplinary action.

SDSU RESIDENTIAL HOUSING NETWORK ACCEPTABLE USE POLICY

Montage provides wireless connections to all of their residents. Internet access is not guaranteed and may not be available to some residents under certain circumstances. Montage policy describes what use is acceptable and appropriate for your residential network connection. By connecting to or using a network connection in your residence, a licensee agrees to abide by Montage policies. It is strongly recommended that the licensee review the Montage policies and their service providers will adjudicate violations of the Acceptable Use Policy. Montage and their providers may temporarily suspend network privileges of any university user while suspected violations are being investigated or adjudicated, even if it affects network services of roommate(s). If a licensee’s network privileges are suspended, the licensee must pay to be reconnected. A licensee’s network privileges will be permanently revoked after the third violation. Depending on the severity of the violation, a licensee’s network privileges may be revoked after one violation.
SLACKLINING AND HAMMOCKING

Slacklining and hammocking are prohibited on Montage property.

SMOKING

SDSU is a smoke-free campus. Smoking hookahs and water pipes is prohibited in all university buildings, including residential communities, student rooms, lounges, recreation rooms, public areas, hallways, stairwells, balconies, walkways, including outdoor courtyards and pool areas. Smoking is prohibited in outdoor areas including courtyards and community centers. Smoking is defined as inhaling, exhaling, burning, or carrying a lighted or vapor-producing tobacco product. Tobacco is defined as all tobacco-derived or containing products, including, but not limited to, cigarettes (clove, bidis, kreteks), electronic cigarettes, cigars and cigarillos, hookah smoked products and oral tobacco (spit and spitless, smokeless, chew, snuff). The SDSU Smoking policy may be found at smokefree.sdsu.edu.

SWIMMING POOLS

Swimming in a residential community pool is limited to residents and their guest(s). No lifeguard is on duty at any time and swimming is at each person’s own risk. Pool use hours are dawn to dusk each day except during Residential Education, Residence Hall Association or Hall Council sponsored events that must end by quiet hours. Portable swimming pools are prohibited in all residential communities and on all university grounds.

THEFT

Theft of campus property, or property in the possession of, or owned by, a member of the campus community,
THIS IS YOUR HOME...

is prohibited. This includes borrowing without specific prior approval and the relocation of lounge or common area furniture.

THROWING OBJECTS

Balls, sports equipment and any other item may not be used inside the residential communities and fire lanes. No object may be thrown or dropped from a window, balcony or opening.

UNAUTHORIZED ENTRY OR USE

Unauthorized entry into, unauthorized use of, or misuse of personal or campus property is prohibited. This includes the use of emergency exit doors when no emergency exists.

UTILITIES

In an effort to conserve energy, individual apartments will be billed when electricity usage exceeds $25.00 per person per month.

VIDEO CAMERAS

Video cameras may be located in the residential community elevators and other common areas (e.g., lobby, lounge, laundry room, hallways, dining facilities, etc.) for the protection of residents. Exterior cameras may monitor outside areas near the residential communities. Covering, breaking, damaging or tampering with video cameras is a violation of policy and will result in disciplinary action.

WEAPONS

Firearms, ammunition, fireworks, explosives, highly flammable materials, weapons, projectile devices, guns or knives, tasers, swords, hatchets, or replica weapons, lasers or any other weapon or material or instrument which poses a risk of damage or injury
 Definitions (in all cases include, but are not limited to, the following):

» **Firearms:** Any gun, rifle, pistol or handgun designed to fire bullets, BB pellets or shots (including paint balls or darts) regardless of the propellant used. This includes air-soft guns, ornamental rifles used for ROTC training and “replica” weapons.

» **Weapons:** Any instrument of combat possessed or carried for the purpose of inflicting or threatening bodily injury, including a blackjack, slingshot, billy club, sandclub, sandbag, metal knuckles or tasers. Replica weapons used for classes or student activities are prohibited.

» **Knives:** Dirks, daggers, ice picks, pocket knives or knives having a fixed blade longer than 2½ inches (California Penal Code 626.10). This does not apply to the lawful use of cutlery and other eating implements used in food preparation and consumption.

**WINDOWS, BALCONIES AND PATIOS**

Window screens are not to be removed, loosened or altered. Residents will be billed for breaking the seal, including the tamper tag, on an operable screen and will be billed the cost to replace, reinstall or repair damages (when applicable) to any screen. Residents may not enter or exit a room or apartment through the windows except for emergency, safety and/or security purposes. No items, except patio furniture designed for outdoor use, may be placed on balconies and patios. Hangings, partitions or curtains of any type may not be used on balconies or patios. These areas shall not be used for storage of furniture, barbecues, bicycles or other items including hanging of laundry. Unauthorized entry
BUILDING AMENITIES
ORIENTATION
KEYS

FOB KEY

Use your Fob key to open assigned access points through the community. Your Fob key will only grant you access to your assigned apartment front door, as well as other general common areas assigned to your access level throughout the community. If you lose your Fob key, report it lost to the management front office. This will deactivate your Fob key. Speak with your management office to purchase a replacement fob key for $50. Mail keys will be a replacement fee of $25.

PARKING HANG TAGS AND GATE TRANSPONDERS (IF APPLICABLE)

If you have been issued a parking space through the Montage office, use your gate transponder upon entering and exiting the garage. If you lose your transponder, contact the management office to purchase a replacement for $50. Once your vehicle is inside of the garage, it must always have the Montage provided parking hang tag on the rear-view mirror. Any vehicles without a Montage approved hang tag are subject to being towed at the owner’s expense. If you lose your hang tag, contact the management office to purchase a replacement for $50. All parking spaces are specifically assigned and residents with an approved parking space are prohibited from parking anywhere in the garage, other than their assigned space.

BEDROOM KEYS

Use your bedroom key to open your bedroom door. Your bedroom key will open and lock your room. If you lose your key, put in a service request with your building to request a new one and ask the front desk for a temporary key.

If your key breaks or bends, put in a service request for a new one and bring the broken key to the front desk. If you key breaks or bends, you will not be subject to the replacement fee.

WINDOW COVERINGS

To open the blinds, use the wand and move the blinds into the “open” position. Then use the pull string to pull the blinds up. To lower the blinds, pull the pull string once more to release them. If you open the blinds in the “closed” position, you will damage them and be subject to replacement costs.

WIFI ACCESS

Connect to wireless internet through the provided Elawuit WiFi network. Routers will be provided in the apartments for you. Do not bring personal routers for additional access. If you are unable to connect, contact the management office for additional instructions.

TELEVISION SERVICE

Montage residents will have cable television provided though Elawuit. If you signed the SDSU Housing license agreement with Montage, you will be able to access Philo TV when on campus and connected to the eduroam wi-fi network.

Philo will allow you to stream live TV to your mobile devices and computers with each resident receiving up to 20 hours of DVR capacity. Watch TV at watch.philo.com and find set up instructions at housing.sdsu.edu/philotv.aspx. If you are unable to connect, fill out the connection request form at rezcon.sdsu.edu.
HEATING AND COOLING

The recommended thermostat temperature for energy conservation is 78 degrees Fahrenheit. Close windows when using your AC or heat. If you are having trouble with your heat/air conditioning, submit a service request with your building.

ELECTRICITY

LIGHTS

In effort to conserve electricity, always turn off room or lounge lights when they are not in use.

EXTENSION CORDS VS. POWER STRIPS

Extension cords are not permitted. UL approved, power strips with circuit breakers should be used for all electrical equipment including computer and computer related hardware. A maximum of two power strips may be used per room, in separate outlets. No modifications to, or changes in, electrical wiring are permitted. No “splices,” “octopuses,” or modification devices of any kind may be used to add plugs in resident’s room or apartment.

APPLIANCE OPERATION

HIGH PRIORITY MAINTENANCE/CUSTODIAL ISSUE REPORTING

Occasionally there are situations where high priority maintenance issues are reported to and appropriately logged as service requests by the desk assistants.

See the following list for high priority maintenance issues that should be called into the front desk as urgent to notify the Residence Hall Coordinator on duty to be attended to quickly.

All Halls/Apartments
  » All flooding issues or excessive leaks
  » Broken doorlocks
  » Continuous flushing toilets
  » Bedbug reports
  » Power outages
  » Broken windows, especially 1st floors
  » No hot water
  » Biohazard or human waste cleanup
  » Chronic issue (more than two service requests submitted)

Apartments only
  » Clogged/Backed up kitchen or bathroom sinks

REFRIGERATOR

To use the refrigerator, open the door by using the handle. The top door on the refrigerator unit is the freezer. The larger bottom door is the refrigerator. Keep the temperature control on both the refrigerator and freezer at medium temperature. Keep the unit plugged into the wall at all times. Be sure to keep the doors of both the refrigerator and freezer closed when not in use to keep cold.

OVEN

To operate the oven, turn the designated knob to your desired temperature. All temperatures are in degrees Fahrenheit. The light on the oven will turn off once it has fully heated. Do not forget to turn the oven off, by turning the knob to the “off” position, when done. Caution: When on, the oven can be very hot.

STOVE

To operate the stove, turn the designated knob to your desired heat. Be very cautious while operating the stove, as the stove may become very hot when on. Do not forget to turn
off the stove when done cooking by turning the knob into the “off” position. Leaving the stove unattended can lead to a fire hazard.

MICROWAVE

Use the handle to open and close the microwave door. To use the microwave, input desired time by using the number pad and press start. Use the available options on the keypad for cooking if available (ex: Use the popcorn button rather than inputting a specific time if cooking popcorn) to reduce burning. Only use microwave safe dishes when using the microwave. Do not overheat food.

DISHWASHER (IF APPLICABLE)

Rinse dishes prior to putting them in the dishwasher. Do not overload dishwasher. Place dishwasher detergent into specified area. Close and lock the dishwasher by turning lever. Turn knob to desired wash cycle and press start. Once dishwasher is done, empty dishes. Caution: Inside of dishwasher and dishes may be warm upon completion of cycle.

WASHER/DRYER

In-Unit Washer

To use, open lid and pour detergent into washer followed by clothing articles. Close lid once all of the articles are in the washer. Select the washing cycle you would like on the washer and press the start button.

Tips:

Look at the tags on your clothing before washing, as they will typically tell you how to wash the items. Separate white, dark and color clothing items. Whites should be washed in warm water, darks and colors in cold water. Make sure to empty your pockets before putting clothing into the washer. Do not fill the machine more than halfway full. Don’t over soap. Only 1/4 cup of detergent is needed. If you use too much soap, your clothes may remain wet at the end of the cycle.

In-Unit Dryer

To use, open door and put wet clothing in the dryer.

Tips:

Whites should be dried at a normal/high setting. Darks and colors should be dried at a medium setting. Air-dry delicate washables. Hot heat can shrink clothing.

GARBAGE DISPOSAL

Although called a “garbage disposal,” the under sink kitchen incinerators are not made to dispose of typical garbage.
garbage. Instead they are only to be used for biodegradable food items. To use the garbage disposal, turn on cold water before turning on garbage disposal by using the switch on the wall. Let the water run while the garbage disposal is in use. Gradually fill the disposal to reduce overfill. Wait until the grinding has completed before turning off the garbage disposal and water. It is important to not use hot water or pour grease or fat in the garbage disposal. Do not place any hard, fibrous, or starchy foods (i.e. fruit pits, celery, corn husks, potato peelings, etc.) down the garbage disposal.

**LOUNGES/STUDY AREA LOCATIONS**

Each residential building has at least one student lounge. Ask the Front Desk for more information about available lounges/study areas.

**POOLS/POOL FURNITURE**

All persons using the pool must do so at their own risk as there is no lifeguard on duty. Management is not responsible for accidents or injuries. You must shower before entering the pool. Children under the age of 14 should not use the pool without an adult. Use of the pool while
under the influence of alcohol or drugs is prohibited. The pool furniture should stay where it is located so all residents can enjoy it.

**GAMING TABLES**

The front desk of your building rents out items to use for game tables. Do not sit on the game tables. Be careful with the rentals as to not damage them.

**LOUNGE TVs/DVD/BLU-RAY/GAME CONSOLES**

The lounges have TVs. Other digital displays are intended to be used for connection for academic support purposes (study groups, presentations) or for information sharing (digital signage).
Sophomore and upper division meal plans are optional. These plans use a declining balance and operate differently than the freshmen meal plans. You also receive the benefit of added value, which gives you even more funds to use toward meal purchases. With a declining balance, you get to enjoy the flexibility of budgeting your own meals on your own time. Sophomore and upper division meal plans are accepted at all of our participating meal plan locations. There are no restrictions on daily spending and the plan is available seven (7) days a week during the semester.

Commuter meal plans will be appropriate for the students on the Montage leases (non-SDSU License Agreements).

More information can be found at [http://www.eatatsdsu.com/mealplans](http://www.eatatsdsu.com/mealplans)

**TOP 10 WAYS TO MAXIMIZE YOUR MEAL PLAN**

1. Know the meal plan you signed up for and how it works. If you need it, reach out for help. We are here for you. Call the SDSU Dining Office at 619-594-7460, email us at sdsudining@sdsu.edu or drop by the Dining Office in Education Bldg., Room 112. Keep in mind that the Dining Office is open from 8:00 a.m. to 4:00 p.m. for meal plans, Monday through Friday.


3. Plan ahead and check restaurant and Aztec Market operating hours on the SDSU Dining website.

4. Looking for somewhere new to try? There are more than 30 locations around campus to use your Meal Plan.

5. Did you lose or misplace your SDSUcard? Drop by the Dining Office (Education Bldg., Room 112) and we will give you a temporary card to use.

6. Don’t let the long lines scare you away. We are extremely busy two hours out of the day, from 11 a.m. to 1 p.m. If you can, avoid that time period and you will avoid the long lines. Keep in mind that the lines in the Aztec Market go very quickly.

7. Pace yourself. Check your meal plan balance online at the SDSU Dining website, [www.eatatsdsu.com](http://www.eatatsdsu.com).

8. If you enjoy a lot of variety at one meal, you should eat at The Garden at Cuicacalli. This is your all-you-care-to-eat restaurant.

9. Have special dietary needs? Contact the SDSU Dining office at sdsudining@sdsu.edu to set up an appointment with our Executive Chef to go over all that SDSU Dining has to offer you.

10. Follow @SDSUDining on Instagram, Facebook, Twitter and Snapchat for contests, special events and other fun stuff.
THREE MEAL PLANS WITH DESCRIPTION

**EPIC JOURNEY**
- $1,725 declining balance per semester for only $1,500
- 15% added value
- Remaining balances roll over from Fall to Spring semester. Any unused balances are forfeited at the end of Spring Semester. No balances will rollover after Spring and refunds on unused funds are not given.

**WALKABOUT**
- $880 declining balance per semester for only $800
- 10% added value
- Remaining balances roll over from Fall to Spring semester. Any unused balances are forfeited at the end of Spring Semester. No balances will rollover after Spring and refunds on unused funds are not given.

**POWER HIKE**
- $1,125 declining balance per semester for only $1,000
- 12.5% added value
- Remaining balances roll over from Fall to Spring semester. No balances will rollover after Spring and refunds on unused funds are not given.

**SICK TRAY**
I'm sick and cannot go out to use my meal plan. What can I do?

If you can’t make it to a “regular” meal due to illness, you may request a Sick Tray form from your hall or apartment’s front desk. The form, along with your SDSUcard, must be taken to The Garden at Cuicacalli, University Towers Kitchen (UTK) or the Aztec Market in front of Chapultepec Hall. You must make arrangements for someone else to pick up your meal. SDSUcards are non-transferrable and will be confiscated if attempted to be used by someone other than the card holder without a Sick Tray form.
TERMS AND CONDITIONS

For Montage residents, please visit housing.sdsu.edu/license_agreement to review your terms and conditions as part of your License Agreement.
FRONT DESKS
The Montage front desk manages building security, mail services, guest check in/out and equipment rentals.

MAIL
Mail delivered from USPS, UPS, FedEx, etc. will be delivered to the address on the mail. Your management office staff will sort your mail and put it in your appropriate assigned mailbox. If you receive a package from USPS and it is small enough to fit into your mailbox it will be located there or in the larger USPS package lockers attached to the mail facility. If you receive a package from other outside carriers, like UPS or Fed Ex, you will need to register for our package locker system. Once registered, you will receive an email notification from our package system that your package is available for pick up. If you have any questions about how to properly retrieve your package, please contact the management office.

Ask the management office for your mailing address if you have not already received it.

Be sure to always include your full name and apartment number on all your mail.

SERVICE REQUESTS
Repairs will be made on a priority basis when a service request has been submitted. Request a repair by initiating a service request on the Montage resident Portal. Please be aware that in some cases, it may take several days for a service request to be completed if parts must be ordered. Check the status of your service requests on the Montage resident Portal. Most service requests are completed within 24-48 hours. Service requests submitted after 3 p.m. will be assigned to a staff member the following business day. Report all maintenance emergencies immediately to a staff member.

To provide a quick response to your service request, maintenance may access your space when you are not there. Please clear a space for maintenance to work and remember to take your room keys with you. Maintenance staff are trained to always lock the door when they leave.

GROUND
Taking pride in the living areas is a shared responsibility. Our grounds staff is responsible for maintaining the cleanliness of common areas such as lobbies, study lounges and bathrooms. Residents are responsible for maintaining the cleanliness of their own rooms and apartments, including en-suite bathrooms and kitchens. Health and safety inspections are conducted monthly for en-suite bathrooms and kitchens. Fees for re-inspection and cleaning will be assessed if areas are not up to our cleanliness, health and hygiene standards. It is important for students to do their part as well to maintain a clean and healthy community. Residents should place all waste in designated recycling bins, trash chutes or outdoor dumpsters. Any required excessive cleaning caused by students or their guests can be charged to individual students where identified. Residents are asked to assist the staff by not using restrooms while they are being cleaned.

MAINTENANCE
Maintenance staff members complete repairs by prioritizing and scheduling requests as they are received. They depend on students and staff to let them know what needs to be done. Please notify staff of a maintenance need by initiating a service request on the Montage resident Portal App. Please explain what type of work is needed, where it is needed and what needs to be done (please be as detailed and specific as possible). In some cases, parts must be ordered, and it may take additional time to complete the work. If it is necessary to enter your room to make a repair while you are out, they will notify you that they have worked in your room. Maintenance staff will only enter rooms to service requests or due to emergencies as described in the Terms and Conditions of the License Agreement. Please contact your front desk to report any after hours building emergencies.
RHA (HOW TO GET INVOLVED)

How do I get involved in the Residential Communities?

The Residence Hall Association (RHA) is the student governing body of all on-campus residents at San Diego State University. The RHA not only serves as the representation of all residents on campus, but also serves as a programming board for the residential communities. Involvement opportunities include the RHA programming board, your individual Hall/Apartment Councils, SPEAR late night programming board and Aztec Nights. RHA and Apartment Councils are responsible for planning many different types of activities such as Vegas Nights and community services events. Every student living in the residential communities is a member of RHA, so we would love to invite you to participate in making a difference in your living experience at SDSU. Contact your CA for more information.

ROOM/HALL SWITCHES

How do I request a room switch?

For Montage residents, if you are looking to transfer into another bedroom or apartment on the property, please contact the management office. A fee of $200.00 will apply for all approved transfer requests.

If my roommate moves out, can I keep my room to myself?

No. If a space becomes available in a double, triple or quad room, the remaining resident(s) will be asked to either consolidate or accept a new roommate at any given time. Be a gracious roommate. Failure to prepare your room for a new roommate, or any effort to make a new roommate feel unwelcome, is considered a violation of policy.

LOST ACCESS CARD

What if I lose my key or access card?

What if I lose my key or access card? Let the front desk know at once. A lost key or card poses a security risk. Report a lost or stolen SDSUcard to the SDSUcard Office via their website, sdsucard, sdsu.edu. This will immediately deactivate your SDSUcard. Speak with your front desk to receive a temporary replacement card. Replacement of lost or stolen keys, SDSUcards and/or swipe cards will be ordered and you will be billed.

If you lose your Fob key, report it lost to the management front office. This will deactivate your Fob key. Speak with your management office to purchase a replacement fob key for $50.

RENTER’S INSURANCE

Do I need renter’s insurance?

All Montage residents are required to provide a form of insurance. Montage offers a personal property policy through A.J. Gallagher for an annual cost of $173.12, however residents are allowed to provide their own third-party proof of insurance. Conditions to apply to all third-party proofs and must be reviewed and approved by the management office, otherwise will be enrolled into the provided management insurance plan.

CANCELLATIONS

What if I need to cancel my contract for housing?

The student Housing License Agreement is a legally binding document. By signing it, you have agreed to certain terms and conditions, which include expectations for occupancy and conduct. Breaking this contract has costly consequences.

Please the contact management office for more information.

HEALTH SERVICES

Do I need health insurance?

During the period covered by your License Agreement, you must be covered, at your own expense, by health and accident insurance. This must be on either an individual or group basis, with minimum coverage of $2,000 in hospital benefits, $150 in medical benefits, $350 in
surgical benefits and $50 in emergency outpatient benefits per accident or sickness. If you are not already covered by your own or your parents’ health insurance plan, you must obtain health insurance. The Associated Students Business Office has information about student health insurance.

Where should I go if I feel ill?

Student Health Services on campus is staffed by full-time health professionals who are able to provide you with primary health care. Whenever possible, you should schedule an appointment in advance to see a health care provider. Scheduling an appointment can reduce your waiting time. You may also request to see a specific health care provider. To make an appointment, call 619-594-5058.

What types of services do Counseling & Psychological Services offer?

Therapists in Counseling & Psychological Services offer many services including individual counseling, group therapy and alcohol and drug counseling. Periodically, workshops and presentations on healthy living and mental well-being related topics are also offered. You can call 619-594-5220 or stop by Calpulli Center, room 4401, for assistance.

LOCKOUTS

What if I lock myself out?

Staff will assist you in entering your room and you will be charged $25 per entry, regardless of the reason for lock out. Staff may not be readily available and you may be required to wait. Repeated incidents can result in judicial action. Contact your CA or stop by the front desk for assistance.

SERVICE REQUESTS

How can I get something repaired in my room?

Repairs will be made on a priority basis when a service request has been submitted. Request a repair by initiating a service request on the Montage resident Portal App. Please be aware that in some cases, it may take several days for a service request to be completed if parts must be ordered. If it is necessary to enter your room to make a repair while you are out, the maintenance staff member will notify you that they were working in your room. Check the status of your service requests on your Montage resident Portal App.

QUIET HOURS VS. COURTESY HOURS

What’s the difference between “courtesy hours” and “quiet hours”?

Courtesy hours require that residents do not exceed reasonable noise limits to ensure that other residents are not disturbed. They are in effect at all times. During quiet hours, noise should not be detectable outside of individual rooms. Quiet hours are in effect 9 p.m. to 10 a.m. Sunday – Thursday and midnight to 10 a.m. Friday and Saturday. Quiet hours extend to all public areas, pools and quads. Amplified sound is prohibited. Please be advised that normal work hours for maintenance and custodial services are 7 a.m. to 6:30 p.m. These services are exempt from courtesy and quiet hours.Courtesy hours and quiet hours are enforced outside of the building as well as inside. Loud talking or groups that disturb others are not permitted.

INTERNET ACCESS

FAQs
How can I get my computer hooked up to the Internet and wireless access?

Connect to wireless internet to the Elawuit Wi-Fi network provided. For more information, please contact the management office.

DINING/MEAL PLAN

Where do I eat?

Your meal plan enables you to take advantage of a special community way of life, which includes quality food choices and a friendly dining atmosphere. The primary residential dining facility is The Garden at Cuicacalli Suites. With your meal plan, you can purchase food at numerous locations on campus, including the Aztec Markets and The Garden. Refer to the Aztec Shops website at eatatsdsu.com for more information on each meal plan and the locations where you can use your meal plan.

Can I change my meal plan?

Upper division meal plans require an academic year commitment and may not be cancelled, changed or refunded at any time during the academic year.

GUEST POLICIES

Am I permitted to have guests?

All visitors and guests must be escorted by you at all times. You accept responsibility for the behavior of your visitors and guests and must inform them of university and housing regulations. Residents living in designated over-the-break housing may have only one guest at a time during break periods.

May I host an overnight guest?

The overnight guest privilege is extended to all residents on a temporary and occasional basis only after securing approval from his/her roommate(s) and registering the guest at the front desk, per the License Agreement.

DRINKING AND DRUG USE
I'm uncomfortable with the drinking and drug use in my building. Do I have to put up with it?

No. Alcohol use and binge drinking create problems for millions of college students who are not binge drinkers. Known as secondhand binge effects, these may include physical assault, sexual harassment, sexual assault (rape), interrupted sleep, property damage, impaired study time and a generally unpleasant college experience. Concerned or inconvenienced residents should feel empowered to insist that other residents comply with the alcohol and other drugs policy, and, if they are not successful in their efforts, the community staff should be notified to request further action be taken. Underage drinking has stiff penalties in California. These penalties include a $250 fine, suspension of a driver’s license, community service, mandated counseling and university judicial sanctions. Judicially mandated intervention will include a fee of at least $100. Additionally, students who violate alcohol and drug policies may be suspended or, in some cases, expelled. Expulsion is system wide, which means any student expelled from SDSU will never be permitted to attend any California State University.
IMPORTANT PHONE NUMBERS

**EMERGENCY: 9-1-1**

- ARC: 619-594-7529
- Associated Students: 619-594-6487
- Athletics: 619-594-3019
- Aztec Shops: 619-594-6954
- Bookstore: 619-594-7525
- Campus Info: 619-594-5000
- Campus Operator: 619-594-5200
- Career Services: 619-594-6851
- Center for Student Rights & Responsibilities: 619-594-3069
- Counseling Services: 619-594-5220
- SDSU Dining: 619-594-7640
- EOP: 619-594-6298
- Financial Aid: 619-594-6323
- Intercultural Relations: 619-594-7054
- International Student Center: 619-594-1982
- Library: 619-594-6721
- Montage: 619-866-4080
- New Student and Parent Programs: 619-594-1509
- Ombudsman: 619-594-6578
- Office of Housing Administration: 619-594-5742
- Parking Office: 619-594-6671
- Pride Center: 619-594-3520
- Red and Black Shuttle Bus: 619-594-6659
- Registrar’s Office: 619-594-6871
- Residential Education Office: 619-594-5742
- Rez-Con Office: 619-594-3473
- Student Account Services: 619-594-5253
- Student Disability Services: 619-594-6473
- Student Health Services: 619-594-5281
- Student Life and Leadership: 619-594-5221
- Testing Services: 619-594-5216
- Ticket Office Info Line: 619-594-6947
- University Information Center: 619-594-6551
- University Police: 619-594-1991
In support of the overall mission of SDSU, the Division of Student Affairs and the Division of Business and Financial Affairs, the Residential Education Office, the Office of Housing Administration and Housing Facilities Services aspire to transform lives through dynamic and educationally engaging residential communities and environments.