

**Please read this handbook carefully. It is a part of the Lease you signed. It provides additional information regarding policies and regulations with which you agree to comply.**

## Posting Policy

You may not post any announcements, bulletins, flyers, and/or posters of any kind on the premises, including hallways and room doors or windows. You may request Management approval to use the bulletin board near the office to post information for a one-week period, including items "For Sale." Posting is also allowed by a Registered Student Organization (RSO) and non-RSO organizations; however, the organization's name must appear on the advertisement.

## Evacuation Procedures

Please familiarize yourself with the following procedures and locations of all exits. Should you have any questions, please stop by the office and we will assist you.

There will be a series of horns and sirens whenever the fire alarm system activates. It is imperative that you:

- 1. Evacuate the building as quickly as possible.**
2. Cooperate with the staff members to facilitate orderly evacuations and they will go as quickly and smoothly as possible.
3. When the fire alarm system activates, stop whatever you are doing and proceed to the nearest exit.
4. Should the alarm sound while you are in bed or washing, dress quickly; every second counts in an emergency situation.
5. **DO NOT TAKE** any personal belongings.
6. Once you have exited the building get as far away from the building as possible. Move away from all entrances to allow the Fire Department clear access to the building.
7. **NO ONE** is to re-enter the building until the all clear from either the Fire Chief or the staff person in charge has been given. Please note that if any tenant is uncooperative in any way, that tenant may be subject to prosecution with possible fines and/or imprisonment under Federal Law and may be subject to immediate eviction.
8. Tornado Warning Sirens: Once you either hear the tornado siren or are told, move as quickly as possible to either the first floor hallway or to a stairwell. **STAY AWAY FROM THE WINDOWS.** Do not resume normal activity until the all clear has been given by the staff person on duty.

## Move In Procedures

1. Tenant must report to the office to verify all that monies have been paid and appropriate application and lease documents are signed and complete.
2. Tenant will receive a combination for their mailbox.
3. Tenant will receive 1 key card to activate their room and outside entrance doors. Tenants with keyed locks will receive a brass key for room entry, as well as a key card for outside entry.
4. Tenant will receive a copy of the Apartment Condition Form. This will be completed and signed by the Tenant and the assisting staff member. Tenant will have an additional 48 hours to inform Management of any damages in their room. The Apartment Condition Form will be used again at check-out to determine damages and the amount of security deposit returned, if any.

## Move Out Procedures

**PLEASE NOTE: If you fail to follow the appropriate check out process you automatically forfeit half (50%) of your security deposit.**

1. Tenants not renewing at the end of their lease MUST SCHEDULE A CHECK OUT TIME with the office. Departing tenants must notify the office at least one week prior to their final departure to schedule this time. It is recommended that you schedule a pre-inspection walk-thru three (3) days prior to departure.
2. You must have all of your belongings out of your room and the room cleaned by your scheduled check out time.
3. Management will refer to the Apartment Condition Form during your check out inspection to determine any damage, cleaning and/or repairs needed, if any. These costs will be deducted from your security deposit and any charges in excess of the security deposit will be due at that time.
4. All keys and key cards must be returned when the check-out is complete. Failure to do so will result in a \$50.00 per door key penalty.
5. All departing tenants must leave a completed forwarding address with the office for security deposit returns. Refunds, if any, will be mailed within 30-days of Check Out.

## Overnight Guest Policy

1. Absolutely NO overnight guests of the opposite sex.
2. Occasional same sex guests may be permitted if prior approval is given by Management.
3. No overnight guests for more than 5 nights\*.
4. Visitor parking passes will not be available if the maximum limit for parking passes has been reached. Finding available parking will be up to the guest.
5. Any damage to the room while a guest is with the Tenant will be the Tenant's responsibility. If Tenant does not pay for damages immediately, charges will be deducted from the security deposit. If damages are severe and the security deposit does not cover all expenses, tenant will be responsible for the balance of the damages incurred and payment is immediately due.

*\*There are cases where a student may have a parent or sibling visit from a significant distance. If immediate family members plan to stay longer than 5 days, special permission must be given by Management, and the usual rules & charges apply.*

## Internet Usage Procedures

Ambassador Housing provides wireless internet access for our tenants as part of your base rent. Responsible use of this service is important to help ensure adequate internet usage for all tenants in the building. Please be aware of the following rules:

1. All tenants are provided with an individual internet access password.
2. Downloading of pirated/illegal material or excessive data usage (i.e., peer-to-peer connections, etc.) may result in fines or being blocked from access to the internet service.
3. Any tampering, either electronically or with the Access Points throughout the building, may result in fines or being blocked from access to the internet service, or, if physical damage is sustained, potential criminal action may ensue.

## **Kitchen Courtesy Considerations**

Ambassador Housing provides kitchens as a convenience for our tenants. Please familiarize yourself with the following to help ensure the cleanliness and upkeep of the facility. Remember, you are always the next resident using the kitchen. Leave it as you would like it to be left for your use:

1. All tenants must provide their own cooking utensils.
2. All tenants must provide their own cleaning materials and detergent. Use appropriate detergents in the dishwashers.
3. When you finish cooking TURN OFF any appliance used.
4. DO NOT put any metallic or Styrofoam objects, including aluminum foil, in the microwave.
5. DO NOT pour any grease or oil down the kitchen or any other drain.
6. Tenants are responsible for cleaning up their own mess. It is important that any grease that is spattered when cooking be cleaned off the range, oven and interior of microwave, countertop, and floor.
7. If you have any questions regarding the use of any appliance, please ask the staff person on duty.
8. We are not responsible for any dishes or cooking utensils that are left in the kitchen.
9. Any dirty dishes or cooking utensils left in the kitchen will be disposed of after 2:00pm on the day they are found.
10. The kitchen is periodically monitored by video cameras. Any tenant that does not clean their area after each use is subject to a \$25 cleaning fee per occurrence.

## **General**

Illinois' legal drinking age is 21 years of age or older. We will report anyone under the legal drinking age found in possession of alcohol. Alcohol is prohibited in the common areas, even by those of legal age.

Ambassador Housing has instituted a Random Walk-Thru Program with the Carbondale Police Department (CPD). They have access to all common areas of the buildings 24 hours a day.

Ambassador Housing does not tolerate the use, sale or distribution of illegal/controlled substances. If it is suspected that they are being used in the buildings, the CPD will be notified immediately.

**Maintenance Emergency Number: (618) 713-7008**

**Resident Help Number: (618) 319-0145**

**Office Number: (618) 457-2212**

## **General Rules and Regulations**

1. ALCOHOL IS ALLOWED FOR RESIDENTS 21 AND OVER AND ONLY WITHIN ROOMS; NO ALCOHOL IS ALLOWED IN COMMON AREAS.
2. BICYCLES ARE NOT ALLOWED IN THE BUILDING.
3. COOKING IS ONLY ALLOWED IN THE KITCHEN. COOKING ANYWHERE ELSE IN THE BUILDING IS A VIOLATION OF LOCAL FIRE DEPARTMENT ORDINANCES.
4. THERE SHOULD BE NO DISTURBANCES DIMINISHING OTHER RESIDENTS' PEACEFUL COEXISTENCE.
5. DO NOT TAMPER WITH ANY FIRE SAFETY DEVICES, THEY ARE FOR EVERYONE'S SAFETY.
6. GUESTS MUST ALWAYS BE ACCOMPANIED BY A RESIDENT.
7. INSECTICIDE USE BY RESIDENTS IS NOT ALLOWED.
8. KEYS AND KEYCARDS ARE NEVER TO BE USED BY NON-RESIDENTS.
9. THE KITCHEN SHOULD BE KEPT TIDY - CLEAN UP AFTER YOURSELF.
10. KEEP THE HALLWAY IN FRONT OF YOUR DOORWAY CLEAN AND FREE OF ANY OBSTRUCTIONS.
11. NEVER FLUSH DOWN THE TOILET WHAT YOU HAVE NOT EATEN – IT MAY CAUSE A SEWER BLOCKAGE.
12. NO OPEN FLAMES OR HEATING ELEMENTS ARE ALLOWED IN THE BUILDING (*CANDLES, HOT PLATES, INCENSE, ELECTRIC GRILLS, ETC.*).
13. DO NOT ATTACH ANY STICKY SUBSTANCES TO THE WALLS, FLOORS, CEILINGS, WINDOWS, DOORS AND/OR APPLIANCES.
14. ANIMALS ARE NOT ALLOWED ON THE PREMISES, EXCEPT FOR AUTHORIZED SEEING-EYE DOGS.
15. NO OVERNIGHT GUESTS ARE ALLOWED WITHOUT MANAGEMENT'S PRIOR APPROVAL. NO OPPOSITE SEX OVERNIGHT GUESTS ARE PERMITTED AT ANYTIME.
16. RESIDENTS ARE JOINTLY RESPONSIBLE FOR COMMON AREA DAMAGE.
17. ROOMS SHOULD ALWAYS BE CLEAN & TIDY -- THIS IS A CITY SAFETY ORDINANCE.
18. DO NOT RUN IN HALLWAYS; IT IS UNSAFE.
19. SMOKING IS NOT ALLOWED IN THE BUILDING; SMOKING IS ONLY ALLOWED OUTSIDE IN DESIGNATED AREAS.
20. NO INAPPROPRIATE OR FOUL LANGUAGE; BE RESPECTFUL OF OTHERS.
21. NO UNLAWFUL ACTS OF ANY KIND! POLICE WILL BE NOTIFIED AND THERE WILL BE AN IMMEDIATE EVICTION.
22. NO WEAPONS, FIREARMS, EXPLOSIVES, AND/OR FLAMMABLES ALLOWED ON THE PREMISES!