



University Park Apartments Policies & Procedures

Important Phone Numbers

University Park Clubhouse
410-677-0774

Ambulance/Fire/Police	911
ASAP Towing	410-742-0788
Non-Emergency Police	410-548-3165
Salisbury University Police	410-543-6222
UP On-Call Cell Phone	443-783-2620
SU Information Desk	410-543-6006
SU Health Services	410-543-6262
SU Financial Aid	410-543-6165
SU IT Desk	410-677-5454
SU Counseling Services	410-543-6070
SU Safe Ride	410-677-5000

Clubhouse Business Hours

Monday – Friday
8:00am – 4:30pm

Clubhouse Hours

Monday – Friday
8:00am – 12:00am
Saturday – Sunday
10:00am – 12:00am

*** Hours may vary over summer and winter breaks. ***



WELCOME TO UNIVERSITY PARK APARTMENTS

We enthusiastically welcome you to University Park! Our staff understand the challenges and excitement you are facing as you continue to pursue your academic goals. To make your life easier, our staff is committed to providing you with the highest level of comfort, cleanliness, and convenience possible. We encourage you to make use of the numerous services available at University Park, and to participate in the variety of activities which the Community Assistant Staff will schedule during the year for your enjoyment.

During the academic year, University Park is home to nearly 900 students. As a member of this special, goal-oriented community, it is in the best interest of each student to comply with our rules and regulations. These rules exist to ensure each resident is able to enjoy a pleasant environment in which to live, work, and study.

The information contained in this handbook will assist you in obtaining necessary information on University Park's services and amenities, rules and regulations, emergency procedures, and general information regarding University Park and Salisbury University. At University Park we want you to have a safe, fun, and healthy living environment. Enclosed in this booklet are policies and procedures that are to be upheld by (you) our residents to ensure a healthy and safe environment. In addition to the policies outlined in this Handbook, University Park may hold you responsible for any violation of the Student Code of Conduct and refer you to the Dean of Students office for a conduct process. For additional information regarding any policies please refer to:

Salisbury University Student Code of Conduct: <http://www.salisbury.edu/studentconduct>

Welcome Home!

University Park Staff

Living at University Park: Policies & Procedures

Payments

All monthly installment payments are due the 1st of every month. Payments are accepted by check or money order in the clubhouse. Payments are considered late after 10:00am on the 3rd of every month. A late fee will be applied to the resident's account after this time. After moving into UP, residents will have an on-line payment option via the resident portal at: www.Upsalisbury.com

Cars and Bike Permits

Parking at University Park is available to all contracted residents displaying a current and permanently affixed UP decal on the lower passenger side of the windshield of the vehicle registered with our office. Any motorized vehicle using gasoline must be registered. Only one permit will be issued to each resident at check-in. Any non-permitted vehicle, vehicle parked in an unauthorized space, reserved space, or crosswalk may be immediately towed without warning at the owner's expense. Motorized vehicles must be parked in designated spaces. Cars without a 2020-2021 UP decal will be towed at owner's expense starting September 1, 2020. University Park does not benefit from any towing fees and will not assist with any impound fees.

Bike Permits

Bike permits will be available at check-in and throughout the year. Bikes are not permitted in the apartments or building breezeways. Bikes must be locked to a bike rack. Bike theft is prevalent around campus; we encourage locking bikes with a u-lock. U-Locks are available for purchase at the clubhouse for \$10. Any bike that is affixed to a tree, stairwell or any other area will be removed from property. Bikes can ONLY be stored on a designated bike rack. University Park is not responsible for bike or vehicle theft or damage.

Keys and Lock Outs

At move-in each resident will be assigned three keys: 1 front door key fob, 1 metal bedroom key, and 1 metal mailbox key. Replacement of either the bedroom or mailbox key costs \$15 each. The cost for a replacement FOB is \$25. All lockouts before midnight will cost \$10. All after midnight lock outs need to be reported to the On-Call Phone or any staff members and will cost \$20. Fees incurred for lock-outs will be charged to the residents' housing account.

Rules and Regulations

Please remember smoking, drug use, underage drinking, pets, and other behavior issues will be handled judicially and will be considered a violation of the housing agreement. These infractions can result in fines and/or loss of housing with the financial obligation requiring residents to pay for the remainder of the lease. Please review the Student Code of Conduct and the University Park License Agreement carefully to understand all rules and regulations.

The Clubhouse Common Area Facilities and Amenities

The clubhouse/community building is the place to go for great amenities. Most of the events and activities hosted by the community take place in and around the clubhouse/community building. All rules governing common area amenities will be enforced by management and are subject to periodic review and revision. The facilities and amenities are for the exclusive use of community residents. A resident must accompany all guests at all times.

Maintenance Concerns

All maintenance concerns with in the bedroom, unit, or elsewhere in the community should be reported to the office or the CA during regular business hours or submitted using our on-line maintenance request form within the resident portal. Please provide the maintenance staff with all the information pertaining to the maintenance request in order for staff to most efficiently respond to the issue. To address emergency maintenance issues, maintenance staff is on-call. After regular business hours residents should contact the community's CA On-Call. Please use good judgment when deciding to contact staff after hours. Examples of maintenance emergencies include: flood, beeping fire alarm, broken window in a first-floor unit, front door lock malfunction, or fire.

Upon submission of the request, the maintenance staff will undertake corrective measures as quickly as possible. Residents will be notified when the work has been completed or if more time is needed to address the situation.

Damages

Residents are responsible for the condition of unit furnishings and will be billed for all repair and/or replacement costs. Any and all repairs needed within units and other areas must be performed by authorized University Park maintenance personnel only. Residents will be charged for the repair of any damages for which they or their guests are responsible. All occupants of the unit will be charged for any damages found in the common area of the apartment at check-out that is not listed on the Move-in/Move-out Condition Form. Students are individually responsible for damages with their assigned bedroom.

Smoking

Residents, nor their guests, nor any other person entering the Community shall be allowed to smoke anywhere within the unit, bedroom, the Common Areas or within 100 feet of any building entrance in the Community. This includes smoking involving any kind of device and any kind of substance, including vaping pens and/or devices. Smoking is only allowed in the designated smoking areas in the exterior portions of the Community or greater than 100 feet from any building entrance in the Community. Violation of this policy is a violation of the terms of the lease and entitles us to all remedies for a violation of the license agreement. In addition, residents are responsible for any damage caused by smoking to the same extent as they are responsible for other damage to the licensed premises as described in the license. Damage includes, but is not limited to, deodorizing carpet or upholstered objects, wax removal, additional paint preparation, replacement of window coverings, repair or replacement of carpet or upholstered furniture, countertops, or any other surface damaged due to odor, burn marks and/or smoke damage. Failure to dispose of cigarette butts properly in designated smoking areas may also result in a license violation fine. **If the policy is violated, there will be a non-negotiable \$75.00 fine.**

Housekeeping

The community provides custodial service for the clubhouse/community building, building common areas, breezeways, and grounds. Residents are responsible for the cleaning and upkeep of their unit. For convenience, dumpsters are located throughout the community for trash disposal. Please use another dumpster on the community if the nearest one is full. It is everyone's responsibility to keep the community clean and free of trash and cigarette butts. Do not leave trash on the stairwell, hallways, and breezeways. If trash is found in inappropriate locations, resident accounts will be charged trash removal fees.

Pets

Residents are prohibited from having animals (except for aquarium-bound fish, up to 10-gallon capacity) in units, common areas, or on the premises. Residents may not feed/ shelter stray animals. **Residents are obligated to inform Management of any known pets/ unauthorized animals on property so appropriate action may be taken to protect and remove the animal.** Failure to comply with this policy could result in a fine up to \$300.00 and possible eviction from the community. **Consider this as the first warning.**

Service and companion animals are permitted to accommodate those with disabilities and special needs. Persons requiring a service or companion animal will need to present reasonable support for their request and execute an addendum to their license related to their responsibilities for the care of their animal and their agreement to be liable for any damage caused by the animal. ***Residents must get approval in advance*** from management prior to the pet moving in or visiting the property. If a resident brings their pet without prior approval, the pet will not be permitted to stay on-site until approval is granted -- no exceptions will be made. Moving the service animal or Emotional Support Animal to property prior to approval will result in a fine up to \$300.00.

As University Park contains individual contracts with students, management must reach out to roommates and building residents to check for allergies prior to the pet being permitted on property grounds. If proper notice is not given to management prior to moving at UP, the resident with the service animal may be required to move, due to any allergies or discomfort their roommates may experience. **ALL RESIDENTS WITH A SERVICE OR EMOTIONAL SUPPORT ANIMAL MUST RE-REGISTER WITH UNIVERSITY PARK MANAGEMENT EACH YEAR PRIOR TO THE PET ARRIVING TO PROPERTY.**

Explosives/Flammables/Incense

The burning of any materials, including incense and candles, is prohibited, except when a written request is made and prior approval is granted by Management for the purpose of religious or spiritual observances only. Residents shall not possess any explosive, fireworks, ammunition, gasoline, propane tanks or other highly flammable material anywhere on property. Students are not permitted to have personal grills, charcoal, or propane on property for any reason.

Utilities

If resident utility usage exceeds the allotted amount, residents will be billed via their University Park housing account and required to pay the overage. The utility overages must be paid directly to the property. **University Park will pay up to \$270.00 for a 4-bedroom apartment and \$190.00 for a 2-bedroom apartment for the following utilities: Cable TV, Electricity, Natural Gas, Water, Sewer, Garbage Removal (from dumpsters, not from units), and Internet.** The excess charges will be equally divided among the licensees of the Apartment.

Decorations

Live decorations are prohibited from the property which include, but are not limited to, pumpkins, live plants, flowers, cactuses, holiday trees, and Easter egg decorations. Also, any alcohol, obscene pictures, and drug posters should not be hung on the window facing the community. Students are not permitted to decorate the areas outside of their apartment to include breezeways, shrubs, light-post, etc.

Battery Operated Scooters and Hover boards

Self-balancing scooters, e.g. battery-operated scooters, hands-free Segway's, and hover boards may not be operated, charged, or stored in the residential units, buildings, common areas, parking areas, or the grounds of the Community.

Student Code of Conduct

As in all living situations, we have a set of policies and guidelines for the community which must be followed. It is very important that residents familiarize themselves with all rules and regulations and the material contained in this handbook and in the lease/license agreement. Part of the CA's job involves making sure that the rules of the community are followed. Because every resident has received these rules, **this is considered the "first warning."**

The community operates in an adult atmosphere; thus, most residents will never find themselves involved with disciplinary action. Most incidents involving disciplinary action only require a verbal clarification or warning. For those persons whose behavior is such that it requires more attention, any or all of the following steps may occur: a private meeting with the CA or other staff member, a written warning (with copies to the resident file and guarantors of the license agreement), restriction from areas or events, relocation within the community complex, referral to the manager and/or, University official, contract probation, eviction, and/or criminal prosecution.

The Rules and Regulations of the property of University Park Apartments aligns with Salisbury University's Code of Conduct. For additional information regarding Conduct and Rules and Regulations please refer to the Resident Handbook at www.upsalisbury.com and <http://www.salisbury.edu/studentconduct>

Alcohol

In Maryland, individuals must be 21 years of age to consume or possess alcohol. The possession and/or consumption of alcoholic beverages in units must comply with local, state, and federal laws and regulations. Supplying alcohol to a minor is prohibited and illegal. Alcohol-related conduct which infringes upon the rights of others is not acceptable under any circumstance.

Alcohol is not permitted in common areas (e.g., pool, stairwell, hallways, parking lots, and clubhouse/community building). Any resident/guest found walking on property with any alcohol whether it is open or closed will be required to provide ID to our security officer. *If found to be underage, the resident/guest will be asked to pour out all beverages in front of the security officer and throw away the containers. Failure to comply, will result in Salisbury Police being called and disciplinary actions will take place thereafter.*

The possession of kegs, beer bong, party balls, etc., is prohibited within any location on the premises.

Sexual Misconduct, Discrimination and Harassment

All cases of any type of sexual misconduct will be investigated by the Office of Institutional Equity at Salisbury University. Separate procedures for adjudication, as noted in the section on "Sexual Misconduct," will be followed when any violations are charged to a student that includes a charge of sexual misconduct.

For policies, refer to the section "Fair Practices Policies." For procedures refer to the section on "Discrimination and Sexual Misconduct Grievance Procedures for Complaints Against Students." For more information, visit www.salisbury.edu/equity

Threats or Acts of Violence

Threats or actions of violence include, but are not limited to:

- Threatening or causing physical harm
- Severe verbal abuse
- Conduct that threatens or that can be construed as threatening
- Conduct endangering the health and safety of any person
- Intentional or unintentional attempts to cause harm

Engaging in a physical altercation is prohibited. Students who engage in any level of physical altercation will be considered for suspension from the University for no less than one calendar year and may also be considered for permanent dismissal.

Students who participate as a bystander may, in some circumstances, also be subject to disciplinary action.

Prohibited conduct also includes threats or attempts to create harm that might have been meant to be humorous or exaggerated by the speaker, but whose intent is not apparent to a reasonable person, or threats not necessarily directed at a named individual.

Physical Abuse and Harassment

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

Disruptive Behavior

Residents are expected to act in a manner that will not disturb the academic pursuits or infringe upon the privacy rights, health or safety of other persons. Understand that any activity that has a negative impact on the roommates or neighbors will not be tolerated.

Mistreatment of Staff

Threats, harassment and any other mistreatment of community staff are grounds for disciplinary action, which may include cancellation of license agreement, campus disciplinary action and criminal prosecution.

Failure to Comply

Each resident is required to follow all directives of community staff and act in an appropriate and civil manner. Failure to accurately identify oneself to staff or comply with staff requests and directives will result in disciplinary action.

Weapons

Firearms, ammunition, fireworks, explosives, highly flammable materials, weapons, projectile devices, guns or knives, or any other weapon or material or instrument which poses a risk of damage or injury is strictly prohibited and a violation of the law.

DEFINITIONS (include, but are not limited to, the following):

- Firearms - Any gun, rifle, pistol or handgun designed to fire bullets, BBs, pellets or shots (including paint balls or darts) regardless of the propellant used. This includes ornamental rifles used for military or ROTC training.
- Weapons - Any instrument of combat possessed or carried for the purpose of inflicting or threatening bodily injury, including a blackjack, slingshot, billy, sandclub, sandbag or metal knuckles.
- Knives - Dirks, daggers, ice picks, pocketknives, or knives having a fixed blade longer than 2-1/2 inches. This does not apply to the lawful use of cutlery and other eating instruments, used in food preparation.

Drugs

The University prohibits the possession, use, consumption, manufacture, sale or distribution of drugs and/or drug paraphernalia, no drugs, narcotics, controlled substances or drug paraphernalia may be possessed, used, sold or distributed at the community. Persons who violate this policy will be subject to disciplinary action and arrest, including immediate eviction. Possession of a medical marijuana card does not override the lease/license agreement provision prohibiting the use of marijuana on the premises.

Definitions

The term "drugs" broadly includes, without limitation, any stimulant, intoxicant (other than alcohol), nervous system depressant, or other chemical substance, compound or combination when used to induce an altered state, including any otherwise lawfully available product used for any purpose other than its intended use (for example, prescription or drugs or household product misuses).

The term "drug paraphernalia" Includes any definition found in state and/or federal law, but broadly includes any material, product, instrument or item used to create, manufacture, distribute, use or otherwise manipulate any drug and includes, but is not limited to, hypodermic needles, syringes, baggies and/or rolling papers (when used for the purpose of drug use), strainers, grinders, scales, any devices used to ingest drugs including bongos or pipes. Specific violations of this standard include, but are not limited to:

- A. Being in the presence of illegal drugs and/or drug paraphernalia that may suggest to a reasonable person knowledge of use or distribution or intended use or distribution of said drugs or drug paraphernalia.

- B. The possession, use, manufacture, distribution, and/or sale of drug paraphernalia or other items used in preparing or consuming illegal drugs.
- C. The delivery, transfer or intent to deliver, transfer or manufacture any drug or drug paraphernalia.
- D. The sale, delivery or transfer of a prescription or prescription drug to another. This includes the sharing of drugs, cultivation of drugs and any other form of distribution or intention of distribution.
- E. A violation of any applicable local, state or federal law relating to drugs or drug paraphernalia.

Drugs – Continued

An individual may be determined to be under the influence by the identification of symptoms including, but not limited to, impaired motor-skill coordination, difficulty communicating, vomiting, glazed/red eyes, verbal and/or physical aggressiveness, destructive and/or disruptive behavior, and engaging in any behavior that may endanger oneself or others.

Parents/legal guardians may be notified when a student is found responsible for an alcohol and/or drug violation under this policy.

Vandalism

Willful destruction of the community by a resident or guest is a violation of policy and may result in disciplinary action, prosecution and immediate eviction.

Guests

Resident at University Park Apartments are allowed to entertain guests. However, all residents at UP will take precedence over guests who over stay their welcome. All guests are required to comply with the policies in this handbook and other applicable University rules. The resident is responsible for the behavior of all guests and will be held accountable for their behavior. Guests who are causing a disruption in the community and/or apartment, and making any resident(s) feel uncomfortable will be asked to leave and not return to the property unless noted otherwise by a staff member during a meeting. We reserve the right to ask any non-resident to vacate the property and not return.

Guests should in no way become a nuisance to the neighbors/ roommate(s). A roommate(s) has the right to object to future visits of guests and staff will mediate any concerns regarding the presence of guests. Overnight guests are allowed only with the permission of all roommate(s). Overnight guests are defined as any person not on the license agreement staying in the residence for more than six (6) hours in a day. The total number of days that a guest may stay is not to exceed 14 days over one-year August-July. Allowing guests to live in the unit past 14 days may result in the immediate cancellation of the license agreement.

Noise

Residents have the right to expect that they will be able to study or sleep without undue disturbance from noise. Keeping the volume on the stereo and TV at a level that can only be heard within apartment/suite and lowering voices when talking in the stairwells or hallways are two things residents can do to maintain a quiet environment. Residents are encouraged to speak with fellow residents about noise issues. If residents do not get the desired results, they should take the concern to the CA or contact the CA on call. The property is committed to academic success. In order to provide an environment where every resident can sleep or study when and where they want, we ask that all residents keep noise levels at a minimum after 9:00 pm including weekends. Failure to comply will result in disciplinary actions and ultimately be in violation in the license agreement.

Fire Safety

Fire warning devices and safety equipment are to be used only in case of emergency. The sounding of a fire alarm should be taken seriously and residents should proceed according to the instructions posted in and about the community. The intentional sounding of an alarm outside of an emergency situation will be considered a criminal offense and the person(s) responsible will be reported to the police department.

Safety and Emergency Procedures

We work closely with local police and fire departments and are constantly evaluated to ensure that we continue to provide the safest living environment possible. Please respect the safety regulations herein. If residents do not understand any of these regulations and suggestions, residents should ask the CA for clarification. Please think safety at all times.

Right of Entry

Any UP Staff member has the right of entry, which includes, but is not limited to maintenance, management, and CA staff have the right to enter the apartment and the bedroom at any time, without notice to residents and without resident consent, at our sole discretion.

Students may not change any locks.

Miscellaneous

Inspections

Apartment inspections will occur to assess preventative maintenance, and as a health and safety condition assessment. Residents will be notified in writing and in advance of these inspections. In the event that a resident has previously violated lease/ license agreement policies regarding proper cleanliness, guest privileges or the pet policy, this document serves as notice for management to re-inspect the apartment/suite as necessary to ensure there are no further violations. We reserve the right to remove any alcohol bottles, paraphernalia in an underage apartment and any items that violate our policy.

Getting Along with Roommates

Living with others requires maturity, patience, open communication, willingness to compromise, and respect for others. No matter how compatible roommates are, there is always the potential for conflict. Culture, cleanliness, sleeping patterns, habits, and hobbies are some examples of things that can be different among roommates. These differences can serve to be positive learning opportunities for people living together, or they can create a negative atmosphere within the apartment/suite that can seem intolerable. Positive approach, positive attitude and communication with roommate(s) will determine whether or not the situation will be positive or negative. The CA staff is committed to facilitating communication between and among roommates. , Communication can make the environment in each home even better! Residents must fully participate in a mediation prior to being considered for a relocation. No exceptions will be made.

Check-In/Check-Out

A Check-In/Check-Out Inventory & Condition form will be provided by property staff, please take time to read the comments concerning the apartment. Please return the form to the CA upon completion and note any additional issues or concerns. Please make sure this form is an accurate listing of the apartment/suite, as it will protect residents from being charged for any damages which may have occurred before move-in.

Prior to check-out at the end of the year, a letter will be emailed to residents notifying the community of all the steps involved in checking out, including: scheduling a time to have the apartment/suite inspected, and turning in keys. It is required that each resident make an appointment with their CA for check-out. Failure to comply with this process may result in a fee.

**Any violation of the rules and regulations listed
in this handbook and lease agreement may result in a fine.**