

# **ARROYO HOUSE RESIDENT HANDBOOK**

**2022**

*Residents and their guests are contractually responsible for all of the information and policies outlined in this handbook, on our website and in your housing contract. Residents will be notified of all changes in, additions to, and deletions from existing Arroyo House resident Living policies through mail, email, postings in our building, website updates and information provided by management or onsite staff.  
All changes are applicable to all residents when announced.*

## WELCOME TO THE ARROYO HOUSE

*Dear Arroyo House Residents,*

*We are delighted you have chosen The Arroyo House as your new home. We hope that you enjoy this beautiful house, make amazing friendships with your housemates, and enjoy the beautiful landscape outside. It is a place of endless opportunities to expand your horizons through your personal involvement in this community that you will create.*

*Our Management Company (Romero Canyon Investments) is committed to celebrating diversity, forming strong communities, forging personal growth and academic success. We strongly believe that education is not limited to the classroom. The Arroyo House provides the unique experience of self-discovery that develops through living and interacting with a diverse group of people from various ethnic, cultural and socioeconomic backgrounds.*

*We have created a resident Handbook to acquaint you with the opportunities, benefits and necessary regulations of living in this house and so that everyone is able to get along. We are committed to providing an environment that is customer service oriented and meets your needs as an important member of our residential community.*

*We are looking forward to an exciting year. We hope that your living experience is a memorable one and we wish you the best in your endeavors while living with us here.*

*Sincerely,*

Romero Canyon Investments

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## **CONTACT INFORMATION**

The On-site Manager can be contacted at the management phone number, or in person. **Ways to contact Management: (805) 697-1956 or thearroyohome@gmail.com**

## **LOGISTICS**

### **Bicycles**

Bicycles need to be parked outside in a bike rack.

### **House Layouts**

Bedroom and house layouts are provided online at [www.arroyohousesb.com](http://www.arroyohousesb.com)

### **Computer Network Services**

The Arroyo House has wireless internet for your convenience. With 5 Internet Access Points throughout the house, the Arroyo House delivers high-speed service with excellent coverage. If you experience slowdowns or other issues, be sure to contact Josh Siley-Waters [thearroyohome@gmail.com](mailto:thearroyohome@gmail.com).

### **Deliveries**

All deliveries should be directed to the 543 ½ Arroyo Ave, Santa Barbara 93109.

### **Energy Conservation**

Efficient use of energy and resources saves you money. You pay for your utilities through your housing payments. To reduce energy consumption, we have retrofitted most of the toilets with state of the art .8 GPF toilets and installed a state of the art thermostat. You can help by:

- Turning off all lights when leaving your room
- Reporting all leaky faucets or running toilets immediately
- The only thing that should be flushed down a toilet is human waste or toilet paper. Flushable wipes, feminine hygiene products and other forms of paper should NEVER be flushed. A clogged toilet or sewer system can be very expensive for you to fix.
- The most efficient way to use the heater is to turn it up an hour before the first person starts their day to take the chill off of the house then on sunny days or days when the house is empty leave the heat off all day. Turn the heat on again at sunset then turn it down for sleeping (like midnight).

### **Guest and Visitor Policy**

One overnight guest per resident is allowed for a MAXIMUM of 3 consecutive nights in a 14-day period IF all of your roommates are in agreement. You must have prior permission from ALL of your roommate(s)/suite(s). Violations of this policy may result in disciplinary action and/or immediate removal of the guest and could result in your eviction. Guests/Visitors are not allowed to park in our driveway or allowed to block the drive way for the other neighbors preventing them from getting to their house.

To avoid getting towed (at your expense), always leave the 12 foot defined clearance to allow for cars to get through to their respective houses.

Only residents and their guests are permitted in this House. You are expected to accompany guests at all times while they are in the house. ***You will be held responsible for the behavior of your guests.*** Every member of a community has obligations to others in the house which outsiders may not have. Consequently, residents who bring a non-resident into their living environment must assume responsibility for that person's behavior. This encourages residents to give greater consideration to those whom they bring into The Arroyo House. Please make greater efforts at encouraging responsible behavior by you and your guests. While you cannot control another person's behavior, you can control whom you choose to have as a guest. The fact that you are responsible for those people you allow to visit should foster more judicious decision-making on your part. It is your responsibility to inform guests of our policies and to encourage compliance.

### **Housekeeping**

If there are a minimum of 12 residents staying at the property, the management will provide light housekeeping: vacuuming in common areas, dusting in common areas, and cleaning of bathrooms roughly twice a month. Make sure your floors and bathroom counters are cleared of all personal belongings so that it can be cleaned by our housekeeping staff. The management reserves the right to refuse to clean areas that are excessively dirty or poorly maintained by residents. If housekeeping needs additional cleaning an extra fee may be applied to your account. As a courtesy and for efficiency, please leave the room where they are working while they are in that room. Example: If they are working in the living room, go to your bedroom for those few minutes.

### **Insurance**

Although management ***does not insure your personal property*** or promote any particular insurance agency, we recommend that you have rental insurance on personal items especially musical instruments, computers, stereos, televisions, other electronics, etc. Homeowners' insurance sometimes covers property outside of the home, which means that potentially your parents' insurance may cover your property while you are living in The Arroyo House. Prior to any occurrence, you are encouraged to check with your insurance agent to see if this is the case. If not, check local listings to find an insurance agency that offers renter's insurance.

### **Entry Doors**

All entry doors at the Arroyo house operate without keys. The front door has a Doorbell Cam and a smart keypad. More information about August locks can be found at <https://august.com/products/august-smart-lock/>

Everyone will have a unique key code that you choose and smart phone access for the **front** door. You will need to have "AugustHome" application installed on your smartphone to be able to open these locks with you phone. Entry door usage is trackable. Please do not loan your key code or phone to anyone to allow them access to The Arroyo House. If you give out your key code it is a safety issue for you and your

housemates. In the event your phone is dead or you do not have a smart phone your only access to the house will be through the front door. In the event of an emergency we can cancel key codes to the front door and give you access remotely (as long as Wi-Fi is available). You will need to call (805) 697-1956 and give some personal information to verify who you are. Other external entrances will be accessible only with a smart phone by the residents that live inside of that specific door. Your August Smart Lock will notify you that your batteries are low in a couple different ways.

- A red flashing light on the August Smart Lock **[Notify us immediately if this happens (805) 697-1956 ]**
- A notification from the August app

Doorbell Cam The doorbell cam will allow you to see and speak with visitors at your door through the “AugustHome” application. More information about the doorbell cam can be found at <https://august.com/products/august-doorbell/>

### **Smart Keypad**

The keypad allows you to open the door with your unique key code. It also allows you to lock the door with one touch.

### **Bedroom Doors**

Bedrooms are equipped with key code door locks. Everyone in the same bedroom has the same key code. When the battery is at 30% life remaining it will beep multiple times to let you know the batteries are nearly dead. **Notify us immediately if this happens at (805) 697-1956 ] .**

### **Kitchen**

To accommodate all of our residents living with us at the Arroyo House, we have the kitchen area on the top floor, as well as an additional area in the garage with 4 refrigerators, and extra storage space. The residents of the house will need to work together to figure out how to share this space.

### **Laundry**

There is a laundry room on the middle floor for your convenience, and laundry machines on the first floor underneath the stairs outside of the Mission bedroom

### **Maintenance Problems & Repairs**

All maintenance related problems should be reported to [thearroyohome@gmail.com](mailto:thearroyohome@gmail.com).

### **Plumbing: Drains and Toilets**

Our plumbing system is not equipped to handle anything except water, toilet paper, and human waste. Do not put items (i.e. garbage, food, dirt, potting soil, feminine hygiene products-including tampons) down your sink, shower or toilet. Do not rinse sand down the drains. Sand on your wetsuit should be rinsed off outside. Please be sure to clear

the drains of hair or any other material that might cause clogging. Report clogged toilets and clogged or slow-running showers or sinks immediately. By following these guidelines, you can avoid charges to your account. It is your responsibility to IMMEDIATELY report any water related issues immediately to (805) 697-1956 or [thearroyohome@gmail.com](mailto:thearroyohome@gmail.com).

### **Parking**

Limited parking is available for purchase (if interested, contact management) on a first come-first served basis. We have a minimum of 14 spaces on the property. You must have a permit in order to park on the property, and you can only park in your designated parking space. Failure to park in the designated parking spot will result in your account being assessed an improper parking fee and/or your vehicle getting towed at your expense.

### **Guest Parking**

All guests will need to park on the city street. There is no guest parking. Residents or guest cars found in violation will be assessed an improper parking fee. Fees for guests will be assessed on the resident's account.

### **Towing**

Cars will be towed that do not have the correct permit displayed in the designated location (bottom right corner on the outside of the rear windshield) or are not parked in their designated spot. Thomas Towing Company is the tow company we will use to tow cars illegally parked in the driveway, not in a space, or blocking the driveway to other neighbors (805) 964-0989.

### **Quiet Hours**

For the courtesy of our neighbors, and the courtesy of other people living in this house, quiet hours are: 10:00 pm – 8:00 am 7 days a week. However, Courtesy Hours are encouraged and enforced 24 hours a day, please be aware of your surroundings and be mindful of others.

## **CONTRACTS AND ROOM ASSIGNMENTS**

### **Recycling and Trash**

Trash is located outside near the garage. Please learn what day is Trash collection day and follow the rules for getting trash picked up by Marborg. The blue recycling bin is located by the garage. Cardboard, aluminum, glass, plastic, newspapers, and paper can be recycled. Please take a little bit of time to recycle and help the environment. Please break down cardboard boxes so the recycle container does not get filled prematurely.

### **Contract Cancellations**

There are no Cancellations of contracts. You can find an acceptable replacement (approved my management), but otherwise you are responsible for your entire contract term.

### **Rent Payments**

Installment payments are due on the 1<sup>st</sup> of every month and considered late if not received by the 3<sup>rd</sup> day of the month. A \$85.00 late fee will be assessed if not received by 11:59pm on the 3<sup>rd</sup> day of the month (regardless of if it's a holiday or Sunday). Payments can be made in person or check. Payments are not accepted over the phone. If paying by mail, send your check to Arroyo House SB Payments 185 Lang Street, Ventura, CA 93003.

Alternatively, you may submit payment via Venmo or Zelle. Contact [thearroyohome@gmail.com](mailto:thearroyohome@gmail.com) for the account information.

### **Room Assignment Process**

If you have roommates that you would like us to assign you to, please make sure all parties request each other. We are assigning the same genders to rooms that share bathrooms, unless all parties request to live with each other. We will attempt to make every request that we can.

### **Room Changes**

If you and your roommate are having difficulties which you cannot resolve, you should discuss your problems with on-site staff or with management. Room changes are not permitted without written permission from Management.

### **Room Condition Report (RCR)**

Upon arrival, each resident is asked to complete, sign and submit a Room Condition Report (RCR) for their room, common areas, and the remainder of the house. It is highly recommended that each resident do this, and take a video recording (in addition to completing the RCR written Form). We recommend keeping this video until after you have moved out and received your security deposit so that you have this for your records in case we have a dispute on a damage/charge.

As a member of this community, you agree to jointly maintain a clean, safe, and sanitary living area (inside the suite, bathroom, and the surrounding area) with the other

residents(s) assigned to that suite; and the premises will be left in a clean and orderly condition at termination of your residency.

The management reserves the right (given proper notice or with resident permission) to enter any unit for the purpose of periodic inspection to ensure that the unit is being maintained in a clean and sanitary condition, and that no damage has occurred. If damages have occurred, Management has the right to repair the damages at the tenants' expense.

### **Room Check-Out**

Before the end of the year check-out, it is your responsibility to schedule an appointment within 10 days to 21 days prior to your departure to do a house walkthrough if you would like one. To do so, please set up an appointment with management. It is expected that you will return your bedroom and other areas of the house back to its original condition. After you vacate, please return of keys, return your bedroom to its original condition, and inform the proper people/companies of your new address so your mail gets to you. Failure to vacate your room by the last date of your contract could result in removal of your personal property by Management. There is a charge for failure to check-out on time or failure to follow check out procedures when moving out.

## THE ARROYO HOUSE LIVING POLICIES

Living is based on community effort, mutual respect and consideration of others. Residents are viewed as adults who are responsible for their actions. Regulations are not designed to control behavior as each individual has the sole capacity for controlling his/her own behavior. The following policies are put in place to protect the members of the the Arroyo House community.

### **Alcohol**

We have a NO Tolerance policy for hard Alcohol, Tobacco, and other Drugs. We want everyone who lives in the Arroyo House to respect that all others are *choosing* to NOT partake in using hard Alcohol, Drugs, or Tobacco at the house. If you are found responsible for using hard alcohol, drugs, or any kind of tobacco, you will be removed from housing and you will remain responsible for your entire contract. Beer, Seltzer, Wine, etc are allowed only in individual rooms. Alcohol is not allowed in community spaces or outdoors. If you are found using alcohol under the age of 21, you will be removed from housing, and you will be responsible for your entire contract. If using hard alcohol, tobacco, or drugs is important to you, you may partake in those activities somewhere other than the Arroyo House. Otherwise, please do not choose to live in this community.

If you consume hard alcohol, drugs, or tobacco away from the Arroyo House, you are expected to not bring it back to the Arroyo House. If your behavior becomes problematic as a result of consumption of alcohol, drugs, or tobacco, you could also be removed from housing, and you will be responsible for your entire contract. Please refer to Part 2: Community Living & Student Accountability.

### **Bicycles**

You should park your bikes in secure locations at the Arroyo House, and always secure your bike by locking it. The Arroyo House Management provides a bike rack near the gravel parking lot for your use.

### **Damage**

You and your guests will be held responsible for any damage or theft at the property, both in private rooms, driveway, outdoor windows, landscape, anywhere on the property. If any windows are broken (regardless of who broke the window), the responsible party must pay for the cost of replacing the window. Bills for the cost of repair are sent to the responsible individual(s) or, in the case of community damages, to each individual in the bedroom. In addition to restitution, individuals responsible for damaging property are subject to disciplinary action and, if appropriate, criminal prosecution.

### **Door Propping**

To keep our house secure, door propping is not allowed. Door propping is defined as

placing any object in the area near or around the exterior doors of the building in an effort to prevent the door from being able to close or lock upon closing.

### **Drugs**

The illegal use, possession, sale, manufacture or distribution of narcotics and illegal and/or dangerous drugs or drug paraphernalia is not allowed at The Arroyo House. This house is a tobacco free/smoke free/drug free/alcohol free home. Any use of illegal drugs, tobacco, or marijuana will be grounds for immediate removal. Even if you have a medical marijuana card, , as it is a tobacco free/smoke free facility. If you are wanting to use drugs (including medical marijuana, you should not rent here. Drug violations are enforced by immediate removal, this is a no tolerance policy.

### **Event Planning**

Any events planned at the Arroyo House should be with the prior written permission from the Management. Please remember that there are no guest parking spots at the property.

### **Fireworks**

Anyone with fireworks within the Arroyo House will be subject to disciplinary action.

### **Flames**

Open flames such as burning candles, barbecues, sternos, hookahs, incense or any open flames are **strictly prohibited**.

### **Flammable Liquids**

Storage or use of any flammable liquids in any quantity is prohibited.

### **Furniture**

The property comes completely furnished. You are welcome to bring extra furniture, but you are responsible for keeping all of the furniture that we provide at the property. You are only able to remove furniture from the property with prior written permission from the management.

### **Guest Policy**

Your roommates and housemates reserve the right to refuse approval of overnight guests. Overnight guests will only be allowed to stay for three nights during a 14-day period with the approval from your roommate(s) and housemates. You are responsible for the actions of your guests at all times. Should your guest violate the policies, they will be required to leave and you will be subject to disciplinary action on their behalf. Any guest that has been deemed inappropriate or unacceptable by our management is not allowed on our premises. If problems or resistance arises, the local police will be contacted.

### **Ledges, Roofs, Balconies and Walls**

Being on the roof or ledges for any purpose, hanging on balconies, sliding down stairwell railings, and the scaling of exterior walls is prohibited. Throwing objects from ledges, roofs, balconies, windows, etc., is strictly prohibited. Violation of this policy will

result in disciplinary action, including immediate eviction.

### **Motorcycles, Mopeds and Jet Skis**

Motorcycles, mopeds and jet skis may not be brought into any area of the property without prior written permission from management. Motorcycles will need to purchase a parking space like any car would need to. No vehicles or machines with combustible fuel can be stored inside The Arroyo House. If any are found, they will be impounded.

### **Pets**

Pets are not to be kept permanently or temporarily by anyone without prior written permission from management (ESA animals must be with proper documentation and approved by management as well). Each resident is allowed one fish tank up to 10-gallons for the sole purpose of housing fish. A fee may be charged for removing a pet.

### **Quiet Hours**

The Arroyo House is committed to providing an environment that complements and fosters all residents' academic, professional, and intellectual development. Students are expected to maintain an atmosphere conducive to studying, especially in the evenings. All students must abide by the established quiet hours of The Arroyo House (10pm – 8am). Be certain that noise from stereos, televisions, radios, voices, etc., cannot be heard by people in neighboring rooms, or areas outside of the building. At no time should stereo music be projected from the window for music outdoors. During times other than the designated quiet hours, common courtesy should dictate your actions.

**Again, the minimum Quiet Hours established for The Arroyo House:  
10:00 pm – 8:00 am  
7 days a week**

Also, between 8am – 10pm, please use common sense and common courtesy, if one person asks for quiet, we will honor that request with courtesy hours. All residents share responsibility for enforcing quiet hours. Fees or eviction may be assessed if you are in violation of the quiet hours policy.

Courtesy hours (which are 24-hours a day) is in place for when quiet is needed for sleep, sick, or study. A student's right to quiet supersedes another person's right to make noise.

### **Restricted Areas**

Within the Arroyo House there are several restricted areas residents may not use. Those areas include: custodial rooms, storage areas, network closets, the unfinished area on the bottom floor, and the roof. Persons found trespassing in these areas will be subject to disciplinary action, along with a possible fee, criminal complaint or eviction.

### **Safety Problems**

You should report any safety-related problems to Management as soon as possible.

### **Skating**

Roller-skating, roller-blading, inline skating, and skate boarding are prohibited inside the Arroyo House.

### **Smoke Detectors**

Smoke and Carbon Monoxide detectors conform to California law; they have 10 year batteries and are tamper resistant. If they are chirping about once a minute let us know so we can repair them. If they are alarming then be safe. If you burned a food item you will need to ventilate the area to remove the smoke then reset the alarm by pressing the button on the outside. You should never need to remove the smoke detector or attempt to disable the alarm. If an alarm is destroyed by disabling it then you will be charged for replacing the alarm. You should test the smoke alarms weekly after informing all residents that you will be performing a test.

### **Hoverboards / Balancing Scooters**

For the safety and best interest of our community, the use and/or possession of hoverboards, including self-balancing scooters, battery operated scooters, and hands-free segways, will be prohibited in all areas of the Arroyo House. These devices have brought about concerns regarding fire safety due to their combustible danger and have been associated with various injuries. These devices will remain prohibited from our properties until further standards of safety are implemented for them. Use of these devices may result in disciplinary action.

### **Smoking**

The Arroyo House is a smoke and tobacco-free house (including the backyard, driveways or other outside areas of the Arroyo House). You (or your guests) may smoke off the property.

### **Solicitation**

No advertising, selling or commercial soliciting is permitted.

### **Sports in the Complex**

Sports are not allowed in the complex. These activities can cause damage and injury and tend to escalate beyond what one or more of the parties intended. Such activities include, but are not limited to: water fights in or around any part of the building's structure, any activities or games in hallways, common area, balconies, sun deck, rooms or suites, or adjacent parking lots which can cause or contribute to injury, damage or excessive noise, such as Frisbee, darts, wrestling, tossing balls, bouncing balls, skateboarding, rollerblading and bicycling. You may participate in low-risk activities in the backyard.

### **Suite Inspections**

For your safety, management may conduct house inspections. You will be notified in advance, unless a staff member/management is entering for an emergency or a policy violation.

**Weapons**

Firearms, hunting equipment and other weapons (including but not limited to tasers, pepper spray, gun powder, explosives, sling shots, air powered guns, toy guns that may resemble a gun, air guns, wrist rockets, knives, paint ball guns and nun chucks) are not permitted in the Arroyo House. Nor is there any storage space provided for such equipment. Possession and/or use may result in disciplinary action, including eviction and possible arrest. You may check any of these into the police department (for use such as hunting) and have access to it 24-hours a day.

**Windows and Screens**

Throwing, dropping or allowing any object to fall from a window constitutes a safety hazard and/or litter problem and is cause for disciplinary action. A replacement fee is assessed for unauthorized removal of, or tampering with the screens.

## **SECURITY**

The Management is committed to maintaining high standards for safety and security. Individuals who jeopardize the safety and security of others by violating any of the following regulations, by not following security procedures, or by creating a safety hazard within the house will be subject to disciplinary action from management and potentially from the civil authorities. It is important that all residents and their guests recognize the importance of following safety and security regulations.

### **Community Patrol**

The Management may have a representative live on site that act as staff who patrol the inside and outside of the building during the nights and on the weekends, addressing conduct, disturbances and maintenance issues as necessary.

### **Security Cameras**

Security cameras may be purchased and installed for the management to observe exits, and common areas. These cameras are NOT monitored, but only reviewed if an incident is reported. We will only release camera footage to the police, but Management can review footage with your request. In this case, you need to provide time/date/location to have the best luck at finding what you're looking for on the camera. These cameras only serve the purpose of protecting the building from vandalism and misconduct. Having these cameras helps in holding the responsible individuals accountable for his/her actions, and helps reduce the costs of unneeded repairs caused by inappropriate behavior. Should you be seen on camera violating at The Arroyo House, disciplinary action may take place.

### **Security Consciousness**

We encourage all residents to take responsibility for personal safety. For example, use a buddy or escort system for safe travel at night, whether out jogging, walking to and from campus, downtown, or going to Santa Barbara for a late-night snack. Never go into Santa Barbara or Isla Vista by yourself. You should always be accompanied by trusted acquaintances.

## **FIRE & EARTHQUAKE SAFETY**

### **Fire Safety**

Upon discovery of a fire, make sure that everyone is out of the room. Leave the room/house and close the door behind you. Dial 911 to report the fire and evacuate the building immediately to get to safety. All fires must be reported, even those which were self-contained and were put out. According to state and federal law, the fire department needs to investigate every fire.

### **Fire Alarm Evacuation Procedure**

- Test your door for heat or smoke before exiting. Should the door be warm or the hallway impassable:
  - Place towels or a blanket at the base of the door.
  - Telephone the fire dispatcher at 911, giving name and address.
  - Go to the window and make your presence known.
- If the door is cool, exit the building immediately by the route which is posted on the back of your suite door.
- Grab your shoes, jacket, and keys before evacuating.
- If you are in your room, lock your door and take your key when leaving.
- Once outside in the designated area, maintain 100 feet of clearance from the building for safety. Please wait for instruction from a trained professional.
- Re-enter the building only after receiving instructions to do so from trained professionals.

### **Earthquake Evacuation**

- If you are inside a building during an earthquake, stay inside.
- Sit or crouch against an interior hallway or take cover under a desk or table.
- Stay away from all glass areas such as windows and mirrors.
- Leave the building when the shaking stops and remain outside.
- Do not stand under overhangs on the outside of buildings. Move into the open and stay away from power lines.
- Follow safety instructions given by staff.
- Be sure to wear shoes to protect your feet from injury due to broken glass.

## **COMMUNITY**

A community is a place where people choose to live with others who strive to achieve similar goals. It is a dynamic environment where individuals have the opportunity to positively influence the people around them, as well as be influenced by a community they helped to create. The Arroyo House and its management strives to create an environment that encourages academic excellence, social maturity, self-reliance, mutual respect and an increased understanding of one's self and others. We live by the Platinum Rule: "Treat others as they would want to be treated!"

## **COMMUNITY LIVING STANDARDS**

We strongly believe that one's actions demonstrate one's commitment to respecting individual differences. We believe that we are individually and collectively responsible for our behavior and are fully accountable for our actions. We must take initiative and responsibility for our own learning and become aware of the differences which exist in our community to avoid all action that diminishes others.

Bigotry has no place within our community, nor does the right to defame another human being on the basis of age, physical disability, national origins, sexual orientation, race, gender, religious affiliation, etc. We will not tolerate verbal or written abuse, threats, intimidation, violence, or other forms of harassment against any member of our community. Likewise, we will not accept ignorance, humor, anger, alcohol, or substance abuse as an excuse, reason, or rationale for such behavior. Such behavior will be subject to disciplinary action, which may include but is not limited to, immediate removal from The Arroyo House.

Everyone has the right to be treated with respect.

## **RESIDENT RESPONSIBILITIES**

Residents living at a The Arroyo House are expected to maintain a high level of maturity, responsibility and common sense regarding student conduct issues. The Arroyo House and its management are committed to the success of each member of our community. It is important that members of the community treat others with respect and uphold the standards of conduct. Accountability and student conduct at The Arroyo House are based on the expectation that each individual is completely responsible for his or her actions, and that each individual should hold their peers accountable for their actions in the community. It is our commitment to provide an atmosphere where students can grow and learn without undue disruption in order to be successful in their academic pursuits. You are responsible for all policies, rules and regulations listed in this handbook as well as information from other sources including:

- The Contract
- The Arroyo House website(s)
- The Arroyo House management

The Arroyo House is sensitive to rights, freedoms, and responsibilities of all residents. Policies and procedures have been established to ensure general safety and ensure that individual rights and freedoms are understood. The Arroyo House community aims to maintain standards conducive to academic, professional, social and personal growth. Residents are expected to:

- Observe State and Federal laws as well as The Arroyo House policies and procedures.
- Respect the rights of others.
- Be forthright and honest in all of their social and academic conduct.
- Share the responsibility of maintaining an environment where individual actions do not violate the community's welfare.

This means that students have both the right and the responsibility to confront each other directly in a tactful manner when problems occur. The management will support and work with students in an effort to understand and abide by the Arroyo House policies.

Students who display inappropriate behavior or conduct towards themselves or other residents, exhibit an inability to live in a residential hall setting, refuse intervention, and/or are endangering themselves or others in any manner, are subject to administrative or judicial action that may result in relocation or eviction. Each student is responsible for his or her own self-care, which is defined as appropriate personal hygiene, mental health, management of medical illness and/or disability-related personal needs. If a student needs a personal attendant to assist with these tasks, it is the responsibility of the student to pay for the attendant.

**You and your guests are contractually responsible for all of the information and policies outlined in this handbook, our website and your housing contract. The Arroyo House, however, does not attempt to use formal rules to define every unacceptable form of behavior. In situations not covered by specific regulations, you are expected to use common sense and conduct yourself as a mature, responsible law-abiding adult at all times.**

#### **Notice of Changes in Residence Life Policies**

Residents will be notified of all changes in, additions to, and deletions from existing The Arroyo House Policies through mail, email, postings in our building, and information provided by management. All changes are applicable to all students when announced.

## ROOMMATE BILL OF RIGHTS

As a member of The Arroyo House where the management is supporting a living and learning community, residents have certain rights as a resident. The following Roommate Bill of Rights lists what The Arroyo House residents should expect from one another.

### ROOMMATE BILL OF RIGHTS

**Your enjoyment of life at The Arroyo House will depend, to a large extent, on the thoughtful consideration that you demonstrate for each other.**

**Basic Rights of a Roommate Include:**

- 1. The right to read and study free from undue interference in one's room.**
- 2. The right to sleep without undue disturbance from noise, guests of roommate, etc.**
- 3. The right to expect that a roommate will respect one's personal belongings.**
- 4. The right to a clean environment in which to live.**
- 5. The right to free access to one's room and facilities without pressure from a roommate.**
- 6. The right to privacy.**
- 7. The right to host guests with the expectation that guests are to respect the rights of the other roommates and hall residents.**
- 8. The right to ask for help from the Arroyo House management who is available (on a limited basis) for assistance in settling conflicts.**
- 9. The right to expect reasonable cooperation in the use of "shared" space.**
- 10. The right to expect reasonable cooperation in the use of "shared" furniture (couch, dresser, desk, etc.) and a commitment to honor agreed-upon payment procedures.**
- 11. The right to be free from peer pressure.**

**Remember: *To be a mature adult is to accept responsibility for the welfare of others.***

## MISCELLANEOUS FEES SCHEDULE

Effective August 1, 2022

**Parking** Monthly Permit = \$75

**Late Fees for rent = \$85.00**

Early Move-in .....	\$200 per day
Returned Checks.....	\$40.00 per check
Room Change Fee .....	\$200.00
Lease Takeover Administrative Fee .....	\$650.00
Improper Checkout .....	\$50.00
Pet Relocation .....	\$300.00
Unauthorized Room Change.....	\$25.00 per day
Unauthorized Screen Removal.....	\$65.00

*All Fees Subject to Change **Without** Notice.*