

GrandMarc at Westberry Place

Resident Handbook

GrandMarc at Westberry Place
2855 West Bowie St
Fort Worth, TX 76109
817-924-2900
fortworth@edrtrust.com

Introduction

Welcome to GrandMarc at Westberry Place! Our entire staff is proud to welcome you to our community! This handbook is provided to answer any questions or concerns that you might have about your new home's rules, regulations, and safety procedures. We did our best to address any issue that may come up during your stay with us. If you have further questions or concerns feel free to ask a member of our staff. We hope that your time with us is memorable, fun filled, and carefree. Remember you are not only living with your roommates, but your neighbors, and members of our staff as well.

Telephone Directory

All of our staff at GrandMarc at Westberry Place can be reached by calling our main number at (817) 924 -2900. This number can also be used after hours for making noise complaints or emergency maintenance requests. You can also contact the RA's on duty for lockouts by calling 817-201-9426.

Special services and amenities:

At GrandMarc at Westberry Place we have some special services and amenities that you should be aware of. Please read these carefully, and contact the office if you have any questions:

1 Keyfobs - We use a special kind of front door and bedroom deadbolt lock here at GrandMarc - and it's called Saflok keyfobs. Why is it better, and important? Well - no previous resident with a resident key can access your apartment - their key won't work! It's very easy to issue new keys, lockout keys, or anything else since old keys automatically get deactivated when we issue new ones. In addition, the self-contained Saflok front door and bedroom locks keeps records of all keys that are inserted into the lock, so if there is ever a question as to who has entered your apartment - we'll know! The key system is log-in protected and in an employee only area, with very specific procedures to ensure that no keys are improperly made. The electronic Saflok system is superior to regular key locks for these reasons! Your keyfob will also allow you to access the building after hours, from the garage, and all of our amenity rooms.

2 Parties, noise, and security - We want to put an emphasis on the fact that GrandMarc at Westberry Place is a student community. As such, we understand that students like to have fun and host parties from time to time. However, being a student community, we have a responsibility to maintain an environment that enhances the student experience and allows educational pursuits to happen unhindered. Hence, we will utilize our security patrol service, CA staff, and the TCU Police Department to shut down any unruly parties, guests, or residents. Please remember that late evening hours are reserved for sleeping and studying. Also please help keep our corridors, common areas, and grounds looking nice - as this is your home! If you have concerns about noise, a party, a particular apartment, or any other sort of complaint, please notify a manager at the office immediately, or report the noise/party to our main office number if after hours. Let's make GrandMarc a great place for students to live, have fun, and succeed!

Staff

Introduction

Welcome to GrandMarc at Westberry Place! We have a full staff on-site to make your stay here as pleasurable as possible. GrandMarc at Westberry Place has a Community Manager who oversees all of the operations at the community. The Resident Services Manager is here to offer guidance with resident questions and community resources. The Leasing and Marketing Manager plans all property events, marketing, and takes care of most leasing questions! Community Assistants are student-residents that are available and interested in the life of other residents at GrandMarc. In addition, we offer a full-time maintenance staff to help you keep things running smoothly in your apartment. Finally, TCU has provided a staff of Resident Assistants (RAs), a Hall Director, Asst. Hall Director, and Desk Assistants to assist all GrandMarc residents, particularly with residence life issues and after-hours lockouts. While TCU employees don't participate in the administrative duties for GrandMarc, they are considered employees of GrandMarc and must be treated accordingly. We would all like to say thank you for choosing GrandMarc at Westberry Place and we hope you feel right at home!

The Community Manager

The primary role of the Community Manager is to supervise all professional staff members and oversee the operation of the property.

The Senior Community Assistant

The Senior Community Assistant supervises the Community Assistant Staff and assists the Community Manager in managing the property. The Senior Community Assistant will work office hours in the property office. If you have questions or concerns that you would like to discuss with the Senior Community Assistant, you should schedule a meeting with him/her during office hours. The Senior Community Assistant, as a part of the Community Assistant staff, will be available as a resource person, a facilitator, and an advisor.

The Community Assistant

Community Assistants (CAs) are student members of the staff who work most closely with the residents. As a staff member, CAs work to maintain communications between management and residents and assist in a multitude of administrative tasks. The majority of the Community Assistants' responsibilities involve direct contact with residents. One of the most important CA responsibilities is to be available to, and spend time with, all residents. Basic duties include maintaining communication between Management and the residents, as well as implementation of policies, procedures and programming. In addition, the Community Assistant is responsible for the development of a residential community that enhances the total college experience and facilitates resident growth.

The Maintenance Manager

Maintains the facilities and grounds, responds to maintenance requests, provides general upkeep of the apartments and supervises the maintenance team.

Residents Services Manager

The Resident Services Manager (RSM) handles all resident needs; from rent and roommate mediation to renewing. The Resident Services Manager is not only available to the residents for answers but also the guarantor. Account questions, assigning your apartment, maintenance follow-up and community events are all a part of the RSM's daily "to-do" list.

Leasing and Marketing Manager

The Leasing and Marketing Manager is responsible for leasing, all property advertising, building and maintaining university relations and staff training. The Leasing and Marketing Manager is always available to answer questions about the lease.

TCU staff members

While TCU staff members, including RAs and desk assistants, are technically TCU employees, we do consider them employees of GrandMarc for purposes of enforcing policies and the ways in which they must be treated. Please give all TCU employees the same respect that you would give GrandMarc management. RAs generally handle on-call shifts and can help you if you are locked out. RAs and the Hall Directors can help you with any roommate issues or if you have residence life questions. They will also work with the CA staff to create an exciting programming events schedule for all residents. The TCU desk assistants will provide overnight assistance in both the South and North Towers to answer basic questions and help you with maintenance needs.

North Tower Community Common Areas

Our North Tower common area offers a variety of spaces for the students to recline and have fun. Choose from the pool or watch a movie in the theater room and don't forget the tanning beds to keep that great tan! Our gym offers a range of equipment to keep you in shape. The Internet café has numerous laptop chairs and soft-seating for studying, plus several private study rooms for you to spend those late nights studying for finals. If you need to reserve a larger space, we have a conference room with a projector and screen for you to reserve. Computers and a printer is also available for free to print anything you need! If the student life gets too tough you can always take a dip in the pool or lounge in the hot tub. We have gas grills available for you to cook with your friends in both the South and North Tower courtyards. Don't forget the game room with a huge sofa! Whatever you choose, GrandMarc gives you the choices you need to relax after a long day in class.

Common Area Facilities and Amenities

The common area facilities located in the North Tower is the place to go for great amenities. Most of the events and activities hosted by the property take place in and around the North Tower common areas. All rules governing common area amenities will be enforced by management and are subject to periodic review and revision. The facilities available at the property are for the exclusive use of property residents. A resident must accompany all guests. The maintenance and care of these facilities is every resident's responsibility; therefore, abuses may result in facilities closing. Please report all repair needs or problems to the property office.

Building and Patio Furniture

For your comfort while studying, socializing, or watching TV, the property has provided furniture in the common areas in the North and South Towers. This furniture is meant to stay in the designated areas so that all residents can enjoy its use. Please do not take the public area furniture into your room; there will be a moving charge for removing furniture from any public area. All missing furniture should be reported immediately to property personnel to assist in recovering the missing property.

Business Services

Residents are able to send and receive faxes from the property office. Please see a staff member for details. All packages are "single-drop" delivery by all delivery companies and handled by staff. We reserve the right to refuse any package that is too large for our office or is considered suspicious or hazardous in any way.

Internet Café

The Internet Café is located in the North Tower common area and has All-In-One PCs with Internet access and a copier/printer, fully stocked, for you to use. There are numerous soft-seating chairs and several private study rooms available. Eating and drinking is not permitted in the computer room. Please report any problems to the office immediately.

Fitness Center

The fitness center is located in the North Tower common area. No food is allowed in the fitness center, and please limit beverages to water only. Proper athletic attire is required. Shirts and shoes must be worn at all times. Report maintenance problems to property personnel immediately. Do not repair equipment yourself. Use equipment in the manner in which it was intended. Use of the fitness center is at your own risk. Anyone beginning an exercise program should consult a physician first.

Leasing Office

The Leasing Office is located in the North Tower common area. Leasing office staff is available to help residents with renewing resident lease agreements, rent payments, get your packages, answer questions about the lease agreement, and address special issues as needed.

Swimming Pool/Spa in North Tower Courtyard

The pool and spa are located in the North Tower Courtyard. Access to this area is via a door near the Leasing Office in the common area. The pool and spa are open weather permitting. Please be advised that the pool is not designed for diving. Pool furniture is not to be removed from the designated area. Personal flotation devices or rafts may not be permitted in the pool area. The area may close occasionally for maintenance purposes and during specific property repair projects. Please bring proper ID with you to the pool/spa. Only residents and their guests are permitted to use the pool/spa. Residents must accompany guests at all times.

South Tower Courtyard

The South Tower Courtyard is accessible through the lobby of the South Tower. The fountain in the South Tower Courtyard is for beautification and curb appeal only. No swimming, diving, or wading is allowed in the fountain. A gas grill and benches are provided in the South Tower Courtyard. Residents must accompany all guests in the Courtyard.

Tanning Beds

The tanning beds are located in the game room in the North Tower common area. Appointments are required, and tanning is only for residents. Tanning is allowed for a maximum of 20 minutes, and only once per 24-hour period. We provide goggles, and they must be worn each time you tan. The bed's bulbs are changed regularly. Please remember that if you choose to tan, your lease agreement explains that you understand all health risks involved in tanning.

Game Room

The Game Room is located in the North Tower common area. There is an air hockey table and shuffleboard table available for resident use, plus a TV and large sofa for you to relax on. The tanning beds are also located in this area. Residents are responsible for all guest behavior in the game room.

Media Room

The Media Room is located in the North Tower common area. This area is for resident use only. The Media Room can be used to play DVDs from a rotating list of five movies. These five movies are listed on a "now showing" flyer posted inside the Media Room. You can also watch any channel on the Digital Cable service provided for the Media Room. Please see office staff for more details or on the specific procedure on how to play a DVD in the Media Room.

Meeting Room

The Meeting Room is located in the North Tower common area and is available for residents to reserve for larger events. Use of the room is by reservation only, please see office staff for more details. There is a projector and screen available for powerpoint presentations.

Your Apartment

Introduction

Your new apartment home offers you a comfortable environment that will meet your needs while being fun. The stylish furnishings include a leather couch and chair, end table, coffee table and entertainment center. You can enjoy your meals together at your dining room table that seats up to four people. Each apartment's kitchen is fully equipped with a range and oven, refrigerator with ice maker, dishwasher, garbage disposal, and microwave. Just off of the kitchen you will find a full-sized washer and dryer for your convenience. With all these great amenities, your stay with us will be filled with comfort and ease.

In order to comply with local fire codes (which are created ultimately for your own protection and safety), certain policies apply toward the condition of your apartment. In addition, decorating guidelines have been established in order to prevent damage to the apartment/suites.

- All furnished apartments are to remain furnished, with beds on their frames and furniture on the floor (e.g., no beds on top of desks or dressers, no desks or dressers stacked or turned on end). For safety reasons, cinder blocks are not permitted. Furniture may be rearranged in your apartment/suite provided it is returned to its original position prior to check-out.
- No bunk beds, lofts, or waterbeds are permitted.
- No construction, wall partitions, painting, or any similar structures are permitted.

- Dartboards are not permitted due to damage to walls and doors.
- Any alterations or modifications that pose a threat to safety, health, physical apartment damage, comfort of others, etc. are not permitted.
- NO ITEMS ARE PERMITTED ON THE CEILINGS. This includes: nails, stickers (reflective stars), bottle caps, tape and poster putty. Damage to ceilings will result in a repair charge.
- No additions to the original surface are permitted on the doors, windows, blinds, or furniture.
- All decorations must be temporary so as not to permanently deface or damage apartment furnishings.
- Only official property documents may be posted on the exterior of the entrance door.
- For fire safety reasons, candles, incense, space heaters, hot plates, and other combustibles are not allowed in the apartment.
- Please do not put tape of any kind on the carpet or linoleum.
- No decorations are permitted on the windows, including: posters, lights and flags.
- Curtains may be hung on the windows provided that a white background (or the provided blinds) faces the outside of the building.

Dishwasher

In order to reduce maintenance problems with dishwashers, the following guidelines should be used: Scrub dishes first, especially if it will be a few days before you run the load. Use only powdered dishwasher detergent, not liquid. Be sure the product is advertised as an automatic dishwasher detergent, not one for hand-washing dishes. Once a month, pour a cup of distilled vinegar in the dishwasher and run it empty 2-3 times.

Food Waste Disposal

Each apartment is equipped with a food waste disposal in the kitchen sink. Please use common sense when operating this appliance. Care and Operating Instructions: Do not insert hand into disposal. Turn on cold water full flow (water should remain on during complete disposal operation and for a sufficient time after grinding is completed to ensure all waste is flushed away.) Turn the switch to the "On" position to start disposal. Feed the food waste into the disposal while it is running; do not dispose of huge quantities at once! Do not turn off the motor or water until grinding is complete. Damage to the disposal caused by metal objects, rocks, bottle caps, or other inappropriate items will be billed back to residents in the apartment.

Heating and Cooling Unit

Efficiency of your heater is dependent upon complete air circulation. It is important to keep all vents in every room open. In addition, please ensure that return air vents are left unobstructed. If you wish to request a new furnace filter, please submit a maintenance request.

Smoke Detectors

The smoke detectors in your apartment are very sensitive. When taking a shower, close the bathroom door to ensure the steam does not affect the detector. When cooking, be sure to use the fan above the stove. This could help prevent a grease fire. If your detector makes a beeping sound, it means the battery is low. Complete a work order as soon as possible to have the battery replaced. Any time a smoke detector sounds an alarm, you should respond to it as an

emergency and proceed in a safe manner. Never disconnect the smoke detectors. Sometimes you may experience a "false alarm." The smoke detectors can be set off by dust, an insect or just may need routine cleaning. Open all windows to allow fresh air into the apartment. Texas law requires that you keep all smoke detectors in good condition and replace all batteries. You may report beeping detectors or problems to the maintenance staff and a good faith effort will be made to replace these, but the legal responsibility to maintain the detectors in good condition falls with residents in the apartment.

Toilets

Do not flush paper towels—they do not degrade. Never flush feminine hygiene products, regardless what the packaging states. If your toilet does overflow or clog up, turn off the water supply immediately. There is a water shut-off valve next to the toilet on the lower left side of the wall. Residents are required to plunge their own toilet prior to calling in maintenance. Residents will be responsible for any toilet damages/overflows that are the result of improperly disposed articles.

Washer I Dryers

Laundry appliances are provided in every apartment. All appliances should only be used in the manner for which they were intended. No dyeing of fabric or other materials is ever permitted. In the event you should need instruction on how to use the machines, please contact your CA/RA.

Window Screens

It is important that the window screens and blinds remain in good functional condition. They are not to be removed, tampered with, and/or detached in any manner. Please ensure that all windows are closed during rain and other weather events. You will be responsible for water damage caused by windows left open.

Policies and Procedures

Introduction

The Policies and Procedures set forth at GrandMarc at Westberry Place are in place to create a pleasant living experience for all residents. It is important that each resident complies with and helps advocate these policies. This will ensure that your experiences with us at GrandMarc are fun and fulfilling. Please read this section carefully so that you fully understand the expectations the apartment community has for each resident. If you have any questions or concerns regarding these policies, feel free to stop by the office so a staff member can address them with you.

Aiding and Abetting

Aiding and abetting means you personally are responsible if something is happening in your apartment that you know of, are present for, or assist in. This also applies anywhere on campus if you are present during a policy violation. You are equally as responsible for the violation if you fail to report the violation. One example of this may be a roommate having a cat. All roommates would be held responsible for this policy violation because they are aware of the violation and did nothing about it. Alcohol, drugs and parties that carry heavy penalties can have a great effect on roommates. If you know that a roommate has or uses drugs in your apartment, you can also be held responsible for those drug violations.

To avoid being in violation for aiding and abetting, you need to immediately report violations. Leave the apartment if needed and tell a CA/RA. If staff responds to a violation and you are in the apartment while it is occurring, your name and situation will be documented. This documentation will be used for a conduct meeting (see section on when policies are broken).

Alcohol

The decision to drink and how much is a personal one. Alcohol-related conduct which infringes upon the rights of others is not acceptable under any circumstance. The possession and/or consumption of alcoholic beverages in apartments must comply with local, state, and federal laws and regulations. Alcohol is not permitted in common areas (e.g., pool, stairwell, hallways, parking garage, any common rooms or spaces). The possession of kegs, beer bong, party balls etc. is prohibited at any location on the premises.

Apartment Changes/Transfers

During the year, if you wish to move to another apartment, you must contact your CA who will assist you in completing the appropriate form and procedure. All apartment changes must be approved in advance and a transfer fee will be collected.

Assault

The threat of physical abuse of any community member or guest is forbidden. Threats of any kind, racial or sexual harassment, malicious pranks, or abusive name-calling is not permitted.

Ball Playing, Bicycles and Skateboards

Ball playing (including but not limited to, baseball, football or soccer), skateboarding, rollerblading, bicycle riding or use of any equipment with wheels are prohibited in the buildings/apartment/. These activities have the potential to create excessive noise, inflict damage, and can cause physical injury.

Bicycles

Bicycles should be stored in designated or approved areas, generally located in the parking garage. We advise residents to provide their own vandal-proof bike lock and to always lock your frame and wheels to the racks. The property is not responsible for lost or damaged bicycles. Following uniform fire code, bikes should be stored only in areas provided and not inside the building. Any bicycles parked and/or locked in any hallways, stairwell, or common areas, may be removed upon sight and impounded.

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 your apartment. Please return this form to your CA upon completion and notify them if you find additional issues or have a concern. Please make sure this form is an accurate listing of your apartment, as it will protect you from being charged for any damages which may have occurred before you moved in. Prior to check-out at the end of the year, a letter will be sent to you notifying you of all the steps involved in checking out, including: having your apartment inspected, turning in your keys, and completing a forwarding address card.

Commercial Ventures/Solicitation

The resident agrees to not use his/her apartment for commercial purposes, nor will the resident participate in or encourage door-to-door solicitation in the housing facility. The Internet connection provided as part of the lease agreement may not be used for any commercial or profit-making enterprise.

Damages

Residents are responsible for the condition of apartment furnishings and will be billed for all repair and/or replacement costs. Any and all repairs needed within apartment and other areas must be performed by authorized maintenance personnel. Residents will be charged for the repair of any damages for which they or their guests are responsible.

Discipline

As in all living situations, we have a set of policies and guidelines for the property which must be adhered to. It is very important that you familiarize yourself with all rules and regulations and the material contained in this handbook and in your lease agreement. Since every resident will have received these rules, this is considered your "first warning". Part of the CA/RA's job involves making sure that the rules of the property are followed.

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

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 and be considered a violation of the lease agreement.

Drugs

It is explicitly illegal to use, possess, manufacture, or sell drugs or other controlled substances in both public and private spaces. Residents using, possessing, or selling drugs will be subject to disciplinary and/or criminal actions, including immediate eviction.

Electrical Safety

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 your room or apartment. UL approved, grounded power strips with circuit breakers may be used only for computer and computer related hardware. A maximum of two power strips may be used per room. Extension cords are not permitted.

Explosives/Flammables/Incense

The burning of any materials, including incense, is prohibited, except when a written request is made and prior approval is granted by Management for the purpose of religious or spiritual observance only. Residents shall not possess any

explosive, fireworks , ammunition, gasoline, or other highly flammable material. Violation of this policy may result in criminal prosecution. See also Weapons Policy.

Failure to Comply

Each resident is required to follow all directives of the Property and/or University 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.

Financial Aid

The Financial Aid Office does not automatically disperse Financial Aid checks to the property. It is your responsibility, as the recipient, to use your Financial Aid to cover your educational and/or housing costs. If you have questions about your Financial Aid, please call the Financial Aid Office.

Gambling

Gambling is prohibited on the property, including all apartments, common areas and grounds.

Guests

We encourage you to invite guests to your apartment, but please keep in mind that your guests must abide by the property's rules and regulations. You are directly responsible for communicating these policies to your guests. As the hosts, you are held accountable and responsible for the conduct of your guests at all times. Guests not complying with property policies will be asked to leave.

Health and Hygiene

Rooms and apartments must be kept clean and sanitary at all times, including proper disposal of empty food and beverage containers. Residents are prohibited from activities that violate any health code. Residents may not violate these regulations or interfere with the safe and clean environment of others.

Inspections

Apartment inspections will occur for preventative maintenance and condition assessment. Residents will be notified in writing and in advance of these inspections. In the event that a resident has previously violated lease agreement policies regarding proper cleanliness, guest privileges or the pet policy, this document serves as notice for management to re-inspect the apartment as necessary to ensure there are no further violations.

Keys and Locks

Each resident is issued an individual apartment access device (key, key fob, etc), and if applicable, an access card, bedroom key and a mail key. Residents may not duplicate, distribute or loan apartment, bedroom or mailbox keys. Improper handling of keys will result in replacement costs, paid by the resident. Residents may not change the locks on any door or install additional locks or chains without prior approval from management. Upon completion or termination of the lease agreement all keys must be returned to management. Failure to return keys will result in replacement costs, paid by the resident.

In the event that you are locked out of your apartment during regular business hours, please come to the North Tower leasing office or contact your CA. A staff member will escort you to your apartment upon presentation of your ID. After hours locks outs will be handled by the RA staff. Please call the main office line or the RA on-call phone numbers.

Lounge Furniture

For your comfort while studying or watching TV, the property has provided furniture in various areas throughout the common spaces of the community. This furniture is meant to stay in the designated areas so that all residents can enjoy its use. Please do not take the public area furniture into your room; there will be a \$50 moving charge for removing furniture from any public area. All missing furniture should be reported immediately to Management to assist in recovering the missing property, thus protecting your privilege of the use of these areas.

Maintenance

All maintenance concerns in your bedroom, your apartment, or elsewhere on the property should be reported to the office or the CA during regular business hours or submitted using our on-line maintenance request form. Please provide us with all the information pertaining to your maintenance request in order for us to most efficiently respond to your issue. For emergency maintenance issues, our maintenance staff is on call. After regular business hours you should contact the property's answering service, which can be reached by dialing the main office number. Please use good judgment when deciding to contact staff after hours. Examples of maintenance emergencies include floods, a broken window in a first-floor apartment, front door lock malfunction, or fire. A broken air conditioner or appliance does not constitute an emergency except during extreme weather events. Upon submission of the request, the maintenance staff will undertake

corrective measures as quickly as possible. You will be notified when the work has been completed or if more time is needed to correct the situation.

Mistreatment of Staff

Threats, harassment and any other mistreatment (including assault) of property staff are grounds for disciplinary action, which can include cancellation of lease agreement, disciplinary action and criminal prosecution. TCU staff members are considered staff for the purposes of the mistreatment of those individuals. All staff members, whether provided by TCU or directly employed by GrandMarc, should be accorded the same courtesy and respect.

Musical Instruments

Within a community environment, it is impossible to allow residents to have electrical instruments or drums on the premises. Remember, your neighbors need to be able to sleep, study, and relax without the excessive noise these instruments create.

Noise

You have the right to expect that you will be able to study or sleep without undue disturbance from noise. Keeping the volume on your stereo and TV at a level that can only be heard in your apartment and lowering your voice when you are talking in the stairwells or hallways are two things you can do to maintain a quiet environment. Residents are encouraged to speak with fellow residents about noise issues. If you do not get the desired results, take the concern to your CA/RA or contact the CA/RA on call. The property is committed to your education. 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 10:00 p.m.

Non-Sufficient Funds/Returned Checks

If the property receives a returned check on your behalf, there will be a NSF/Returned check fee charged to your account. After two returned checks, we no longer accept checks on your behalf. All future payments would have to be made by credit/debit card, money order or cashier's check only. Additional fees may apply.

Parking

Parking at GrandMarc is available in our parking garage and is for lease only. No free, open air parking lots are available at the GrandMarc. All residents that lease a space within the gated garage will be issued a permit which must be immediately displayed on the front window of your vehicle. Only one vehicle is allowed per leased space, and any vehicles that are not in working condition will be towed at the owner's expense. You will be assigned a specific space number within the parking garage and must park only in that space at all times. Remember, your vehicle will be towed at your expense if you illegally park in a space not leased by you, and this applies to guests as well. Please do not park in handicapped spaces or along red-painted curbs. Parking in either of these locations could result in fines or towing. No parking is provided within the garage for guests. Guests should park along metered spaces around the edge of GrandMarc or in a lot elsewhere. Garage openers are not transferable and cannot be given to guests or other residents at any time. Even if you provide permission to a guest or other resident to park in your assigned space, any vehicle without the correct permit will be towed at your/your guests' expense.

Payments

You will not receive a bill or invoice for any rent installment amount due. We do not provide payment slips, payment reminders, etc. It is your responsibility to make the payments by the assigned date based on the payment plan you chose by referring to your copies of the lease agreement. Either deliver the payment to the office or mail the payments. Online payments are also available online, but service fees apply. Please also note that if you are choosing the monthly installment option, these payments are installment payments, not monthly rent payments. This statement means that each payment is part of the installment amount not a particular month's rent. If you do not make the payments by the designated due date, you will be assessed a late fee. Payments that are mailed must be received by the due date, regardless of postmark, to avoid late fees. No post-dated checks are accepted.

Pets

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

Physical Abuse and Harassment

Physical, verbal and other abusive behavior and threats of physical abuse toward residents and/or staff are violations of policy and will not be tolerated. Such conduct may be grounds for immediate disciplinary action, removal from the

property, including criminal prosecution. Examples of prohibited conduct include sexual and racial harassment, threats of violence, sexual assault, fighting, punching, slapping, kicking, scratching and pushing. Practical jokes, pranks or other disruptions are prohibited.

Public Posting

All posted signs and posters must be pre-approved by management before they may be posted. Posters and signs can only be placed in designated areas. See your CA/RA for details.

Smoking

No smoking is allowed in any apartment or in any area of the community. Residents will be responsible for any and all costs to remove smoke odor or damage.

Throwing Objects

Balls, sports equipment and any other similar item may not be used in the interior areas of the property. No object may be thrown or dropped from a window or apartment/common area opening. Window screens must be left intact and must not be removed, loosened, or altered in any manner.

Vacant bedrooms

Current residents cannot refuse a new roommate as long as there are empty bedrooms in the apartment. It is a violation of your lease agreement to tell a potential roommate that you do not have a vacant bedroom in your apartment when in fact one or more bedrooms are unoccupied. If you do not wish to have new roommates you can rent any open bedroom(s) at the current rate.

Vandalism

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

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 (in all cases 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, pocket knives, 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 implements used in food preparation or consumption. Also see Explosives/Flammables/Incense.

Windows

Window screens must be left in place at all times. Residents may not exit an apartment through the windows unless there is a fire. Hangings, partitions, or curtains of any type may not be used in a way that inhibits exit of a bedroom and/or apartment and/or common area in the event of an emergency. Unauthorized entry into any portion of the property via window, roofs, ledges, and locked areas is prohibited.

Resident Services

Introduction

GrandMarc offers a variety of services to their residents including a full-time maintenance staff, groundskeeper, and housekeeper to ensure that the clubhouse and amenities are always ready for your use. Your stay with us will include a range of community functions and events such as seminars, parties, and contests. These will be planned periodically for your enjoyment and participation is encouraged. We also provide wireless internet, extended basic cable, sewer, water, and trash, which means less work and more play. With all of these great benefits we hope that your stay with us is filled with remarkable memories.

Housekeeping

The property provides janitorial service for the common spaces, hallways, building common areas, breezeways, and grounds. Residents are responsible for the cleaning and upkeep of their apartment. For your convenience, trash chutes are located on each floor near the parking garage entrance for trash disposal. Only dispose of household trash in the trash chutes – no cardboard or large items are permitted. It is everyone's responsibility to keep the community clean and

free of trash. Do not leave trash on the stairwell or in the hallways. If trash is found in inappropriate locations, your account can be charged trash removal fees.

Mail

Each resident is assigned a mailbox and key after completion and return of your check-in envelope. Mail is delivered daily by the United States Post Office with the exception of Sundays and Federal Holidays. Mail delivery and package delivery is considered "single-drop" which means that office staff is responsible for final delivery to your mailbox. You will receive notification of packages and special deliveries either by phone, or a note dropped off at your apartment or in your mailbox. You will need to bring a photo ID and sign for your package at the property office during regular business hours. GrandMarc is not responsible for any lost packages.

Social Activities

One of the best parts about living with us is the social atmosphere. From the beginning of the year, we like to emphasize a community spirit. The CA/RA staff does the largest part to facilitate this for residents by sponsoring programs, including pool parties, bowling, movie nights, and much more. Residents who would like to volunteer to assist with functions should talk to their CA/RA.

Community Living

Introduction

Thanks for choosing to live at GrandMarc. We offer a contemporary living experience for all of our residents to broaden their horizons. Though some of our residents come into the community already knowing their roommates, others will be living with people they have never met before. This offers all of our residents an opportunity to meet new people and make new friends and contacts. Unfortunately, not all personalities will blend all of the time. This is a common truth regardless of whether you knew your roommates before moving here or not. This is why at GrandMarc we stress communication at all times. Open communication between roommates in each apartment will help create a pleasant living environment for everyone. Our trained Community Assistants are here to assist you in this area. If you have any questions or concerns at any time, please contact the Community Assistant assigned to help you throughout your time with us.

Learning to live in a community environment requires maturity, an examination of values, and assessing how one's behavior affects others. The specific rules and regulations that exist at the property are detailed in the Rules and Regulations section of your lease agreement and this Handbook. Take time to review your lease agreement and familiarize yourself with the rules and regulations. You and your guests are responsible for following them. Failure to do so may result in disciplinary action including termination of residency.

The underlying assumption at the property is that residents have the capacity and desire to be self-directing and responsible members of their community. Residents enter the community as young adults who are responsible and in search of opportunities for development and learning. Your apartment is yours to use, but not to abuse. You have the freedom to make it work for you, coupled with the responsibility to keep it working for others.

Getting Along With Your 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 that can seem intolerable. You and the attitude that you take in communicating with your roommate will determine whether or not your situation will be positive or negative. The CA/RA staff is committed to facilitating communication between and among roommates. Work with your CA/RA to accomplish this goal; it can make the environment in your home even better!

Communication Guidelines

Your CA/RA will be stopping by during the first week of school to help you and your roommates talk about aspects of community living that can sometimes create conflict. One of the many tips and tools the CA/RA has is a Roommate Agreement. This is an agreement between roommates to ensure that basic needs have been discussed. Roommates should discuss each topic and come up with guidelines all roommates can live with. If you are having problems, or need help with a roommate contract, please see the CA/RA on your court for help. Here are some questions to consider:

Cleaning Up

- How important is a clean room?
- Who should do which jobs?
- How often should we clean the bedroom/common areas/bathroom?
- Who will buy the cleaning supplies?

Alcohol/Tobacco

- Do you use these items?
- How would you feel if I use (or do not use) them?
- How would you feel if these items were in the apartment?

Noise

- When can music/TV be played at a higher level?
- Are there hours when the apartment should be extra quiet for studying?

Personal Activities

- Do we plan on doing things together?
- What do you do for fun?

Sharing Things

- Do you mind lending personal articles, such as clothes, money, notes, books, food, toothpaste, and other items?
- What items are for both (all) of our use? What items are "off limits"?

How will we handle phone use?

Sleeping

- When do you like to go to sleep?
- When do you get up in the morning?
- Can you sleep with the lights or music on?

Study Habits

- Do you study in the room?
- How often and how long do you study?
- Do you study with/without music on?
- Do you study with the door open?

Visitors

- When do you have friends come over and visit?
- How do you feel about overnight guests (of same and/or opposite sex)?
- How well do you deal with guest problems?

What if there is a problem?

The property has several programs in place to intervene if you and your roommates are not getting along as well as you would like. The most important step you can take is to discuss your concerns with your roommate. Frequently, conflict occurs because one roommate assumes the other should know s/he is upset, but the roommate doesn't actually realize there is a problem. It is difficult to commit the time necessary to work through the conflict, but the skills learned in the process will serve you for the rest of your life. Take advantage of the situation to become more skilled at working with others. If you do not feel you are able to handle the situation yourself, consider talking with your CA/RA.

Personal Affirmation

By choosing to live with us you agree to reside in a living and learning community. As members of this community, we all have certain rights as residents and as students. Please recognize that other members of the community have the same rights and that one's rights stop where another's begin. For this reason, it is important to learn and compromise with others in order to maintain an environment in which all are respected and have the opportunity to grow and pursue their educational goals.

Community standards are established to assist in shaping our community. They protect our rights and assert the responsibilities we have to one another. As a member of our community, you agree to abide by local, state, and federal laws, as well as by these community standards which include the following statement: *"I agree not to be or remain present during any violation of the Resident Handbook. My presence may infer that I condone, support or encourage a violation. I understand further that I am responsible for what behavior and activity occurs in my room or apartment. I understand that if I anticipate or observe a violation of the Resident Handbook, I am expected to remove myself from the situation and am strongly encouraged to report the violation. I also understand that if I am aware of a violation and choose either to not report it or lie about it, I am passively participating in the violation and may be subject to conduct proceedings."*

Tips for living with roommates

- Treat your roommates as equals. Don't give orders, make unreasonable demands, or expect favors. Try to put yourself in the shoes of your roommate to determine if what you are doing (or not doing!) is reasonable.
- Respect your roommates' right to privacy. Don't pry into their private affairs or expect to share in their activities unless invited.
- Keep borrowing to an absolute minimum.
- Avoid trying to "reform" or correct your roommate(s). Don't expect them to conform to your standards or accept your beliefs.
- Work out mutually agreeable divisions of chores. Don't wait for your roommate to take care of the housekeeping.
- Make a sincere effort to be friendly. Don't withdraw into a shell or forget common courtesy, which is unfortunately not "common" enough!
- Accept routine inconvenience without complaint. Don't gripe continuously about little annoyances that are insignificant. If they are significant, talk to your roommate right away, and not to anyone else.
- Keep your promises and commitments without exception. Don't break appointments or renege on agreements.
- Respect the efforts of others to study. Don't cause interruptions or make unnecessary noise.
- Prepare and live with a realistic budget. Don't overspend during the month and have little or no money left to pay your portion of the apartment bills.
- If you have a disagreement with a roommate, talk about it as soon as possible. Do not let your anger or frustration build up until you explode. Your CA/RA is available to support and mediate if necessary.
- Have a discussion and agree to boundaries about various relevant items.

Safety and Emergency Procedures

Introduction

At GrandMarc at Westberry Place we do everything that we can, within our power, to ensure that your time here will be enjoyable. However, there are events such as fire and Mother Nature that are completely out of our control. To better help you understand how to handle these hopefully rare occurrences, please read and understand how to prepare for the possibility of things such as spring tornadoes, winter storms, and what to do if the fire alarm sounds in your building. Our fully trained staff will be more than happy to help you understand what to do in these conditions if you have any other concerns than those addressed.

The property has a strong commitment to safety; to make it work, you must also have this commitment. We have adopted instructions and procedures to follow in emergency situations; please be aware of these and understand their importance.

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 these regulations as you would any others. If you do not understand any of these regulations and suggestions, please ask your CA/RA for clarification. Please think safety at all times.

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 instruction posted in and about the property. The intentional sounding of an alarm outside of an emergency situation will be considered a criminal offense and the person or persons responsible will be treated accordingly.

Multiple outlet "octopus" plugs are not permitted. Surge protector power strips with circuit breakers are permitted. Live holiday decorations such as trees/wreaths are prohibited. Hot plates, candles, incense, space heaters, cooking grills, lighter fluid, and other combustibles are prohibited due to the increased risk of fire hazard. For more information, please refer to the Rules & Regulations portion of your lease agreement.

If there is a fire or the alarm sounds, feel your door with the back of your hand before exiting. If it is cool, exit the room, close the door, and proceed to evacuate the building. If the door is hot, don't open it; fill any cracks with wet towels, signal from your room by hanging a sheet out your window and wait to be rescued by the fire department. Upon leaving your apartment, close your door. If smoke is present in the hallways, lie down and crawl to safety; fresh air will be near the floor.

After you have exited, please be sure to move away from the building in order to avoid falling debris and to give the fire department personnel room to operate. Notify a member of the property staff upon exiting the building. The fire department will give an "all clear" when it is safe to re-enter the building. Finally, for safety sake, always let your roommate know where you are, a practice commonly known as the buddy system.

In the event of fire, residents should proceed away from the property and meet in the parking lot/open space at the furthest point from your building. You are required by law to evacuate the buildings when the alarm sounds. Failure to do so is not only dangerous and illegal, but it also may result in criminal prosecution and the initiation of eviction proceedings. Persons involved in tampering with smoke detectors, extinguishers, sprinklers, or any of the protective casings around the fire safety equipment will be subject to criminal prosecution. Upon your exit, please report any information that you know to the CA/RA (e.g., the location of the fire). Never use an elevator during the sounding of an alarm! Use the stairs!

Tornados

Know the difference between a tornado watch and a tornado warning. A tornado watch simply means that conditions are favorable for the formation of a tornado. A tornado warning is issued when a tornado has actually been sighted or is indicated on radar. In the situation that a tornado warning is in effect, you should open your apartment windows approximately 1/2 inch. Doing this will relieve internal pressure and lessen the possibility of injury should a tornado strike. Go to your bathroom. The safest place for you to stay during the tornado warning is in your bathroom. We suggest you take a portable, battery operated radio with you to keep you up-to-date on the current status of the tornado. Once the tornado warning has been lifted, the immediate danger is over and you can resume normal activity.

Winter Storm

In areas where winter storms can be particularly severe, you should begin making plans in late fall for the coming winter. We recommend having the following items on hand before the storm season arrives: battery operated radio and spare batteries, fully charged cellular phone, flashlights with spare batteries, snow and ice removal equipment, fully stocked first aid kit.

Your Personal Safety

Personal safety measures are just as important to your well-being as those previously mentioned. Crimes, injuries, and personal assaults all occur outside of our control, but there are steps that can be taken to decrease your likelihood of being a victim.

Courtesy Personnel

The property maintains contract service patrols to walk the property each night in order to deter any potential problems. These professionals are equipped with walkie-talkies and/or cellular phones for communication with the property's personnel.

Your apartment/suite has a dead bolt lock so that it cannot be opened without a key. Please keep your room door locked at all times.

SAFETY TIPS:

- Do not walk alone after dark. Get someone from your building to walk with you. Do not prop open any doors. Do not open doors for strangers.
- Use the one-way door viewer before opening the door to let in a guest. Never open your door to someone you don't know. Report suspicious-looking persons to your CA/RA or property personnel.
- If you see an unsafe feature on our property (for example, an EXIT light out), please notify property personnel immediately.

Tips on Preventing Auto Crime

- Be alert and use common sense.
- Roll up windows. Lock your car.
- Never leave CD's, packages, purses, or other valuables in plain sight.
- Approach your car from behind on the passenger side while giving the impression that you are just passing by. Walk past the passenger side and look into the car. Check the back seat. Then proceed to the driver's door.
- Carry your key ring in your hand while walking to your car, whether in daylight or dark.
- As soon as you get in the car, lock the doors.
- If someone is in your car or loitering around it, call the police or security. DO NOT confront the stranger.

Personal Property Insurance

Please be aware that the property takes many precautions to maintain the safest living environment possible, but we are not liable for any losses or damages that may occur to your personal property. If you are a dependent, you may be covered under your guardian's personal property insurance.

The property takes many precautionary measures in attempting to aid the well-being of our residents. These include: strongly urging you to keep your apartment and bedroom locked at all times and having an extensive preventive maintenance program designed to detect and cure any problem areas throughout the physical facility. We strongly recommend that you obtain personal property insurance for all of your valuables.

Thank you for taking time to read the property's Resident Handbook. Please remember that you are an important part of our community and we hope you invest time and interest in keeping our property a great place to live!