University Affiliated Housing at The Cloisters

Resident Handbook 2012-2013

THE CATHOLIC UNIVERSITY OF AMERICA

Office of Housing Services
160 Father O’Connell Hall
202-319-5615
Important Phone Numbers

CUA Housing Services 202-319-5615
  Office Hours: Monday-Friday 9am-5pm
CUA Department of Public Safety (DPS) 202-319-5111
The Cloisters Leasing Office 202-332-9090
  Office Hours:  Monday-Friday 9am-6pm
  Saturday 10am-5pm
  Sunday 1pm-5pm
The Cloisters Night Security Officer 443-968-5842
Comcast (Cable, Telephone & Internet) 800-391-3000
PEPCO (Electricity) 202-833-7500
Metropolitan Police Department 202-727-9099
Emergency Services 911
Policies

CUA POLICIES
University policies, regulations, and expectations remain in effect in all assignments managed by the university. The University Policies, Student Handbook and Residence Hall and Dining Services Agreement are valuable resources in understanding these policies. Links to these documents can be found on the University Affiliated Housing webpage on the Housing Services website.

Please note that there are two specific policies in the CUA Master Lease for student units:
- The apartments, including the balcony area, will be smoke free
- Pets are not permissible

THE CLOISTERS POLICIES
In addition to university policies, The Cloisters policies include:
- When grilling outdoors, students must grill at least 15 feet away from the building. Personal grills may not be stored on the balcony or inside the apartment.
- Trash and recycling may not be left in the hallway of the building. It is the resident’s responsibility to take items to the compactor or recycling bins. The compactor code is 8900.
- Building access doors may not be propped open
- Bicycles may not be stored in the hallway or attached to gates or fences. All bicycles should be stored in either the apartment or attached to the provided bicycle racks.

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Welcome to University Affiliated Housing (UAH)

Welcome to your CUA residential housing assignment in University Affiliated Housing at The Cloisters! It is our hope that this guide is helpful in your time living at The Cloisters. It will provide you with information regarding policies, services, and other housing related items. The information found in this guide is also available online at http://housing.cua.edu/halls/university-affiliated-housing.cfm.

Although your experience will be somewhat different than most on-campus residents, your assignment is managed by the Housing Services Office as if you are living in one of the residence halls. You will also benefit from many of the amenities and services provided by the staff at The Cloisters. As a resident assigned to The Cloisters, you have the opportunity to remain continuously in your assignment from August 16, 2012 - May 21, 2013, including University Holidays.

We hope you enjoy your residential experience at The Cloisters!

Housing Services as a Liaison

Housing Services will serve as your Residence Hall Office (RHO) while you live at The Cloisters. Feel free to contact Housing Services during normal business hours Monday-Friday from 9 a.m.-5 p.m. We can be reached by phone at 202-319-5615 or by email at cua-housing@cua.edu. Our office is located in 160 Father O'Connell Hall. You can also review information regarding your assignment by logging into Cardinal Station (https://cardinalstation.cua.edu) and selecting MyHousing found in the Student Self-Service section.

During evening hours, weekends and University Holidays, when campus is closed, please contact the Department of Public Safety at 202-319-5111 for any concerns that require immediate assistance.

Campus and On-Site Mail

MAILBOX AT THE CLOISTERS
Each apartment has a mailbox at The Cloisters, and each resident will be issued a mailbox key during check-in. Individual information about your mailing address at The Cloisters and your mailbox number has been included in your welcome packet. Feel free to confirm your on-site mailbox information with the Housing Assistant or by contacting The Cloisters Leasing Office.

CAMPUS MAILBOX
All students in University Affiliated Housing will also be assigned a campus mailbox in the Mail Room in McMahon Hall. Your campus mailbox information can be found in MyHousing in Cardinal Station.

PACKAGE DELIVERY
Please consider delivery options when arranging for shipment of packages or large mail items. You may always have packages delivered to the CUA mailroom, although you will need to make arrangements to transport the package(s) to The Cloisters. You should contact delivery services, such as FedEx or UPS, with regards to package drop-off at your apartment. Some deliveries may be left unsecured outside the entrance to your building or require you to pick-up at a distribution center.
Parking and Transportation

PARKING AT THE CLOISTERS
Through our arrangement with The Cloisters, up to two parking passes are available for each apartment. We urge residents to discuss parking as a group so all roommates are in agreement about what cars will be permitted to park at The Cloisters. Parking permits cannot be transferred between vehicles. No extra parking passes are available. Students will be required to fill out a vehicle registration form to receive a parking pass.

Visitors are permitted to park at The Cloisters for short periods from 7 a.m.-11 p.m. seven days a week. Visitors will not be allowed to park overnight and no visitor permits will be issued.

PARKING ON CAMPUS
All students living in University Affiliated Housing are eligible to purchase a resident parking pass through DPS and park their vehicle on campus. Students who have parking passes for The Cloisters may also choose to purchase a commuter parking pass.

Information about parking passes on campus can be found here: http://publicsafety.cua.edu/vehicle.cfm

CAMPUS SHUTTLE SERVICE
There is a free shuttle service provided by DPS between The Cloisters and the CUA campus. Daytime shuttles will run from 8am-4pm on days when classes are in session. DPS also offers an evening shuttle bus service seven days a week. Current shuttle schedules are included in your welcome packet. Extra shuttle schedules are available at DPS and in the Housing Services office.

The shuttle schedule is also available online: http://publicsafety.cua.edu/service.cfm

Benefits of Living at The Cloisters

CUA SERVICES
As a resident of The Cloisters through University Affiliated Housing managed by Housing Services, you will enjoy the following benefits and services:

- Your room charges are billed to your student account by Housing Services
- Room charges are based on the semester rate not monthly rent
- You are only responsible for your individual room charge and not for your roommates should they move out
- You can move in as early as August 16, 2012 and stay as late as May 21, 2013. This includes living in your apartment throughout University Holidays (Christmas, Easter, etc.)
- Housing Services will provide your unit with toilet paper

Toilet paper is available from the Student Ministers or the Housing Assistant at UAH (see page 6 for contact information)

ON-SITE AMENITIES
As a resident of The Cloisters through University Affiliated Housing managed by Housing Services, you may enjoy the following amenities:

- Picnic and Grill Area: Within the interior area of the property are tables and charcoal grills for residents use. This area can be found near Buildings S & T for your enjoyment.
- Fitness Center: A 24 hour on-site Fitness Center located between Buildings N & O is available to all residents. One key for the fitness center at The Cloisters is available for each apartment. Please contact the Housing Assistant to request a fitness center key. The resident who signs out the fitness center key accepts responsibility for its return upon checkout. There is a $500 fee for lost fitness center keys.
**Staff**

**HOUSING ASSISTANT**
Julie Yarwood will serve as the graduate student Housing Assistant for 2012-13. She will live in University Affiliated Housing at The Cloisters in apartment S-23 and will assist during opening and closing each semester as well as conduct health and safety inspections of each apartment during the fall and the spring. Julie will also communicate with UAH residents about campus resources, housing services, and check-in and check-out processes as well as serve as the primary contact person for all residents in UAH. She can help you resolve issues related to your apartment furnishings, maintenance needs, roommate situations and answer most general questions that may arise while you reside at The Cloisters.

Contact Information:
- **Julie Yarwood**  
  **Apartment S-23**  
  Email: yarwood@cua.edu  
  Office Phone: 202-319-5615  
  Home Phone: 202-506-5590

**CAMPUS MINISTRY**
Campus Ministry has three Resident Ministers living in University Affiliated Housing! Kevin, Kerry and Teresa are thrilled to be working this year as a resource for CUA students living in the Cloisters. They will be striving to build CUA community off-campus by offering monthly events for CUA Cloister residents, a Cloisters RENEW group and rides to Sunday mass. They hope to be a great source for residents and to promote participation in the numerous great activities that CUA and the Office of Campus Ministry have to offer.

Contact Information:
- **Kevin Dawson**  
  **Apartment M-21**  
  Email: 57dawson@cardinalmail.cua.edu
- **Kerry McNamara**  
  **Apartment M-24**  
  Email: 32mcnamara@cardinalmail.cua.edu
- **Teresa Nadareski**  
  **Apartment M-24**  
  Email: 05nadareski@cardinalmail.cua.edu

**Lockouts**
You are encouraged to discuss with your roommate group how best to manage lockout situations.

**LOCKOUTS DURING BUSINESS HOURS**
If you are locked out of your unit, you may receive a lock-out key at The Cloisters Leasing Office during their business hours.

**LOCKOUTS AFTER BUSINESS HOURS**
After business hours, please call 202-332-9090 and follow the directions provided to request entry to your apartment. There is a charge of $50 due upon entry into your unit and you must present valid ID to be granted entry.

**The Cloisters Leasing Office**  
202-332-9090  
cloisters@horningbrothers.com

**BUSINESS HOURS:**  
Monday-Friday 9am-6pm  
Saturday 10am-5pm  
Sunday 1pm-5pm

**Lost Keys**
If you lose a key or key-fob, please contact The Cloisters Leasing Office to inform the staff of your lost item. Below is the cost of the replacement key(s) which is due by personal check or money order upon pick-up from The Cloisters Leasing Office.

<table>
<thead>
<tr>
<th>Item</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apartment Replacement Key</td>
<td>$10.00</td>
</tr>
<tr>
<td>Lock Change</td>
<td>$150.00</td>
</tr>
<tr>
<td>Mailbox Replacement Key</td>
<td>$5.00</td>
</tr>
<tr>
<td>Lock Change (with 4 keys)</td>
<td>$35.00</td>
</tr>
<tr>
<td>Key Fob</td>
<td>$100.00</td>
</tr>
<tr>
<td>Fitness Center Key</td>
<td>$500.00</td>
</tr>
<tr>
<td>Parking Pass</td>
<td>$100.00</td>
</tr>
</tbody>
</table>
Maintenance and Utilities

General maintenance, appliance, and water service issues should be reported directly to The Cloisters. You can stop by the leasing office (located in Building A) or call The Cloisters office (202-332-9090) to submit maintenance requests.

EMERGENCY MAINTENANCE ISSUES
Residents should call the Cloisters Office at 202-332-9090 and follow the instructions to report maintenance emergencies when the leasing office is not open. The following situations are maintenance emergencies as defined by The Cloisters:

- No heat in the winter when apartment temperatures are below 65 degrees at night or below 68 degrees during the day
- No air-conditioning in the summer when outside temperatures are above 95 degrees
- Sewer backup that may result in safety or health hazards
- Total power failure that is not due to the utility company
- Water leaks that are causing damage
- Refrigerator not working
- No hot water

UTILITIES
Utilities are provided by The Cloisters. Service disruptions should be reported as follows:

- **Cable, Telephone, Internet:** The cable, telephone and internet are provided by Comcast. Service disruptions should be reported directly to Comcast at 1-800-391-3000.
- **Electricity:** Electricity is provided by PEPCO. Service disruptions should be reported to PEPCO at 202-833-7500.
- **Water:** All requests regarding water service should be directed to The Cloisters office during business hours. For emergencies outside of business hours, call 202-332-9090.

Check-in
Residents will check-in at the Housing Services office located in 160 Father O’Connell Hall. If students will be arriving outside of office hours, arrangements will be made to check-in with the Housing Assistant for University Affiliated Housing.

KEYS
Upon check-in, each resident will receive a key to the apartment, a key fob used to grant you entry to your apartment building and a key to your on-site mailbox. You will sign a key information card verifying receipt of these keys.

One Fitness Center key is available for each apartment. Please contact the Housing Assistant to request a fitness center key. The resident who signs out the fitness center key accepts responsibility for its return upon checkout.

ROOM CONDITION REPORT (RCR)
Students will also a blank University Affiliated Housing Room Condition Report (RCR) form. We ask that you review the condition of your unit and note any discrepancies such as damaged or missing items, non-working fixtures, or other needed repairs. Please return the RCR to Housing Services within your first week of occupancy in order for us to best address any maintenance or furniture concerns. If this form is not turned in within a week of your check-in, the Housing Assistant will contact you to get this completed form. When you check-out of your assignment, a Housing Services staff member will review your unit and you will be held responsible for damages or missing items not noted on the RCR. Please visit the Housing Services policies webpage for additional information on damage charges and room condition.

PARKING PASS
Each apartment is eligible for up to two parking passes for The Cloisters. If you have a car and will be utilizing one of these passes, you will have to fill out a vehicle registration form upon check-in to receive the parking pass.
Living Together as Roommates

Living with others offers each of you the opportunity to grow as individuals and as a group. Communication and compromise are keys to help ensure a peaceful and enjoyable living experience.

Some helpful tips:

- Talk to each other! Timely communication will bring issues and concerns to the forefront and allow you to keep moving forward as a group.
- Establish a cleaning plan. Talk about how you will divide the various chores in the apartment to maintain a safe and healthy living space.
- Be considerate of each other and your different schedules.
- Respect each other’s property.
- Prioritize and Compromise – Determine what things/behaviors are critical and which are more trivial. Share these with your roommates and don’t let things fester!

If you have other concerns or feel like you need someone to talk to, please contact the Housing Assistant or the Office of Housing Services. Our staff is happy to work with you.

Dining Plans

Campus meal plans give students easy access to a wide variety of meal options conveniently located on campus. Students may add a dining plan at any time via MyHousing. Dining Plan changes or cancellations can be made online via MyHousing until the Friday of the first week of classes each semester.

Information about different meal plan options can be found on the Campus Dining website: http://dining.cua.edu

Furniture

Housing Services has fully furnished your apartment unit. You may bring your own additional furniture, but the furniture provided by CUA must remain in the apartment.

The furnishings provided in each apartment include:

Bedroom Furnishings

- One floor lamp
- Bedroom set for each resident (bed, x-long twin mattress, desk, desk chair & dresser)

Common Space

- Dining room set (including a table and four chairs)
- Couch and chair
- Coffee table and end table

Students should report damaged furniture directly to Housing Services by submitting a furniture request repair form. This form is available at http://housing.cua.edu/forms/furniture-requests.cfm. Students can also call the Housing Services office (202-319-5615) or send an email to cua-housing@cua.edu to report issues related to the furnishings.

Health and Safety Inspections

Health and safety inspections of University Affiliated Housing will be conducted during the fall and spring semester to maintain that each apartment is free from health, safety and fire hazards. Students will be notified via email when these inspections are scheduled. Residents will receive written documentation of the inspection results including notification of any concerns and recommendations for remediation. Residents are expected to resolve any concerns that result from a health and safety inspection in the timeframe allotted. Follow-up will be conducted to ensure issues have been resolved appropriately.