



Dorm Resident Handbook 2010-2011

1400 West Third Street
Chico, CA 95928
(530) 893-7000
www.craigstudentliving.com
www.facebook.com/craigstudentliving

Telephone Numbers

Business Office	(530) 893-7000
C-Store	(530) 893-7010
Business Office Fax	(530) 345-1549
Dining Services Office	(530) 893-7015
Leasing Office	(530) 893-7001
Coffee Shop	(530) 893-7005
Resident Director	(530) 893-7040
Courtesy Patrol	(530) 966-4293
General Manager	(530) 893-7018
Fire Department (non-emergency)	(530) 895-4930
Chico Police Department (non-emergency)	(530) 895-4900
CSUC Police Department	(530) 898-5555
CSUC Counseling Center	(530) 898-6345
CSUC Health Center	(530) 898-5241
Catalyst (Domestic Violence)	(530) 343-7711
Poison Control	(800) 222-1222
Enloe Hospital	(530) 332-5032
Rape Crisis Center (24 hrs)	(530) 342-7273
Butte College Campus	(530) 895-2511
Chico State University	(530) 898-4636
EMERGENCIES	911

Our Commitment

Welcome to Craig Student Living (CSL). You are embarking into one of the most exciting time in your life and we are proud to be a part of this change. The residents and staff of CSL are a community of people from diverse cultural, racial, and ethnic backgrounds.

Being among this diversity, we are constantly learning about lifestyles different than our own. We learn and support an atmosphere of positive encouragement and mutual respect for each person as an individual. Although some people may be different from others, everyone in our community deserves the same treatment and respect as one would desire as an individual.

CSL is dedicated to providing a quality-housing environment that is conducive to the intellectual and personal growth of the resident. In addition, we will make every effort to support the unique values and cultures of the institutions and populations we serve.

Staff

General Manager (GM) has all the overall responsibility of managing the staff, the business operation and the complex facilities. The General Manager is assisted by a support staff. The General Manager has an open door policy and is very willing to help you in any way that he or she can. However, in order to address concerns effectively, your Resident Advisor should be your first contact to try and solve any problems.

Resident Director (RD) is someone you will see frequently. This person oversees the Resident Advisors (RA), the Courtesy Patrol and the Mail Room and Desk Attendants. If you ever experience problems in regards to these employees, then please bring it to the Resident Director's (RD) attention. This person also is in charge of managing many of the activities that occur at CSL.

Maintenance Manager is responsible for all maintenance and housekeeping of the facilities. Please fill out a work order and inform the front desk of maintenance problems or concerns.

Dining Services Manager operates the CSL Dining Hall and is responsible for all food services. He or she welcomes your comments and suggestions.

Business Office Staff deal with the billing questions.

Leasing Staff provides tours to prospective residents.

Resident Advisors are individuals who are there to help you out. Each floor has one RA. Please think of them as a mentor, a big brother or sister. They are there to assist you and to enforce the policies of CSL so please respect them and what they do. It is their job to keep you happy and keep you safe.

Courtesy Patrol Staff is responsible for maintaining the safety and security of the property and its residents. They are responsible for upholding and enforcing the rules and regulations.

Room Changes

Because "community living" can be a difficult adjustment, CSL provides roommates and suitemates with a "cooling off" period. Requests for a room change can be made after the second full week classes each semester. This must be done through your RA and then be approved by the Resident Director. Adjustments will be approved only as space and conditions allow. Management, however, reserves the right at any time to change room assignments in the interests of health, discipline, or the general welfare of our residents. There will be a \$25 fee to change rooms.

Quiet Hours

Sunday – Thursday

10:00pm to 9:00am

Friday – Saturday

Midnight to 10:00am

Courtesy Hours

Effective 24 hours a day/7 days a week. The noise level must not exceed a tolerable level. If the noise can be heard outside of your room (through the floor or ceiling too), then it is too loud!

Amenities

Computer Lab: Computers may be used by residents for accessing the internet, writing papers and printing. Please refrain from eating, drinking, smoking or anything else that could cause damage to the computers. You may be billed for any damage done to computers or the room itself. We also ask that you store your documents on your own media device, such as a portable USB drive as the hard drives will be cleared periodically. If you have any questions or problems with the equipment please contact the front desk.

Fitness Center: The Fitness Center is located on the first floor of Abbey Hall. The fitness center is available for use 24-hours a day. You must sign a liability waiver and go through an orientation before using the gym. Consult a physician before starting an exercise program.

Tanning Bed: An appointment must be scheduled at the C-Store. For first time users, you must sign a release waiver and attend orientation. See your RA to do this.

Tahoe Room: The Tahoe Room is located in the main lobby of Craig. It is equipped with a ping-pong table, air hockey, two pool tables, big screen TVs and several arcade games. You must use your Flex Card to check out recreation equipment from the C-Store. You are responsible for any damage done to the equipment while it is in your (or your guests') possession.

Roommates

Learning to live with one who is different from you is a valuable part of both your residence life experience and education. The Roommate Agreement Form must be filled out within the first week so you can establish some ground rules for your living

arrangement. Feel free to speak with your RA for additional help should issues arise.

The "Roommate Bill of Rights"

Each student choosing to live at CSL has the right to...

- Sleep during the night undisturbed by roommates/guests.
- Read and Study, free from interference in your room.
- Access to your room without pressure from roommates.
- Be free from fear, intimidation, physical/emotional harm.
- Live in a clean environment.
- Expect responsible cooperation in the use of common facilities and a commitment to honor agreed upon procedures.

General Services

C-Store (aka Front Desk): One of the primary purposes of the front desk is to provide guidance as to the various departments and services of CSL. It is located in the Lobby of Craig and is open most of the day. We can assist you in the following ways:

- Equipment Checkout (DVDs, games, etc.)
- Lock-outs
- Maintenance Requests
- Lost and Found
- Dorm Dollars or items from the C-Store

Mail Room: All incoming mail, packages and magazines are handled through the Mail Room located in the Bradley Building. A mail attendant sorts the mail and places it in resident mailboxes. All incoming mail must indicate your box number or delivery will be delayed. The correct way to address your mail is:

(Your Name)
1400 West Third Street # (Mail Box Number)
Chico, CA 95928

Maintenance: The maintenance personnel work very hard to keep CSL in top shape. While they care about your maintenance needs, they also appreciate your care of the complex. If you refrain from abusing the building, they can use their time towards preventive measures, and more quickly address your specific needs. If a problem arises, file a maintenance request at the C-Store.

- Plumbing fixtures: Please use as intended. Do not put food or other items down the bathroom sinks or toilets. This will cause clogs and drainage backups. If your toilet

is clogged or overflowing, the first thing to do is turn the water off. There is a knob on the wall behind the toilet that will turn the water off. Plungers have been provided in each room; please use them! If your room does not have one please notify your RA.

- HV/AC operations: Your heating and air conditioning system is a "closed" system. The entire system is either on Heat or on AC, you don't have both options.

Housekeeping: Housekeeping will clean your bathroom (and only your bathroom) every two weeks while school is in session. However, excessive mess is not the housekeepers' responsibility. We ask that you pick up laundry, newspapers, etc. to allow them to clean the bathroom effectively. Please keep in mind that housekeeping keeps to a strict schedule and your failure to let them clean at any particular time may result in four weeks without service. It is your responsibility to empty your garbage, the housekeepers will not do it for you.

Laundry Rooms: Laundry rooms are located on the first floor in each of the halls. You are responsible for your own clothes in the laundry room. The price per load is \$1.25 per washing cycle and \$1.25 per drying cycle.

Study Lounges: If you are tired of the library, try the study lounges! You may use the Coffee Shop and the computer lab. The Coffee Shop is equipped with wireless internet (the lobbies too).

Pool Deck: As there is no lifeguard, you are responsible for your own safety. Please do not swim alone, and remember to abide by our posted rules and the following guidelines:

- POOL HOURS 8:00am to Midnight DAILY
- Do NOT prop open the pool gate
- No running/horseplay on the pool deck
- No diving or jumping off furniture
- No glass/alcohol/smoking is allowed in the pool area

ATM & Quarter Machines: There is an ATM machine as well as a quarter machine located in the Craig Lobby for your convenience.

Policies and Procedures

Advertising: The bulletin boards are for use by CSL Staff only.

Bicycles: Craig provides bicycle racks around all of the buildings. Due to fire code, bicycles are NOT to be in the buildings at ANY time. NO EXCEPTIONS!

Damage to Property: Residents are responsible for the conditions of their suites and the common areas. Any person causing damage will be billed for repairs and subject to disciplinary action.

Room Entry: Members of CSL Staff may have to enter your room to check general conditions, make repairs, perform custodial services, handle emergencies, and ensure compliance with rules and regulations.

Confiscated Items: Any items that are taken by CSL Staff will NOT be returned to residents. NO EXCEPTIONS! (This means alcohol, hookahs, drug paraphernalia, candles, appliances with a heating element, pets, etc.)

Pets: Pets are not permitted at Craig due to sanitation and health risks to residents. However, small fish bowls (4 gallons or less) are allowed.

Parking: A parking permit must be hanging from the rearview mirror of your vehicle or it will be towed. NO EXCEPTIONS!

Resident Incident Tracking System (RITS)

At 5 cumulative points your parent/guardian may receive a letter notifying them that you are in jeopardy of losing your lease. If you accumulate 10 points, you will be evicted.

Use/possession of marijuana or other illegal substances	10 pts
Possession or use of handguns, firearms or weapons	10 pts
Vandalism, destruction or theft of CSL Property	5-10 pts
Presence of pets in the building	9 pts
Smoking (presence of candles, hookahs, incense, etc)	9 pts
Intentionally setting off a false fire alarm	9 pts
Possession of drug paraphernalia	9 pts
Violation of alcohol policy (cannot be in possession of alcohol on CSL Property, including apartments & parking lots OR be in a room where alcohol is present)	5 pts
Removal of screen/Using the window as a door	5 pts
Public expulsion of bodily fluids	5 pts
Violation of quiet/courtesy hours	2 pts
Littering	2 pts
Violation of guest policy	2 pts
Bicycles, skateboards, etc in the building	2 pts
Dining Hall/C-Store Violation	2 pts

*Offenses not listed will be assigned a point value by the RD/GM.

Flex Card

Your flex card is your ticket to eating at Craig. The Flex Card can be used in many different ways; the Coffee Shop, Dining Hall, C-Store or at our Dorm Dollar Restaurants. Please visit the Craig Front Desk for a complete list of Dorm Dollar Vendors. **You are the only one allowed to use your Flex Card. Do not attempt to use anyone else's or lend yours out to anyone else! This will result in the confiscation of the card.**

Guests

This is your home and you are welcome to have an occasional overnight guest. You are responsible for the behavior of your guests. This means that informing them of the policies of Craig and soliciting their cooperation while visiting. Please limit the stay of any overnight guest to two consecutive nights every 30 nights. A resident who houses a guest for more than two nights may be subject to disciplinary action. A guest is any non-resident on the property after 10:00PM. Please check them in at the C-Store. No Guests are allowed on Labor Day, St. Patrick's Day, Halloween, Cesar Chavez, Spring Break, Finals Weeks, etc. This also includes the weekend preceding the holidays.

Keys and Locks

Please lock all locks each time that you leave your suite. There is a \$5 charge for lock-outs. There is a \$25/key charge for lost keys.

Theft and Crime

If you notice that a theft has occurred in your room please contact the Chico Police immediately. Craig Student Living is not responsible for any personal damages or thefts. **We highly recommend that you obtain renter's insurance.** Craig Student Living makes no expressed or implied warranties of security.

Final Thoughts

We hope this handbook has provided has provided you with helpful information concerning life at CSL and we can help you make the most of your college experience. Once again, welcome to Craig Student Living and please contact your RA first if you need help with ANYTHING!