

RESIDENT HANDBOOK



**BLUE COURSE
COMMONS**



**SOUTHSIDE
COMMONS**



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COURT**



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CTC STATE COLLEGE RESIDENT HANDBOOK

Welcome to **College Town Communities – State College**, a 359-bed portfolio of townhome properties, including Blue Course Commons, Southside Commons, and Southside Court, all student facilities owned and managed by College Town Communities and located minutes from the Penn State University Park Campus in State College, Pennsylvania. Here you will find a cozy community of townhouses with individual private bedrooms, high-end furnishings, full-time Management staff members, an after-hours Maintenance Team ready to assist you, and much more.

The goal of the College Town Communities staff is to provide an off-campus student housing environment that supports your academic, social, cultural, and personal growth. Living on your own is a big responsibility, and here you get the chance to be in charge of your own environment, while having the structure of a well-managed and well-maintained student housing facility.

This Resident Handbook includes a wealth of information that should help you solve many questions you may encounter while you live with us. The handy Table of Contents will help you find what you are looking for quickly. Please familiarize yourself with this document. We consider this to be a guidebook, rulebook, and all-around information source and will refer you to it often. If you cannot find what you need to know here, please contact the Leasing Office.

We are pleased that you have chosen to live in our community during your college career, and we hope you enjoy your time here. We know we will enjoy having you!

College Town Communities – State College Leasing Office

446 Blue Course Drive, Office/101

State College, PA 16803

Tel: (814) 235-1377

Office Hours: Monday – Friday 10am – 5pm; Saturday 10am – 3pm

(Weekend hours subject to change.)

IMPORTANT PHONE NUMBERS

In the event of a life-threatening emergency, please call 911.

Ferguson Township Police Department.....(800) 479-0050

Alpha Fire Department.....911

Crisis Text Line (www.crisistextline.org).....text to 741-741

Penn State Counseling and Psychological Services.....(814) 863-0395

Comcast (Internet & Cable Provider).....(855) 638-2855

This handbook is subject to change as deemed necessary.

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I ADMINISTRATIVE FEE

The Administrative Fee is a nonrefundable annual fee due at lease signing for all applicants and renewals. The Administrative Fee covers the online application process, renewal lease generation, resident and guarantor screening, resident financial ledger maintenance, programmable key fobs, 24-7 access to the online Resident Portal, maintenance and after-hours services.

Residents wishing to renew their lease for the following year in the same bedroom will NOT have to pay a new Security Deposit but will have to pay a new Administrative Fee.

I APPLIANCES

Appliances provided in your College Town Communities townhouse include a full-sized stove/range, garbage disposal, microwave oven, dishwasher, refrigerator, washer and dryer. Units at Blue Course Commons also include central air and heat, whereas units at Southside Commons and Southside Court are provided with baseboard heat and 1-2 in-wall/window air conditioners.

The following appliances are allowed but may ONLY be used in the kitchen area: coffee pots/makers, rice cookers or slow cookers with auto shutoff, toasters, and toaster ovens.

The following appliances are NOT allowed in or outside of ANY townhouse: Space heaters, water coolers, camping stoves, woks, griddles, convection ovens, Kegerators, hot oil popcorn poppers, hot plates, oven broilers, and any appliance with open coils other than the oven/stove provided. Should they be discovered upon routine inspection, our staff will confiscate prohibited appliances.

I BICYCLES

We have provided several bicycle racks for your convenience. Our bicycle racks are secure. However, this is not a 100% failsafe way to protect against theft or damage. Always use a quality lock and properly secure it to the bike rack. College Town Communities is not responsible for theft or damage to your bicycle. Bicycles may not be secured to any tree, shrub, stairway, handrail, light, sign post, etc. Bicycles may not be stored on front porches, patios, or decks. If bicycles are found anywhere except where permitted, Management reserves the right to cut the chain or lock so it can be removed. If that happens, you will not be reimbursed for the cost. Bicycles may be stored inside of your townhouse, but any damage caused by the movement of a bicycle inside the townhouse will be the responsibility of the bicycle owner. You must ride safely and responsibly through the community, obey all posted signs, and not impede pedestrian or vehicular traffic. Your bicycle must be taken with you on your move-out day. Failure to remove your bicycle at move-out will result in additional storage/disposal fees.

IBUSINESS/PRIVATE ENTERPRISE

The authorized occupants and their guests may only use the Leased Premises for residential purposes and may not use the premises for commercial or business purposes. Conducting ANY kind of business in your townhouse, garage, or on the premises of any College Town Communities property is strictly prohibited.

IBUS/TRAIN SERVICE/PUBLIC TRANSPORTATION

Eligible residents will be provided with a FREE CATABUS (Centre Area Transportation Authority) pass. Blue Course Commons residents will be provided with access to the following community routes: W, WE, N, NE, NV, V, and VN. Southside Commons and Southside Court residents will be provided with access to the following community routes: R, RC, and RP. Each resident must register for his/her bus pass at the respective links below. Passes must be registered more than one week before move-in day to be available for pick up with your move-in packet.

www.catabus.com/bccommons

www.catabus.com/southsidecommons

www.catabus.com/southsidecourt

CATABUS stops are located adjacent to each property. **CATABUS** service includes two groups of routes: The Community Service and the Campus Service bus systems. **Community Service** consists of community bus routes, which provide service between Downtown State College, the Penn State Campus, local shopping centers, apartment complexes, residential areas, governmental offices, and many other special points of interest. **Campus Service** consists of four integrated routes (LOOP and LINK) that provide fare-free campus/downtown circulator and cross-campus shuttle service. For more information, visit www.catabus.com, call (814) 238-2282 or visit them at their Customer Service Center at 108 East Beaver Avenue (below the Centre Region School Library) in State College. Don't forget to download their convenient mobile apps (CATA and MyStop) for route schedules and updates!

The **MegaBus** stop is located in the nearby Walmart plaza, at 1629-1659 North Atherton St., State College, PA 16803. Their website is www.megabus.com. MegaBus offers transportation to Philadelphia with, if needed, transfers to New York City and Washington, DC.

The **Greyhound** bus station is located at 152 North Atherton St., State College, PA 16801. For more information, visit www.greyhound.com.

University Park Airport is a regional airport that offers service to several metro areas. For fares and schedules, visit www.universityparkairport.com.

State College is also a short trip away from several Amtrak train stations located in Altoona, Lewistown, and Huntingdon. Visit www.amtrak.com for details.

I CABLE AND INTERNET

Blue Course Commons townhomes are wired for Wi-Fi, HD digital cable, and high-speed Internet. A 55" HD flat screen television is provided in the common living room, where the primary Comcast HD digital box and the internet modem/router are located. Digital cable boxes are also available in each bedroom for residents who provide their own televisions. Because of the complexity of billing issues, Comcast prohibits bulk customers from upgrading individual services.

If you have an Internet or cable issues, we can help you troubleshoot the issue. If the issue goes beyond the usual problem, the Internet and cable provider, Comcast, can be reached at (855) MDU-BULK (855-638-2855). The automated service will ask that you input your unit's account number (located on a sticker on your living room cable box) in order to reset the router. The automated service will then "ask" whether you wish to receive a text to confirm that the issue has been resolved; answer "yes." If the issue remains unresolved, text "FAILED," and an operator will call to assist you.

Southside Commons and Southside Court are provided with a 55" HD flat screen television in the common living room. Cable and internet utilities are optional utilities that are not included in your rent. These services can be set up on your own, which gives you the ability to choose your provided services. Suggestions for companies are below.

Comcast/Xfinity: www.xfinity.com 1-800-934-6489

Winstream: www.windstream.net 1-800-347-1991

Where provided, you are absolutely prohibited from tampering with any cable box, Internet cords, routers, etc. that are provided by College Town Communities. **Residents are NOT allowed to move the living room TV.**

I COMMON AREAS/PATIOS/DECKS/PORCHES

Please care for your building and the College Town Communities facilities. If you see a piece of trash or garbage on the ground outside your townhouse, in grassy areas, or in parking lots, please pick it up and dispose of it properly. Help us make our College Town Communities properties enjoyable and clean places to live. The College Town Communities Management Team regularly inspects all porches, patios, decks, and lawn areas to ensure a clean and safe environment. To ensure that the exterior grounds remain in a pristine condition for all to enjoy, you are required to follow these guidelines:

- Decks, porches, patios, and lawns may NOT be used for storage. The only items permitted on these areas are clean, intact lawn furnishings designed for exterior use only;
- Any furniture must remain on the porch/patio and not in the mulch or grass so that it does not interfere with lawn maintenance;
- Interior furniture may NOT be used outside, including on decks, porches, patios, and grassy areas;
- No alcoholic beverages may be consumed on the grounds within which the Leased Premises are located. This includes decks, patios, front porches, and grassy areas;

- Residents are not allowed on the roof of any buildings within any College Town Communities premises;
- Residents may not hang laundry outside to dry. This includes but is not limited to the use of portable drying racks, wash lines, etc.;
- Residents may not install/plant gardens of any type;
- Items that collect water are not permitted; this includes, but is not limited to, bird baths, decorative fountains, etc.;
- No signs, window guards, awnings, advertisements, posters, including but not limited to political posters, or lawn signs shall be placed upon the exterior of the premises, including decks, porches, patios, and grassy areas;
- No towels, flags, posters, liquor bottles, fraternity, or sorority letters shall be seen in the windows of the townhouse from outside. Management will request the removal of said item immediately or remove the item itself if prompt enough removal does not happen by resident;
- No radio or television reception devices such as antennas and satellite dishes shall be installed upon the Leased Premises or in the common area around the Leased Premises. No wires or cables of any kind are permitted to be run along the outside of any building;
- The washing of cars on the premises or the use of water from the premises for the purpose of washing cars is prohibited;
- No mechanical work on motor vehicles of any type is permitted on the premises;
- No parties, meetings, or gatherings may be held in any common area, including decks, porches, patios, grassy areas and parking lots. A “party, meeting, or gathering” is defined as six or more guests;
- No hot tubs or swimming pools are permitted anywhere on the Leased Premises;
- No tires or vehicle parts of any kind may be stored outside of the Leased Premises.

DECORATING/WALL HANGINGS

We encourage all residents to personalize their townhouse by hanging pictures, posters, and other items as long as they do not create a health or fire hazard or damage the townhouse in any way. All common area decorations in the kitchen, living room, bathroom, and hallways must meet the approval of all roommates. Decorations should not be visible through the window particularly if they are of a questionable nature. Decorations may not be hung from the ceilings. Holiday lights may be used on a limited basis only and must be UL approved, i.e., there is a label on the lights with the UL Seal of Approval.

- Use only thumb tacks or push pins to hang posters, tapestries or other wall decorations;
- Use only picture frame hangers to hang pictures;
- DO NOT USE ANY LARGE OR LONG NAILS OR SCREWS EXCEPT FOR THOSE INCLUDED IN THE PICTURE FRAME HANGING KITS. There are many mechanical utilities in the walls that if damaged could cause injury;
- Do NOT use sticky adhesives including adhesive hooks to hang anything on walls or doors;
- Wall decals of any kind are prohibited. When removed, they will damage the drywall finish and result in deductions from your Security Deposit;
- Any hooks, shelf brackets, etc. must be removed at move-out to avoid deductions from your Security Deposit.

EMERGENCY RESPONSE PROCEDURES

Residents should call 911 without hesitation if they perceive that they or others are in danger. Non-life-threatening emergencies, including lockouts and maintenance emergencies, can be directed to the Leasing Office at (814) 235-1377, 24 hours a day, OR local police departments using the non-emergency numbers listed on the Welcome Page of this handbook. Urgent calls outside of normal business hours will be fielded by our after-hours Call Center, and they will have the appropriate staff member contact you accordingly.

FIRE SAFETY/PREVENTION

Follow these important guidelines to keep you and your fellow residents safe in the event of a fire:

- Call 911 immediately in the event of fire or excessive smoke or a serious fire. Do NOT hesitate. It is better to be safe than sorry;
- Non-life-threatening situations can be directed to the Leasing Office at (814) 235-1377, 24 hours a day;
- If a smoke detector goes off because of cooking smoke AND there is no fire threat, open all windows and exterior doors in the townhouse and fan the smoke detector with a book or towel. Do NOT attempt to remove or dismantle the device to prevent it from going off. Multiple false alarms from the same townhouse from cooking or other lifestyle related issues could result in a fine;
- Fire extinguishers are mounted to the wall in the kitchen, next to the refrigerator;
- The following fire hazards are forbidden in all townhouses: candles and/or incense; overloaded electrical outlets; stacks of newspapers and/or magazines; built-up grease in ovens and on stovetops; storage of flammable materials; space heaters, potpourri pots, halogen lamps or any cooking device used outside of a designated cooking area;
- Let cooking grease cool and pour it into a metal can. Never pour hot grease into a plastic container or down the kitchen sink;
- NEVER put water on a grease fire. Turn off the stove or oven and cover the flame, if possible. **Call 911 immediately if the flames spread;**
- Cooking fires are the #1 cause of home fires and home fire injuries. Unattended cooking represents 90% of home fires. Do NOT leave your stove or oven unattended during cooking, especially when cooking with grease or oil;
- If there is an actual large-scale fire, exit the townhouse immediately and knock on the doors of your neighboring townhouses to let them know;
- If you cannot escape your townhouse, stuff wet towels, sheets and clothes around the door and vents to keep smoke out. Call 911 and give them your exact location. If no smoke is coming into the room, slightly open a window. Stay low and wave a bright cloth, towel, or sheet out a window to signal your exact location;
- **Never cover or attempt to obstruct a smoke detector device. Doing so will result in a fine, per your Residential Lease, and puts you and other residents in jeopardy.**

FORBIDDEN ITEMS

Under NO circumstances may the following items be used, found or stored in your townhouse or common areas:

- Aquariums;
- Candles and incense sticks (for safety during power outages, please have a flashlight with fresh batteries stored in a convenient location);
- Excessively large or loud stereo speakers, surround sound or sound bars;
- Firearms, even if you are licensed to carry one;
- Fog and/or smoke machines;
- Halogen lamps;
- Kegerators;
- Portable dishwashers;
- Potpourri pots or plug-ins;
- Space heaters;
- Unapproved or visiting pets;
- Waterbeds.

FURNITURE/FURNISHINGS

Your townhouse is fully furnished. You are allowed to rearrange the furniture to your liking, but please be careful not to damage floors and walls when doing so. You may NOT move the television and entertainment stand. You are NOT allowed to bring in your own mattresses or any upholstered couches, arm chairs, etc. Any other piece of furniture you may want to bring in MUST be inspected and then approved by Management in writing via email. Any damage to the furniture during your stay will be evaluated and deducted from your Security Deposit, per the "Apartment Damage/Replacement/Cleaning Charges" you will receive at move-in.

You will need to bring items such as a coffee maker, dishes, eating and cooking utensils, pots and pans, bed linens, and towels. We strongly advise bringing a mattress cover, to avoid damage/staining/etc. Also, consult with your roommates before moving in to avoid bringing duplicate items.

GARAGES/COVERED PARKING

A limited number of secure, private, one-car garages are available on-site for lease at Blue Course Commons. Please contact the Leasing Office for additional information regarding how to secure your own personal garage space for the upcoming lease year.

I GARBAGE DISPOSALS

A garbage disposal is provided in each kitchen. This IS NOT a trash can.

What **TO** do to use your disposal properly:

- Before turning on the disposal, run cold water and keep it running the entire time you are disposing of food;
- Turn on the disposal;
- Gradually add small pieces of food. Do not fill the unit before turning it on;
- Allow your disposal to run for at least 10 seconds to give it enough time to work;
- Turn off the disposal;
- Continue running water for 15 seconds more to allow the food to flush through;
- Turn off the water.

What **NOT** to do:

- Hard objects such as chicken or steak bones, tableware, shot glasses, or other non-food items should never be placed in the unit;
- Avoid putting large chunks of food into the disposal. The purpose of a disposal is to grind up leftover pieces of food, not an entire meal;
- NEVER allow bottle caps, glass, foil, dishcloths, sponges, cigarettes, string, paper or grease into the disposal; doing so will result in a billable repair.

I GUESTS

Per your lease, a guest may not stay in your bedroom or townhouse for more than three (3) days at a time. Guests must abide by all policies listed in the lease and this handbook. You are responsible for the actions of your guests and informing them of the rules of the community. **Guests must be accompanied by the Resident at all times while inside the townhouse.** If complaints arise for any reason about an unaccompanied guest or a guest visiting too often, Management will notify the resident to cease the behavior and/or may move toward placing a legal Order of No Trespassing against said guest. NO parents, older family members or children can stay overnight in the facility at any time. Just as in an on-campus dormitory setting, this is a specifically designed living environment for college-aged students. It is not fair to compromise the living experience for other residents in the building by allowing other-aged individuals to stay overnight.

I HEALTH AND SAFETY INSPECTIONS

Our Operations Team will perform periodic townhouse inspections to ensure that all health and safety standards are being met and to identify potential hazards. Unless there is an imminent threat, you will receive advance notification of the following inspections: air filters, smoke detectors, sprinkler heads, electronic lock systems, fire hazards, and health hazards, such as mold, mildew, improperly disposed of food or garbage and unsanitary conditions. College Town Communities abides by all local, state, and federal licensing laws pertaining to these safety systems.

HEAT/AIR CONDITIONING/THERMOSTATS

Contact the Leasing Office at (814) 235-1377 for any questions about setting your thermostat or heating/cooling systems.

Southside Commons & Southside Court: All townhomes are heated via electric baseboard heating. There is a thermostat in each room of the townhome to control the heat in that specific room. These townhomes do not have central air conditioning. In-wall air conditioner units are provided in Southside Commons living rooms, and 1 bedroom of each townhome. Additional window units are permitted with Management approval and must be installed by our Maintenance Team. Be aware that consistent use of a unit air conditioner may affect your total electric usage.

Blue Course Commons: All townhomes include central air and heat. There is a single programmable digital thermostat in your living area. It will be set to 72 degrees upon your move-in. If you do nothing to it, it will stay set at 72 indefinitely. If you wish to change the temperature, simply reset the thermostat, and that temperature will be permanently held. We do NOT recommend programming your thermostat. You must select heat or cool depending on which system you need. **Always keep the fan function set to AUTO only, NEVER set to "ON."**

General guidelines:

- Never set your thermostat above 76 degrees when using heat nor below 68 degrees when using the air conditioning;
- When you leave for Winter Break, please set the heat to a minimum of 65 degrees;
- If you are using the heat and the air coming out of your vents is not warm, or if you have set the system to cool and the air coming out of your vents is not cool, file a Work Order for maintenance immediately;
- The small vents in the ceiling of the downstairs and the flooring of the upstairs are vents that blow heat/AC. The large vents above the thermostat and in the upstairs hallway are "return air" vents that do not blow heat/AC; they return the air to the HVAC unit;
- On autumn or spring days when the outside temperature fluctuates dramatically, do not switch the system from heat to AC or vice versa in a single day. Systems can freeze up if they are not allowed to cycle through properly. This does not mean the system is broken, but rather that usage of the thermostat is in error;

HOLIDAY/BREAK CHECKLIST

You are NOT required to move out during school holidays or breaks, but if you do, you and your roommates should:

- Adjust your thermostat to a lower temperature (65 is recommended) if using heat or to a higher temperature (74 is recommended) if using the air conditioning;
- Dispose of perishable food on the counter and in the refrigerator;
- Run and empty your dishwasher and clean all dirty dishes in the sink and on the stove;
- Ensure all windows are closed and locked;
- Turn off all lights, TVs, computers, etc.;
- Take out the garbage.

I HOT WATER

Each townhouse has its own independent hot water heater. If used properly, you should never run out of hot water.

Do NOT tamper or change anything on the hot water heater or in the hot water heater closet. The area around the hot water heater is NOT for storage of any kind. Do NOT place any possessions in front of the hot water heater closet door.

I KEYS/LOCKOUTS

Your key fob will give you access to your townhouse and your assigned bedroom. In order to use your key fob, simply touch the key fob to the top of the lock (near the Schlage symbol), wait for the light to turn green, and turn the dead bolt to unlock it. You have 3 seconds to do that once the light turns green. The same is required to lock your townhouse doors. **(Bedroom doors and townhouse entry doors require you to manually turn the dead bolt dial when the green light is flashing to lock and unlock the door.)**

If you are locked out and you do not have your key fob, you can do one of three things: (1) Call your roommate to come let you in; (2) contact the leasing office during regular business hours; or, (3) contact the Leasing Office at (814) 235-1377 to have the after-hours call center send a staff member to your unit. You will be required to show College Town Communities service personnel photo identification in order to enter. **For lockouts that occur during office hours, a \$20 lockout fee will be charged per event; for those that occur after office hours, a \$75 lock-out charge will be charged per event. Remember your key at all times!**

If you are trying to use your key fob, but it's not unlocking the door, please contact the leasing office at (814) 235-1377 to troubleshoot. Please let us know which if the following is happening: the lock flashes red for 3 seconds, then flashes green afterwards and allows you to open the door; the lock flashes red, but does NOT flash green or allows you to open the door; the lock does not flash any color.

Do NOT lose your key fob. There is a \$100 replacement fee, which covers programming a new key, deprogramming the old key and updating all property locks to accept the change. If you do need a replacement, stop by the Leasing Office during office hours (Monday through Friday 10am – 5pm; Saturday 10am – 3pm; weekend hours are subject to change).

I LAUNDRY FACILITIES

There is a washer and dryer in each townhouse, and all machines are FREE of charge. Be respectful of others in the townhouse when doing laundry late at night or early in the morning. Also, be sure to promptly remove your clothing when the cycle is complete to make the machine(s) available for your roommates. Do NOT remove your roommates' laundry without permission. Always file a Work Order if the machines appear to be malfunctioning.

LEASING OFFICE LOCATION AND HOURS

The Leasing Office is located at Townhouse 101, at Blue Course Commons, 446 Blue Course Drive, State College, PA 16803. Hours of operation are Monday – Friday from 10am – 5pm and Saturday 10am – 3pm. (Note that weekend hours are subject to change.) In the event of a staffing emergency, inclement weather, or holiday closing, residents will be notified via email and/or posted notices that the office will be closed. Notices will include information as to when the office will be closed and when it will reopen. For scheduled closings, our staff will provide a minimum of 72 hours' notice prior to closing. Like us on Facebook ([CTCStateCollege](#)) and Instagram ([@CTCStateCollege](#)) for updates on office hours or emergencies.

MAIL AND PACKAGE DELIVERY

The mailboxes for each townhouse are located in clusters throughout the properties. There is one mailbox designed to be shared by all residents of the townhome. There will be a mailbox key hanging on a nail inside the front door of your townhouse that has to be shared by all the residents in your townhouse. Please do NOT lose this key, as mailbox keys are extremely difficult to replace, and it can take a few weeks to do so. Additionally, your lease assesses a \$25 fee to replace a key.

Residents are prohibited from posting or displaying any advertisements for business, events, products, or political purposes on or around mailboxes.

Packages from FedEx, UPS, and USPS will be delivered directly to your front door. The Leasing Office does not accept packages on behalf of residents.

Outgoing packages being mailed will NOT be accepted at the Leasing Office for shipping. You will have to make your own arrangements in order to mail out your own packages.

Your sample mailing address is below. When using your mailing address, include ONLY your townhouse number; do not include your bedroom letter.

Sample Mailing Address:

Blue Course Commons:
First Name, Last Name
446 Blue Course Drive
Unit # _____
State College, PA 16803

Southside Commons:
First Name, Last Name
_____ Southgate Drive
State College, PA 16801

Southside Court:
First Name, Last Name
_____ S. Ashwicken Court
State College, PA 16801

MAINTENANCE/WORK ORDERS

Work Orders are requests for maintenance for your townhouse that each resident must complete electronically through the Resident Portal. To file a Work Order, log into your Resident Portal account. On the main page below the Balance Due section is a button for "Submit a Work Order." **All requests for maintenance must be filed as a Work Order.** This system allows our Operations Team to receive the requests immediately and to track the progress of the Work Order through the system. You can receive follow-ups on each Work Order including parts ordered, services performed and completion dates. Work Orders are addressed as soon as possible, to the best of our ability. If the work requested is a result of negligence by the resident(s), nominal charges may be assessed to the resident(s). It is critical that all maintenance issues be reported through a Work Order regardless of how the issue arose. In order to maintain the quality property that we have, prompt repairs are necessary.

Work Orders or requests for work to be completed will not be received if a resident texts, calls, or stops in to speak with a staff member at the leasing office. A formal Work Order through the Resident Portal MUST be submitted!

MOVE-IN

Approximately three weeks prior to the start date of your lease, you will receive via email a complete list of move-in instructions, along with your unit assignment and the names of roommates and their contact information. All requirements as outlined in the lease and listed below must be completed PRIOR to the start of your lease. All residents MUST schedule an appointment to pick up their keys during posted office hours. Upon move-in, it is the responsibility of each resident to conduct a thorough inspection of all common areas and their bedroom using the **Move-In Review Form** provided by Management when you pick up your keys. A completed form must be submitted to the Leasing Office within 48 hours of move-in. More details on how to complete the inspection will be provided when you check in.

In order to expedite the move-in process, you should complete the following prior to your arrival:

- Ensure that all required payments (Security Deposit, Administrative Fee, and first and last installment of your rent) have been paid in full. This applies to ALL residents, regardless of financial aid status;
- Establish a renter's insurance policy for yourself that names College Town Communities as the additional insureds. Upload the Declarations Page to the Resident Portal and send a copy of the same page to StateCollege@CollegeTownCommunities.com;
- Adjust your communication preferences through your Resident Portal to ensure you receive text messages about emergency announcements. Go to MENU>EDIT MY PROFILE>CONTACT and check all SMS notifications;
- Like us on Facebook ([CTCStateCollege](https://www.facebook.com/CTCStateCollege)) and Instagram ([@CTCStateCollege](https://www.instagram.com/CTCStateCollege)) to get updates, reminders, special announcements, and postings about on- and off-campus activities;

- Your Resident Portal is the place to go to pay your rent, review your payment records, view documents, update personal information and file maintenance requests, aka “Work Orders.” If you need assistance accessing your portal, contact the Leasing Office. While you are in the portal, please complete the following:
 - Register your car (all residents who plan to have a vehicle must register it);
 - Update your email and phone information, if necessary;
 - Add/edit any personal information that may have changed since registration.
- For leasing and payment questions, contact the Leasing Office at (814) 235-1377.

MOVE-OUT

Our staff will distribute detailed instructions about move-out procedures at least two weeks prior to the end of your lease. These instructions will advise you on ways to ensure you receive the most back from your Security Deposit. In general, this means that you return the townhouse back to the same condition as when you moved in. If you created damage, identify it and let Management know, in advance, when it happens. Suggestions we provide include cleaning guidelines, how to return your key, reminders to ensure rent, fines, or overages are paid on time, etc. Any questions regarding move-out can be directed to the Leasing Office. If you are a renewing resident and will have new roommates next year, you are expected to cooperate with the Operations Team in ensuring the entire townhouse looks as good for the new residents when they move in as it did when you moved in. **Failure to vacate the Leased Premises, return your key fob, or remove all personal possessions by the lease end date will result in additional charges, per your Residential Lease.**

NOISE

Per your Residential Lease, all residents have the right to “quiet enjoyment” of their apartments. Excessive noise and loud music in townhouses or outdoor areas are not permitted at any time. As a courtesy to all residents, the hours between 11pm and 7am should be observed as “quiet hours,” and no noise of any kind should be heard or felt outside of any townhouse. This includes stereos, televisions, musical instruments, slamming doors, running up and down stairs, sounding vehicle horns, phone conversations, and yelling. You are responsible, also, for your guests’ behavior. Additionally, local municipal noise ordinances also apply to College Town Communities’ townhomes. If you have a noise complaint with a neighbor(s), please first address the issue in a civil manner with that person or persons. You can stop by the Leasing Office and meet with a Leasing Agent to discuss any ongoing issues you may have. If such actions fail to produce results, contact the College Town Communities after-hours number at (814) 235-1377 for assistance. If you ever fear for your safety and/or that of others, call 911 immediately.

PARKING/PARKING PASSES

Private, off-street parking is available at **Blue Course Commons** and **Southside Court**. Residents wishing to park their vehicle on site must register their vehicle through the Resident Portal and receive a parking decal from the Leasing Office. Residents will only be permitted to register a vehicle if it is in their name or a parent’s name. Cars registered to friends or other family members will not be permitted.

Private, off-street parking is available at **Southside Commons**. Each unit at Southside Commons is designated one assigned parking space per unit. Additional spaces are given on a lottery-style basis. Any unit requesting an additional space must submit the request to the Leasing Office. Units that are offered an additional space will pay a \$50 parking fee per month.

Due to limitations on the size of our parking lot, no guest parking is available on-site at any property, but free parking is available on nearby side streets. Please observe parking signs. If an unauthorized vehicle is in the lot, it may be towed. Before you move in, you must register the make, model, color and license plate state and number of the car you wish to park in the lot by accessing the Resident Portal at www.offcampushousingstatecollege.com. You cannot change this car unless it is a permanent change. Your vehicle is your responsibility. We are not responsible for theft, damage, vandalism, towing charges, etc., so use discretion at all times when parking and driving.

Parking permits expire at the end of each lease term. It is the resident's responsibility to procure a new parking pass. Your old pass will NOT protect you against towing, as the style of each permit changes yearly. Permits are not transferable.

All vehicles must have valid, current inspection stickers. Vehicles with broken windows, flat tires, oil leaks, or other signs of lack of maintenance will not be allowed on the grounds of a College Town Community property. If Management requests removal of an inoperable vehicle, including but not limited to cars, bicycles, motorcycles, watercraft, etc., said vehicle must be removed within 24 hours at the owner's expense. Failure to comply with the requested removal may result in towing without notice at the owner's expense.

Due to local government regulations and for safety reasons, no motor vehicles may be parked on the grass or sidewalks at any time. No motorbikes or motorcycles may be kept on porches, patios, decks, or inside of any townhouse at any time. Parking lots are not to be used for vehicle maintenance or washing cars.

Secure, private, one-car garages are available on-site for lease at Blue Course Commons. Please contact the Leasing Office for additional information regarding how to secure your own personal garage space for the upcoming lease year.

PEST CONTROL

College Town Communities contracts with a commercial vendor for pest control service. All properties will receive extermination services at least twice a year, with additional services scheduled as needed. Should a resident notice any signs of pest infestation, despite our best preventative efforts, he/she should submit a Work Order through the resident portal IMMEDIATELY so prompt action may be taken by our pest control servicer. Should the infestation be the result of unsanitary living conditions, the resident(s) will be held liable for the cost of treatment(s).

Residents may be responsible for the costs associated with any special testing that was asked to be completed regarding a potential infestation, e.g., repeatedly asking for additional services when the presence of that pest is not identified by the service professional.

IPET/ANIMAL POLICY

Pets under 30 pounds are allowed with the following stipulations, per your Residential Lease: both the resident and a representative of College Town Communities have signed the Addendum for Owning a Pet in Leased Premises; all necessary veterinary paperwork has been submitted, including proof of immunizations/shots and local and state registrations; all roommates must agree in writing that an animal/pet is allowed in the Leased Premises; a pet security deposit of \$250 has been paid; and a recurring fee of \$25 has been added to the monthly rent charges. A maximum of two animals/pets per apartment unit is allowed. Any resident found housing an animal/pet in the Leased Premises without a signed and Landlord-approved “Addendum for Owning a Pet in Leased Premises” will be **fined a rate of \$50 per day**. This includes animals that are said to be “visiting.” Fines will continue until the animal/pet has been removed from the Premises OR has a signed and Landlord-approved “Addendum for Owning a Pet in Leased Premises.”

Following guidelines pursuant to the Federal Fair Housing Act and the Pennsylvania Human Relations Act, College Town Communities is committed to making reasonable accommodations to allow a Service Animal or Emotional Support Animal (ESA) to live with a resident in the Leased Premises. Applicants and current residents requesting such accommodations must contact the Leasing Office prior to bringing the Service Animal or ESA on property, complete all necessary paperwork required by the Pennsylvania Human Relations Commission, and be granted written permission by Landlord in order to do so. More information regarding your rights and responsibilities to allow a Service Animal or Emotional Support Animal to live with you in the Leased Premises can be found [here](#) and [here](#) or by calling the tollfree PA Fair Housing hotline at 855-866-5718.

IPOWER OUTAGES

Very rarely, the community may experience a power outage. Please know that Management has no control over the power and cannot expedite its return. In the event of a power outage, do one or more of the following:

- Find a flashlight or use your mobile phone as a light source, if necessary;
- Check to see if other parts of your townhouse have power and whether your neighbors have power;
- Check to see if you have tripped a breaker in your townhouse’s main electric panel box;
 - At Blue Course Commons, the breaker box is located on the wall behind the laundry room door;
 - At Southside Commons, the breaker box is located in the first-floor utility closet;
 - At Southside Court, the breaker box is located in the kitchen utility closet;
 - Contact the College Town Communities after-hours number at (814) 235-1377 if you need assistance;
- Check the West Penn Power website to see any reported outages;
- Do not open your refrigerator more than is necessary to keep the cold air in the unit and prevent food spoilage;
- Do not light candles;
- Do not panic. The power will return as soon as possible.

IRENEWALS

Only residents in good financial and disciplinary standing are welcome to renew their lease. Interested residents should contact the Leasing Office at (814) 235-1377 for renewal procedures. The entire renewal process can easily be completed via the Resident Portal. Staff will begin to advertise a renewal period in early Fall. Be advised: the **ONLY** way to secure your room for additional terms is to renew with a new lease through the Leasing Office. A verbal statement of your intent to renew is not sufficient! We always prefer to re-rent to residents with whom we have a relationship so we look forward to working with you. Our facility fills early each year so do not delay your decision.

Be sure when you renew your lease that you are 100% sure that renewing your lease is what you want for another year as a Renewal Lease is a binding contract for a full term and for a full financial commitment.

IRENT AND OTHER PAYMENTS

Each rent installment is due on the first (1st) day of each month, per your lease. Rent is due on the first (1st) even if that day falls on a weekend or on a day you are away on break or vacation, or if you choose to move out early. You will **NOT** receive a formal bill; it is your responsibility to know when rent is due, but Management may send routine reminders. Upon move-in, you will have made two (2) rent payments: your first (August) and your final rent installments (May or July, depending on your lease term). This means you will be required to make either eight (8) or ten (10) additional payments on or by the first of each month to avoid late fees.

At no time may you skip a payment and credit the final installment payment (May or July) toward your current rent due. Your ledger should carry a zero balance (**\$0.00 in green**) to reflect that you have paid the last installment (May or July) in advance and that all other payments have been received on time. If you have a credit, meaning you have overpaid or made advanced payments, the amount will also show in green, e.g. **\$715.00**, with the words "Credit Balance" above the amount. An outstanding balance, meaning you OWE money, will show in red, e.g., **\$715.00** with the words "Balance Due" above the amount. Any additional charges you incur due to overages, fines, late fees, lost key fees, parking pass replacement fees, etc., must be paid with your next rental installment. If not paid, those additional charges could themselves incur late fees.

To pay your rent, choose one of the following payment options:

1. Submit a check or money order directly at the Leasing Office. Make sure to **include your full name and unit number CLEARLY written on the check**. We have residents with similar names or "unique" handwriting so it is very important that we know to whom the payment should be credited. Checks for Blue Course Commons are made out to: Blue Course Associates. Checks for both Southside Commons and Southside Court are made out to: Hideaway Partners;
2. Mail a check **including your name and unit number CLEARLY written on the check** to:

**College Town Communities
Leasing Office
446 Blue Course Drive
State College, PA 16803**

3. Pay online with a credit/debit card or checking account through our website at www.offcampushousingstatecollege.com by clicking on “Resident Portal.” Use your username and password to enter the portal. We recommend using the e-check option to avoid excessive online convenience fees;
4. Once you’ve entered your payment information, you can also set up recurring (i.e., automatic, regularly-scheduled) payments to avoid having to worry about monthly payments;
5. Arrange to transfer money from your bank to ours through a wire transfer. This is particularly convenient for international students whose banks are overseas. If you wish to pay by wire transfer, email StateCollege@CollegeTownCommunities.com for instructions. A wire transfer fee of \$15.00 should be added to the amount you are paying.

There is a grace period until the 5th day of the month to have your rent payment into our office. If your rent payment is received after the 5th (if mailed, the postmark date is NOT considered), there is a \$100 penalty for late rent not received by the time the office opens on the 6th. An additional \$10 late fee per day will be assessed between the 6th day and the 20th day if payment is not received in full.

A \$50 returned check fee plus all applicable late charges will be assessed on all checks returned by the bank for any reason. After two (2) returned checks, we will no longer accept checks for your rent payment or any other charges owed. All subsequent payments must be made with a money order, cashier’s check, or credit card.

No cash payments will be accepted for rent, electric overages, fines, etc., no matter how small. Money Orders are only accepted in person at the Leasing Office. Money Orders are not accepted after hours or via mail.

RENT PAYMENT CONVENIENCE FEES

Use the following “Resident Portal Payment Options” to determine which payment method best suits your needs. **Remember! You can avoid convenience fees completely by paying with a check or money order.**

METHOD	CONVENIENCE FEE	HOW TO PAY														
Electronic check 	Flat fee of \$1.25, no matter how much you pay	Enter the account holder's name, your checking account number and the bank routing number. This information can be obtained from your bank or from a paper check issued for the account. If you have a debit card, please call your bank for the information you'll need to process the payment. Accept the terms and submit payment.														
Credit Card 	<table><tr><td>\$100.00</td><td>\$5.00</td></tr><tr><td>\$250.00</td><td>\$7.25</td></tr><tr><td>\$575.00</td><td>\$12.13</td></tr><tr><td>\$650.00</td><td>\$13.25</td></tr><tr><td>\$675.00</td><td>\$13.63</td></tr><tr><td>\$750.00</td><td>\$14.75</td></tr><tr><td>\$800.00</td><td>\$15.50</td></tr></table>	\$100.00	\$5.00	\$250.00	\$7.25	\$575.00	\$12.13	\$650.00	\$13.25	\$675.00	\$13.63	\$750.00	\$14.75	\$800.00	\$15.50	Enter account info, accept terms, and submit payment.
\$100.00	\$5.00															
\$250.00	\$7.25															
\$575.00	\$12.13															
\$650.00	\$13.25															
\$675.00	\$13.63															
\$750.00	\$14.75															
\$800.00	\$15.50															
Debit Card 	Flat fee of \$6.95, no matter how much you pay	Enter account info, accept terms, and submit payment.														
MoneyGram 	Flat fee of \$3.99, no matter how much you pay	Use this method to pay with cash. Follow the instructions listed to get your MoneyGram code and account number. Take this information to your nearest MoneyGram location, such as CVS or Walmart, and make the cash payment. The payment is then automatically transferred directly to your portal account, almost like an electronic money order.														

RENTER'S INSURANCE

Renter's insurance is mandatory for all residents. Imagine a mystery leak from the roof or the upstairs bathroom that fries your laptop or ruins all of your clothes in your closet. This unpredictable yet common problem is why renter's insurance is essential. Per your Residential Lease, you are responsible for obtaining renter's insurance for your personal belongings and to protect yourself against liability. This is particularly important because the insurance that College Town Communities has in place for our property in State College (like that of any off-campus housing facility) does NOT provide coverage for your personal belongings, property damage or bodily injury. If you or your guests suffer a loss due to fire, flood, vandalism, theft, or other cause of loss, that loss will not be covered by College Town Communities' insurance.

Note: You may NOT submit your parents'/guarantors' homeowner's insurance as proof of coverage. This must be a separate renter's insurance policy in your name only.

Renter's insurance may be purchased directly through the Resident Portal under QUICK LINKS > SET-UP RENTER'S INSURANCE on the left-hand side of your home page. You may also purchase insurance through any major insurance company. Our office can refer you to an agent. Rates and coverage vary but start around \$9-10/month (approximately \$100 per lease term). Per your lease, the minimum coverage required is:

- Personal Property Value - \$20,000
- Personal Liability - \$100,000
- Medical Payments to Others - \$1,000
- Name "College Town Communities" and the address of your townhome (including the unit number!) as an "additional insured" so that we are kept updated should the policy change or lapse. You will need to provide your townhouse number when you apply.

Prices per month can increase if you choose additional coverage. It's a small price to pay for the peace of mind this insurance will provide.

Proof of renter's insurance is tracked through the Resident Portal and will be required BEFORE you can get your key. **Renter's insurance must be in effect through the FULL TERM of your lease.**

RESIDENT PORTAL

Upon completion of your application and when all documents have been signed, all residents' accounts transfer from the Applicant Portal to the Resident Portal. A link to the Resident Portal can be found on our website at www.offcampushousingstatecollege.com by clicking the "Resident Portal" link on the navigation bar. Your username and password will be the same as what you used for the application, unless you have edited it yourself. The Resident Portal provides you with access to your financial ledger of charges and payments, the ability to make one-time or set up recurring online payments, view and download electronic copies of your lease documents, file a Work Order for maintenance, register your car, update your email or phone numbers, renew your lease, and elect to receive communications from the Leasing Office. Familiarize yourself with these features or contact the Leasing Office at (814) 235-1377 if you need assistance.

I ROOM CHANGES/TRANSFERS

Once you are assigned to a room, we cannot change that assignment. Our staff takes an exceptional amount of time and care placing applicants based on available units, roommate requests, and personal preferences provided during the application process. We will email your room assignment, roommates' names and their contact information, and important move-in information prior to move-in. We do this to give you the opportunity to communicate with your roommates, to get to know them in advance, and to plan for additional items you may need in the townhouse. College is one of those times when you should be open to new people and new ideas. Please go into your room assignment with an open mind and a compassionate heart. You may make friends with people you never imagined you would have the opportunity to meet. We advise all units to meet as a group and establish "house rules" at the beginning of the year to avoid the common arguments that arise among roommates, i.e., cleaning, guests, temperature, quiet hours, etc.

Unauthorized room changes/switches may incur additional fees as outlined in the Residential Lease.

I ROOMMATE REMEDIATION/ROOMMATE PROBLEMS

If a conflict arises between you and your roommate, it will not immediately be considered grounds to terminate your lease or anyone else's. We cannot immediately move anyone to a new unit. Additionally, it is not the responsibility of College Town Communities Management to resolve the conflict. Although we will gladly assist you with mediation and finding possible solutions, it is the responsibility of you and your roommate(s) to find a peaceful resolution. Management works closely with Penn State University Park and supports its Student Code of Conduct. Dependent upon the severity of a situation, Management may involve school officials for assistance.

I SAFETY

Although we do our best to provide a safe living environment, no community is immune to crime. The following guidelines provide you with basic, common-sense tips to help protect yourself:

- Dial 911 for emergencies first, then contact the Management office as soon as possible;
- The College Town Communities after-hours number (814) 235-1377, is available 7 days a week to assist in non-life-threatening situations. Keep this number in your phone contacts;
- Lock your doors and windows, even when you are inside; do not keep your door propped open;
- When answering the door, use the peephole to see who's there. If you don't know the person, first talk with him/her without opening the door. If you have any doubts whatsoever, do NOT open the door;
- If you return to your townhouse and think it has been entered illegally, do not enter. Call 911;
- Tell your roommate(s) where you are going and when you will be back;
- Do not walk alone at night;

- Do not carelessly display your townhouse keys in public or carelessly leave them away from your person;
- If you leave your townhouse for breaks or vacations, do not leave notes on your door or answering machine indicating that you are away;
- If your key is lost or stolen, contact the Leasing Office at (814) 235-1377 immediately to arrange for the purchase of a new key and to have your old key deprogrammed;
- In a student-housing community, screaming may sound like horseplay. In an emergency, be specific by shouting “Help!” or “Police!” or “Fire!”;
- Always lock your car and close all windows completely; do not store valuables in your automobile;
- Maintain in a safe place a list of serial and identification numbers of computer equipment, personal TVs, DVD players, stereo and gaming equipment, etc. in the event that these items are stolen;
- Make sure the Leasing Office has updated emergency contact information at all times.

SECURITY (OVERALL SITE)

- Individually programmed key fobs are provided to each resident to allow access to their townhouse and their bedroom;
- Well-positioned, regularly monitored on-site security cameras are located throughout the Blue Course Commons complex, both in exterior and parking lot areas. Although video cameras do not stop crimes from happening, they are useful and preventative tools. Camera footage is regularly reviewed by the College Town Communities Management Team;
- Our entire site is covered with ample exterior lighting that automatically turns on every day at dusk.

SECURITY DEPOSIT

Per your lease, a Security Deposit is due at lease signing along with the Administrative Fee. (See section of the same name of this Handbook.) Per Pennsylvania’s Landlord and Tenant Act of 1951, this Security Deposit will be held in a separate savings account until it is withdrawn at the end of your lease term to pay for any damages or to generate a refund back to you. Prior to the end of your lease, we will provide detailed instructions on how to ensure you receive the most money back from your Security Deposit after you move out. Per Pennsylvania law, within 30 days after you surrender possession of your apartment, we will perform a final walkthrough, list any damages found, and compare them to any that were identified by the resident on the Move-In Review at move-in. Photos will be taken of damage for our records and are available to you upon request. Within that same 30 days, we will send you a detailed inspection report and move-out statement outlining what amount of money is being refunded or withheld. Any questions about this report should be sent in writing to the Leasing Office at StateCollege@CollegeTownCommunities.com. All Security Deposit refund issues will be reviewed by the College Town Communities Management Team and responded to after a review has been completed. **The number one way to avoid Security Deposit disputes (besides the obvious point of taking good care of your townhouse) is to submit at move-in a detailed and thoroughly documented Move-In Review.**

ISMOKE DETECTORS

All townhouses are equipped with smoke detectors. If a smoke detector goes off because of cooking smoke AND there is no fire threat, turn off the stove or oven, open all windows and exterior doors in the townhouse and fan the smoke detector with a book or towel until the smoke has cleared and the smoke alarm ceases to sound. Do NOT attempt to remove or dismantle the device to prevent it from going off. It is illegal to cover, remove, or tamper with any part of the fire protection systems. There is a zero-tolerance policy towards any finding of a tampered device. **Per the lease, you will be fined \$500 per incident for any tampering with a smoke/fire device, e.g., removing batteries, removing the device, covering the device with plastic, etc.** In addition, the local Police Department and Fire Marshal will be contacted immediately. Multiple false alarms from cooking or other lifestyle related issues from the same townhouse could result in a fine.

ISMOKING POLICY

College Town Communities has a strict “no smoking inside buildings” policy. Costs for damages to the townhouse finishes or furniture from smoke of ANY kind (cigarettes, cigars, cigarillos, incense, hookah, vaporizing cigarettes, etc.) will be deducted from your Security Deposit. Please smoke outside the building and properly and safely dispose of your cigarettes. There will be charges for littering, if excessive. Since most smoking violators are residents’ guests, please remember that you are responsible for ALL of your guests’ actions. **Per your lease, a \$100 fine per resident will be assessed for each smoking offense inside your townhouse.** Should one occur, monthly inspections can continue and additional fines be levied if smoking persists. Your lease also prohibits the burning of candles, incense, or any device that requires a flame to operate, e.g., a hookah pipe.

ISNOW REMOVAL

Snow removal services are included in your monthly rental payment. We will plow all drive lanes and open parking spots, shovel all sidewalks and stairs, and salt where necessary at our earliest convenience upon completion of the snow/ice storm. Our insurance does not allow us to shovel directly behind vehicles or between vehicles; therefore, we recommend carrying a small shovel in the trunk of your car during the winter months. During snow emergencies, Management will communicate with you via text, email and building postings with specific instructions for moving cars on parking lots to facilitate snow removal. Ensure that your communication settings are up-to-date by going to your Resident Portal and clicking on MENU>EDIT MY PROFILE>CONTACT.

ISOCIAL MEDIA

College Town Communities is active on Facebook and Instagram. Follow us for updates, announcements, specials, reminders, emergency information, etc. Be sure to like and tag us!

- Facebook – [CTCStateCollege](#)
- Instagram – [@CTCStateCollege](#)

TELEVISIONS AND ELECTRONIC EQUIPMENT

Each townhouse is equipped with a 55" HD flat screen TV with a remote control in your living room. Blue Course Commons townhomes also include a full HD cable box that will be hooked up and working upon your move-in, as well as a digital cable hookup in each bedroom if you'd like to bring a separate TV for your bedroom. The living room television, television stand, and components cannot be moved. Any damage to your television during your stay will be evaluated and deducted from your Security Deposit. You are absolutely prohibited from tampering with any cable box, Internet cords, routers, etc. that are owned by Comcast. Residents are NOT allowed to move the living room TV.

Expanded HD cable and Internet are included in Blue Course Commons rent. Because of the complexity of billing issues, Comcast prohibits bulk customers from upgrading individual services.

Residents at Southside Commons and Southside Court can set up your preferred cable/internet package by contacting Xfinity at www.xfinity.com or Windstream at www.windstream.net.

TOILETS

Misuse of a toilet can create a lot of trouble for a resident and for Management. Proper use outlined below will help you to avoid costly repairs, damage or inconvenience. ANY problem or issue that arises regarding your toilet should be directed to our Operations Team by filing a Work Order through the Resident Portal immediately.

- Common toilet issues include a loose handle, taking a long time to fill, not filling completely, filling continuously, slow flushing, dripping and/or condensation on the tank. All should be reported as soon as they are discovered;
- Clogged toilets can be prevented by ensuring that ONLY toilet tissue used in moderation is flushed down the toilet. Baby wipes, facial tissues, paper towels, napkins, feminine hygiene products, cotton balls, prophylactics, etc. **SHOULD NEVER BE** flushed down the toilet. Keeping a plunger on hand will allow you to solve simple clogs quickly. **DO NOT CONTINUE USING THE TOILET SHOULD A SERIOUS CLOG OCCUR.** File a Work Order immediately;
- If the toilet appears to be on the verge of an overflow, **TURN OFF THE WATER** by closing the water supply valve located on the wall under the tank on the left-hand side. Turn this valve off clockwise (to the right) until tight and until you no longer hear the whistling of flowing water in the pipes. File a Work Order immediately.

ITRASH/RECYCLING AREAS

Dumpster areas are conveniently located at each complex. It is your responsibility to take all of your trash out to the dumpster as soon as possible. Do NOT let it sit in the townhouse and begin to smell. Ideally, you should remove all garbage from your townhouse AT LEAST once a week. The recycling containers will be in the same location as the trash dumpsters. All recyclables (glass, plastic, paper, etc.) must be placed in the appropriate containers. We recommend having separate trash and recycling containers in your townhouse because the Commonwealth of Pennsylvania requires you to recycle. Trash and recycling cans will NOT be provided in the townhouses; you need to bring your own.

- Do NOT leave bags of trash on the ground next to the dumpsters. A \$25 per bag fine will be issued for any bag left outside of a dumpster or left in a recycling container;
- If the dumpster you go to is full, walk to the next closest dumpster and deposit your trash there;
- Any bulk items like a chair, table, bookshelf, etc. CANNOT be left at our dumpster. These items need to return home with you;
- Do NOT put hot ashes, paint, chemicals, motor oil or other hazardous materials of any nature whatsoever in any trash receptacles, dumpsters, or similar containers.

ITROUBLESHOOTING

The garbage disposal is making a loud noise.	Something is jammed in the unit. File a Work Order.
The garbage disposal is not working and produces a humming sound.	The unit may need to be reset. Under the sink on the bottom of the disposal housing is a small red button. Press that button, and try the disposal again. If this does not correct the problem, file a Work Order.
The kitchen sink will not drain.	Garbage disposal is clogged. File a Work Order.
The food in my refrigerator is not cold.	Be sure the refrigerator door can close and seal completely. Next, be sure the unit is not overly full, which can prevent the circulation of air. Finally, ensure there are several inches of space between the rear of the unit and the wall. If conditions persist, file a Work Order.
A light bulb is out.	All light fixtures provided in your townhouse have working bulbs in them when you move in. It is your responsibility to replace burned out light bulbs in any personal lamps or fixtures. For any burned-out bulbs in walkways, halls, or common areas, please file a Work Order.
The fire alarm goes off every time I cook.	With all heat turned off, check your burners, the drip pans under the burners and the oven for burnt on debris. Clean these areas with an approved oven or stove cleaner and rinse thoroughly. If drip pans cannot be cleaned, replacement liners can be obtained through the Leasing Office for free upon request. If all efforts fail but condition persists, file a Work Order.
My toilet flushes very slowly or not completely.	Do not use the toilet and file a Work Order immediately. See section entitled "Toilets" for more information.
There is a hissing noise coming from my toilet all the time.	The tank may not be filling completely and the water is running constantly. File a Work Order immediately. See section entitled "Toilets" for more information.
Water is backing up in my toilet and looks like it will overflow.	Immediately turn off the water supply valve on the wall under the toilet tank on the left-hand side. Attempt to absorb water from the floor and place wet towels in a garbage bag for cleaning or disposal. File a Work Order immediately. If after hours, contact the Blue Course Commons after-hours number at (814) 321-6061. See section entitled "Toilets" for more information.
The washers or dryers are not effectively washing or drying my clothes.	Verify that the machines are not overfilled, and make sure that the dryer's lint trap is emptied after EVERY use. If the problem persists, submit a Work Order.
The air coming out of the vents is not warm when I use the heat, OR the air coming out of the vents is not cool when I use the air conditioning.	Do not turn the fan function on the thermostat to ON. File a Work Order to request maintenance. The filter could be clogged or more complicated repairs may be necessary. BE ADVISED THAT RAPIDLY TURNING THE SYSTEM FROM HEAT TO COOL AND BACK AGAIN CAN FREEZE THE UNIT AND PREVENT IT FROM WORKING. Pick a comfortable temperature for everyone in the unit and leave it there.
The Internet signal through the Wi-Fi is slow.	Contact the Comcast Bulk Dept. at (855) 638-2855 for connection issues or slow Internet to have the router reset.

I UNIVERSITY CODE OF CONDUCT

All College Town Communities residents are required to adhere to the Penn State Code of Conduct available online at <https://studentaffairs.psu.edu/support-safety-conduct/student-conduct/code-conduct>.

I UTILITIES/UTILITY OVERAGES

The following utilities are included in your lease: water, sewer, refuse, snow removal, and lawn care. You are responsible for paying electric and gas (gas where applicable). Gas and electric will be billed directly to College Town Communities. You do NOT need to set up your own account. Instead, College Town Communities will rebill you when we receive the monthly bill. An additional \$5.00 per bill, per person (2 bills each month) will be charged to you each month for processing.

Activities that will increase a utility bill are as follows: a leaking or running toilet or faucet; changing the thermostat temperature too often; having windows open while the system is running; not reporting a malfunctioning heating and AC system; leaving TVs/computers/lights on while not at home; and excessive use of electric decorations like twinkle lights, illuminated neon signs, black lights, etc.

I VACANT BEDROOMS

Occasionally, a resident will move out prior to the end of the lease, leaving a vacant bedroom. Should this happen, Management will lock the bedroom and keep it locked at all times. If a vacant bedroom is broken into and/or found to be in use, all residents of that townhouse will be charged rent from the date of the last inspection by Management to the date of the discovery of the infraction. Additional breaking and entering charges may also be filed by the local police department.

I WEATHER EMERGENCIES

Severe weather can hit at any time. Take the following precautions to stay safe:

- Monitor television, radio, and cell phone alerts. Check the weather forecast daily, and know when severe weather is expected;
- Obey all evacuation orders by local, state, and federal agencies. Do not await instructions from the community;
- Prior to the storm, notify family and friends of your whereabouts and your plans;
- During severe weather such as a hurricane or tornado, go to an inner hallway or small inner room such as a bathroom or closet. Stay away from windows, doors, and outside walls;
- Do not use plug-in electrical equipment like hair dryers or toasters during the storm;
- Make sure your cell phone is fully charged before the storm;
- Stock up on bottled water and extra fresh batteries for your flashlight;
- Do NOT use candles to light your townhouse during a power outage; use a flashlight only;
- In the event of an extended power outage, avoid opening the refrigerator and freezer. Your food can last for several hours if you keep the doors closed;
- In the event of a major storm, the option could exist to move home or off property as a specific directive from Penn State University;
- For further information on storm preparedness, log on to FEMA's website at http://www.ready.gov/make_a_plan.html.

I WINDOWS/WINDOW TREATMENTS

All bedroom and common area windows are single-hung windows, meaning only the bottom sash is operable. For safety purposes, do not obstruct windows and doors. We provide mini-blinds on all windows; they cannot be removed by you. If you wish to install draperies or curtains, use spring mounted tension curtain rods that fit inside your window opening ONLY; do NOT drill into the wall to attach other types of rods. All draperies/curtains must be taken with you upon move-out. Do not place anything in the windows except for blinds or curtains. No aluminum foil, cardboard, blankets, towels, or sheets may be used as curtains or hung upon windows. Nothing may be hung on the glass including posters and neon signs. Nothing can be thrown out windows or doors. Do NOT remove window screens. Do not leave windows open during inclement weather. Do not enter or exit the townhouse through an open window unless there is an emergency. Should you do so and damage is incurred, you will be responsible for that damage, including but not limited to damage to paint, walls, carpets and flooring. Do not throw anything out of the window, including cigarette butts and glass bottles; such actions may result in fines and even arrest, as your actions put others at risk. For safety purposes, keep your windows locked at all times.

Please make sure that first-floor sliding doors (where applicable) are locked at all times when they are not in use. Go to the Leasing Office if you need any help understanding how the blinds for the sliding glass doors work, as they are different from standard mini blinds and can be costly to replace if they are damaged from misuse or negligence.



**BLUE COURSE
COMMONS**



**SOUTHSIDE
COMMONS**



**SOUTHSIDE
COURT**

COLLEGE TOWN COMMUNITIES - STATE COLLEGE LEASING OFFICE

446 Blue Course Drive
State College, PA 16803

(814) 235-1377

StateCollege@CollegeTownCommunities.com

OFFICE HOURS:

Monday - Friday 10am - 5pm; Saturday 10am - 3pm

(Weekend hours subject to change.)