



CALIFORNIA INSTITUTE OF TECHNOLOGY

Housing Office

Resident Guide and Housing Policies

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maintenance emergencies

(626) 395-4717

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24 Hours – Police, Fire, Security

(626) 395-5000

CAMPUS SECURITY

24 Hours

(626) 395-4701

SAFETY OFFICE

Business Hours

(626) 395-6727

PHYSICAL PLANT

(626) 395-4717

EMERGENCY INFO HOTLINE

(888) 427-7512

Table of Contents

INTRODUCTION..... 1

MISSION STATEMENT..... 1

GENERAL.....2

Guaranteed Housing Statement..... 2
Disability and/ or Medical Accommodation 2
Special Needs Housing..... 2
Resident Privacy..... 2
Housing Verification..... 2
Privacy and Re-Entry 3
Lottery/ Assignment Rules..... 3
House Dues 3
Room Assignments and Changes..... 3
Checking In 3
Check-Out Procedures..... 4
Room Moves 4
Meal Plan Options/ Requirements 4
Removal..... 4
Illegal Squatting or Use..... 4
Cohabitation 5
Infants and Children 5
Pets..... 5
Room Condition and Inventory Inspection 5
Keys – Lost, Stolen, Lockouts 5
Vehicles and Parking..... 6
Solicitations..... 6
Collections..... 6
Missing Student Policy..... 6
Summer Conference Policy..... 7
Minors on Campus Policy..... 7

CONTRACT7

Contract Changes..... 7
Contract Submission 7
Eligibility Requirements..... 7
Marriage During Academic Year..... 8
Break Periods 8
Cancellation (Reasons for)..... 8
MEDICAL/EDUCATIONAL/PERSONAL/WITHDRAWAL/ 8
SABBATICAL/EARLY DEPARTURE POLICY 8
Move to non-caltech housing 8
REFUNDS/PRORATING..... 8
Charges..... 8

Bursar's Account 9
Renter's Credit..... 9
City of Pasadena Tenant Protection Ordinance 9.75.070 9

POLICIES AND RESIDENT

RESPONSIBILITIES..... 10

Alcohol and Substance Abuse Policies..... 10
Compliance with Institute Policy & Staff..... 11
Smoking Policy 11
Noise Policy 13
Roof Policy..... 13
Energy Conservation 13
Resident Liabilities 14
File Sharing..... 14
Common Areas/ Damage..... 15
Refrigerators 15
Air Conditioners..... 15
Bulletin Boards 15
Public Area Signage..... 15
Doors and Screens..... 16
Bunk Bed Regulations 16
Chin Up Bar Policy..... 16
Decoration Policy 16
Painting Rooms/ Mural Policy..... 17
Lofts 17
Pest Control..... 17
Balconies, Porches, Etc..... 18
Keys and Locks..... 18
Combination and Pin Key Locks 19
Bathrooms..... 19
Cleanliness Standards 19
Event Registration Policy 19
Parties/ Special Events..... 19
Subletting..... 20
Private Business out of Housing..... 20
Guest Policy 20
Bicycles..... 21
After Rotation Housing-Undergraduates..... 21
Furniture 21
Undergraduate 21
Graduate..... 21
Public Area or Common Area Storage Policy 21
Swings..... 22
Pools 22
Photography/ Visual Recordings..... 22

HEALTH, SAFETY AND SECURITY . 22

Life Threatening Emergencies..... 22
Room Entry..... 23
Damage, Loss or Theft of Personal Property..... 2
Safety Inspections 23
Fire Safety Policy 23
Prohibited Items..... 24
Remediation of Hazardous Conditions..... 26

<i>Approved Items</i>	26
<i>Fire Safety Equipment</i>	26
<i>Fire Equipment Policy</i>	27
<i>Fire Safety Procedures</i>	27
<i>Fire Drills</i>	28
<i>Evacuation</i>	28
<i>Earthquake Preparedness</i>	28
<i>Holiday Decoration Policy</i>	28
<i>Fireplaces</i>	28
<i>Firearms, Weapons and Explosives</i>	28
<i>Illness or Injury</i>	29
<i>Injected Medication</i>	29
<i>Infectious Disease</i>	29
MAINTENANCE	29
<i>Maintenance Emergencies</i>	30
<i>Extermination (Pests)</i>	30
<i>Bed Bug Information</i>	30
<i>Light Bulbs (Replacements)</i>	31
<i>Repair/Replacement Requests</i>	31
<i>Windows and Repair</i>	32
<i>Plumbing Maintenance</i>	32
<i>Roof and Other Leaks</i>	32
SERVICES	32
<i>Housekeeping</i>	32
<i>Custodial Services</i>	33
<i>cleaning during covid-19</i>	33
Undergraduate.....	33
Graduate/POSTDOC.....	33
<i>Recycling</i>	33
<i>Trash</i>	33
<i>Food and Dining Services</i>	33
MealPlan Options/Requirements.....	33
Undergraduate.....	34
Graduate.....	34
<i>Kitchen Facilities</i>	34
Undergraduate.....	34
Graduate.....	34
<i>Laundry</i>	34
<i>Lost and Found</i>	35
<i>Mail Services</i>	35
Avery House.....	35
Catalina Apartments.....	35
Undergraduate.....	36
<i>Utilities</i>	36
<i>Telephone Services</i>	36
On-Campus Houses.....	36
Off-Campus Private Phone Lines.....	37
<i>Cable Television</i>	37
<i>Internet Services</i>	37
<i>Storage</i>	37

Introduction

Welcome to Caltech Housing. We wish you all the best in your Caltech endeavors. One of your first responsibilities as a resident is to familiarize yourself with the following information. Please take a moment to read this Guide. Please be aware that some updates due to COVID-19 have been added to this Guide-highlighted in green.

Mission Statement

The Housing Office furthers the goals of Caltech by providing convenient, attractive housing. To this end, the Housing Office guarantees housing for all first and second year undergraduate students and all first year graduate students. After these guarantees, our priority is to provide transitional housing for newly hired postdoctoral fellows and limited housing for graduate students with families. These rentals are managed by the Housing Office in accordance with these priorities and the current needs of the Institute.

GENERAL

Guaranteed Housing Statement

Caltech Housing guarantees all first year undergraduate and first year graduate students housing. Undergraduate students are automatically assigned as part of the matriculation process. Graduate students must apply prior to the posted deadline. The application deadline will be announced and advertised well in advance.

Disability and/or Medical Accommodation

For accommodations go to: <http://www.cass.caltech.edu/>.

Special Needs Housing

Residents with disabilities and other health-related special needs may apply for a room assignment instead of participating in the Lottery. Every effort is made to accommodate a resident's health need first. Therefore, all other preferences may not be accommodated. Residents may refuse an assignment and enter the Lottery. However, at that point there is no guarantee that a resident will be able to draw a room that meets their needs.

Resident Privacy

Resident information is protected by FERPA, the Family Education Right and Privacy Act. FERPA is a Federal law that protects the privacy of student education records. Therefore, without written permission from a resident, we may not release any information about that resident including, but not limited to assignment, status, account information, telephone or email.

Housing Verification

The Housing Office will provide rental verification with Resident's consent. The Housing Office can only verify previous or current address, rental amounts, and dates of stay. To request a housing verification letter, please submit the following at: <http://www.housing.caltech.edu/forms/housingverification>.

Privacy and Re-Entry

The Institute respects the privacy of the resident, but reserves the right to re-enter and take possession of the premises upon breach of any terms of any agreement. The Institute may enter the premises during reasonable hours to provide efficient service and maintenance. The Institute may enter premises without notice for the purposes of emergency service, safety, room condition inspections and term cleanings or if there is reason to believe that any term or condition of any agreement is being violated. When entering premises, the Institute may be accompanied by an outside party, such as a fire inspector.

Lottery/Assignment Rules

Please see Lottery and Assignment rules posted on our website each academic year.

House Dues

See your House Ex-Comm for details.

Room Assignments and Changes

Residents must comply with all lottery rules or room assignment policies as specified by the Housing Office. The Institute does not guarantee resident an assignment to any particular room/space. The Institute may require resident to move to a different housing assignment at any time. All assignments must be approved by the Housing Office.

Checking In

You may check in only if you have a confirmed Housing Assignment. This year due to COVID-19, each resident will receive specific instructions for a staggered check-in, different from our regular procedures-listed here: Residents must check in at the Housing Office in person at the beginning of each new contract period, to avoid a penalty fee of \$100. If you check in or arrive after hours, you must go to the Housing Office the next business day to officially sign in and verify that you have taken occupancy. After hours check in is at the 24 hour Security Office located on the 1st floor of the Holliston Ave Parking Structure.

Check-Out Procedures

Proper check-out procedures must be followed to avoid the \$100 improper check-out fee. Check-out procedures are outlined in your contract or lease. They include, but are not limited to the following: 1.) The Intent to Vacate form is completed and submitted on-line to the Housing Office 15 days prior to vacating the premises. 2.) Resident has completely vacated the premises and all of Resident's personal possessions, trash and all other debris are removed from the premises. 3.) The Room Check-Out/Move Notification Form is completed and submitted to the Housing Office upon vacating the premises. 4.) All housing assignment keys and/or room combinations are delivered to the Housing Office. The Institute is not responsible for items left in premises and will not store, box up or ship items left in premises after Resident's check-out or contract/lease expiration or revocation. Any items left behind will be removed and discarded at resident(s) expense.

Room Moves

Caltech Housing and the Office of Residential Experience want to support students to enjoy a safe and comfortable living environment. We understand however, that issues may arise to prompt a student (undergraduate or graduate) to request a room move. Room moves are subject to availability. Before a room move can be initiated, students must engage with their Residential Life Coordinator or Resident Associate to give the current assignment a chance and evaluate if a room move might not be necessary. Before a room move is implemented, the Housing Office must approve it. A fine of \$100 will be charged to resident with an unapproved room move. For an approved room move, resident must vacate the previous housing assignment within one (1) day and complete proper check-out procedures as outlined in their license contract or lease.

Meal Plan Options/Requirements

Please see Housing contract or lease.

Removal

The Institute has the right to remove any resident for violation of any Institute policies.

Illegal Squatting or Use

If any individual is found illegally squatting or using vacant spaces in any Caltech Housing location, including but not limited to rooms, apartments, common areas, etc.,

RESIDENT GUIDE AND HOUSING POLICIES

the Institute has the right to immediate removal of the individual. A fine of \$300 per calendar day will be charged for the number of illegal squatting or use days and individual may be subject to additional disciplinary action.

Cohabitation

Different genders can be assigned to the same rooms or the same suite of rooms, if all parties agree to the assignment.

Infants and Children

Children should be supervised at all times. Children are not allowed to play on stairways, upper decks or in the garage areas. Bicycles, tricycles, scooters or wagons, etc. are not to be ridden on walkways, in the courtyards, garages or in the carports. Skating, skateboarding, hoverboarding and rollerblading are also not allowed. Climbing trees or fixtures, or playing in landscaped areas is not permitted. Throwing or kicking of balls or other objects is not allowed in common areas. Toys and other such items should not be left in walkways or other common areas.

Pets

Pets are strictly prohibited. <http://www.housing.caltech.edu/policies/pets>

Room Condition and Inventory Inspection

Inspections are conducted prior to occupancy and immediately following checkout to determine the physical condition of every unit. It is the responsibility of the resident(s) to check the premises for all damages or missing furniture that may not have been noted in the room condition report. Any damages, missing furniture, or excessive cleaning requirements reported by the inspector at the end of your contract or lease that did not appear on the room condition report at check-in are charged to the resident(s). If resident(s) fails to do a move in inspection or room condition form, resident(s) is liable for any damages, missing furniture or excessive cleaning necessary.

Keys – Lost, Stolen, Lockouts

Your key and/or card or PIN allow you access to your assignment. If you are accidentally locked out of your room, contact a Resident Associate, Apartment Manager, the Housing Office or Security to gain entry. Your key should be

safeguarded. Lost keys should be reported immediately to the Housing Office. Issuance and replacement of your keys will be in accordance with the rules and regulations of the Housing Office. There is a fee charged for a permanent replacement key, or a full re-key.

Vehicles and Parking

Parking is not provided by the Housing Office in all locations. The City of Pasadena does not allow overnight parking on any street without an overnight parking permit. Please do not block or park in driveways. Residents are required to obtain parking placards for their vehicles from the Caltech Parking Office in order to park on campus. Electric vehicles may only use Caltech designated charging stations on campus. For more information please contact the Parking Office at (626) 395-8877 or visit their website at <http://www.parking.caltech.edu/>.

No motorized vehicles of any kind may be parked next to the on campus houses or residences. Charging of electric vehicles is prohibited in any Caltech housing locations.

Solicitations

No door-to-door soliciting or canvassing is allowed in any Caltech Housing at any time. Institute-recognized student groups may request permission to have a table for solicitation in the main lobby of a building by contacting the Housing Office. Public area solicitation is prohibited without explicit permission and instructions from the Housing Office. Residents should report violations to the Housing Office or Caltech Security.

Collections

If payment for any housing fees above \$100, including but not limited to rent, are not submitted within the stipulated time-frames, the Housing Office or Bursar's Office may place your account with a collection agency. This action will affect your credit history, therefore we strongly encourage you to be timely and responsible in regards to payment of any and all housing fees.

Missing Student Policy

At the beginning of each academic year, Caltech will inform students residing in on-campus housing that Caltech will notify either a parent or an individual selected by the student not later than 24 hours after the time the student is determined to be missing. Students have the option of identifying an individual to be contacted by Caltech not later than 24 hours after the time the student has

been determined to be missing. Students can register this confidential contact information through the Dean's Office. The full policy can be found at: http://studentaffairs.caltech.edu/documents/6872/Missing_Student_Policy_and_Procedure_September_2019_FINAL.pdf

Summer Conference Policy

Summer conference housing is limited to Caltech sponsored programs and independent undergraduate students (over the age of 18) working or doing research at Caltech or JPL. Housing will be provided on a space available basis in our undergraduate residences. Additional information can be found on the Guest Housing webpage: <http://www.housing.caltech.edu/Guests>

Minors on Campus Policy

Minors (under the age of 18) can only be housed through a Caltech sponsored program. Additional information can be found through the Center for Teaching, Learning & Outreach. <http://ctlo.caltech.edu/outreach/caltechresources/minors>.

CONTRACT

Contract Changes

The Institute reserves the right to change the terms and conditions of any contract or lease upon thirty (30) days notice to residents.

Contract Submission

Housing Leases and Contracts must be turned in to the Housing Office no later than 24 hours after moving in to the unit or by the deadline specified in the document (whichever comes first). Failure to return your lease or contract will result in a \$100 fine assessed to your account and can lead to removal from Caltech Housing.

Eligibility Requirements

Caltech housing will only be extended to those individuals who are registered students, as defined by the Registrar's Office, or Postdocs with active appointments, for the duration of their License Contract or Lease. **In the event that a Resident becomes**

academically ineligible to register or loses their status as a Postdoc, the License Contract or Lease will be automatically terminated, and the Resident must complete “Check-Out Procedures” within the timeframe specified in their contract or lease.

Marriage During Academic Year

Please see the Housing Office for details.

Break Periods

Caltech Housing is open year round. Break periods including Thanksgiving, winter and spring breaks are included in the housing contract. The Housing Office requires residents to notify us if you'll be present during these breaks for security and safety reasons. Notifications will be sent out and will require a reply.

Cancellation (Reasons for)

MEDICAL/EDUCATIONAL/PERSONAL/WITHDRAWAL/

SABBATICAL/EARLY DEPARTURE POLICY

Cancellation fees may apply.

MOVE TO NON-CALTECH HOUSING

Residents cancelling their contract to move to non-Caltech housing will be charged a cancellation fee as outlined on their contract or lease.

REFUNDS/PRORATING

Please see your contract or lease or the Housing Office for details.

Charges

All undergraduate, graduate and postdoc fees for housing, board, etc., are charged directly to resident's Bursar's account. All others please see Housing contract or lease for specifics as some will be charged to their Bursar accounts and some will pay the Housing Office directly.

Bursar's Account

All residents must keep their Bursar's Account in good standing. Failure to make timely payments to the Bursar's Office for rent, utilities, damages or any other housing charges will result in contract termination and forfeiture of future housing privileges. Individuals who have a Bursar's Account on a "Cash Only" basis are not eligible for Caltech Housing.

Renter's Credit

Due to the Institute's property tax exemption status, residents are not eligible for a renter's credit.

City of Pasadena Tenant Protection Ordinance 9.75.070

Tenant Protection Ordinance Fact Sheet (revised 7/13/19)

This fact sheet pertains to Pasadena Municipal Code, Title 9, Chapter 9.75, Tenant Protection, (the "Tenant Protection Ordinance" or "TPO"). The TPO provides the following:

Landlord Provision of Fact Sheet to Tenants (9.75.050)

Landlords are required to provide this TPO Fact Sheet to all current tenants.

Relocation and Moving Expense Allowances (9.75.060)

Landlords are required to pay monetary relocation and moving expense allowances ("TPO Assistance") to tenants displaced from their rental units due to the following circumstances: 1) demolition; 2) change in property ownership within 18 months of which the landlord provides the tenant with a notice of: a) tenancy termination, b) eviction, and/or c) rent increase which exceeds 5% plus the percentage change in the Consumer Price Index ("CPI") over the 12-month period prior to the date of the rent increase notice; 3) permanent removal of a unit from the rental market; 4) occupancy by landlord or landlord's family member; or 5) government order to vacate.

Multifamily rental properties with two or more units on a single parcel are subject to TPO. Single-family homes and condominium units are exempt from TPO. The displacement of tenants from housing owned by educational institutions under certain circumstances are also subject to TPO.

To be eligible for TPO Assistance, tenants must be in good standing with a household income not exceeding 140% of the Los Angeles County area median income. Also, tenants who have maintained continuous tenancy for a period of at least 10 years are eligible for increased TPO Assistance amounts. Current income limits and TPO Assistance amounts are shown on the back of this Fact Sheet.

Temporary Relocation (9.75.070)

Landlords shall pay a temporary relocation allowance to tenants who are required to relocate temporarily to comply with City, state, or federal housing, health, building and safety laws. The temporary relocation amount is equal to two (2) times the daily pro-rata portion of the tenant's current rent. The tenant shall not be required to pay rent during the period which temporary housing is required. The Landlord shall pay the costs of moving and storage if tenant's personal property is required to be moved from the rental unit. Temporary relocation shall not be subject to termination of tenancy. Tenant shall have the right to reoccupy their rental unit upon landlord's completion of the compliance work. If temporary relocation exceeds 120 days, the landlord may terminate tenancy but shall pay TPO Assistance per section 9.75.060.

Remedies (9.75.080)

Landlords who fail to provide relocation assistance as required shall be liable in a civil action to the tenant for damages in the amount of the relocation fee the landlord has failed to pay. A civil penalty in the amount of five hundred dollars (\$500) and reasonable attorney's fees and costs determined by the court shall also be paid by the landlord. The court may also award punitive damages in a proper case. A tenant and/or the City, may enforce the provisions of this Chapter by means of a civil action.

POLICIES AND RESIDENT RESPONSIBILITIES

Residents are responsible for familiarizing themselves with current Institute policies. Disturbance or behavior that disrupts the community or infringes upon the rights and or safety of others will not be tolerated. In instances in which monetary damages are incurred, the responsible party must pay for damages. Institute policies are available at <http://www.studaff.caltech.edu/policies>, <http://codeofconduct.caltech.edu/>, and <http://hr.caltech.edu/services/policies>.

Alcohol and Substance Abuse Policies

The serving and/or consumption of alcoholic beverages on Institute property, including your room, suite, apartment or house, must be in full compliance with Institute, local, state, and federal laws and regulations. Alcohol may not be consumed or stored in any common areas including, but not limited to, any kitchens, lounges, courtyards, walkways, green spaces, dining halls, etc., unless the event is registered. Any common-source containers of alcohol (including, but not limited to, kegs, multi-gallon containers, and punch bowls) are not permitted on campus. Drinking games or any other activities that promote rapid and/or excessive consumption of alcoholic beverages are prohibited. If more than 15 people are present at any student gathering or event on campus when alcohol is

being consumed, the event must be registered. See <https://spa.caltech.edu/> for event registration procedures. In addition, the unlawful manufacture, distribution, cultivation, dispensation, possession, sale, offer to sell, purchase, offer to purchase, and/or unlawful use of controlled substances or alcohol on the Caltech campus or its offsite locations, including the Jet Propulsion Laboratory (“JPL”), or as any part of its activities, is prohibited. For an elaboration on how this policy affects students living on campus, see <https://deans.caltech.edu/HonorCode>. See full Institute Substance Abuse Policy here: http://hr.caltech.edu/documents/2640/caltech_institute_policy-substance_abuse.pdf

Compliance with Institute Policy & Staff

Compliance with Directions of Institute Administrators and Officials in Connection with Disturbances in Student Housing

Students are required to cooperate with Institute administrators and officials, including but not limited to Campus Security staff (or third parties employed by Campus Security to perform Campus Security functions), Residential Life Coordinators, Resident Associates, Housing Office staff, and other Institute staff, who are investigating or responding to a reported disturbance, policy violation, or safety or security related concern in Caltech housing, and must comply with their reasonable instructions. Instructions that must be followed include opening the door to the student’s residence and displaying a valid Caltech ID to any of these individuals when requested to do so. Caltech will take progressive discipline against students who are in violation of this policy.

Smoking Policy

Pasadena Municipal Code and Housing Office policy state that smoking (including e-cigarettes) in any Institute housing property is prohibited. In Caltech housing, this includes all common areas, individual rooms, suites, apartments and houses, covered walkways, balconies, lobbies, courtyards, stairs, parking lots, laundry facilities and outdoor areas where smoke may drift into buildings, and during organized indoor and outdoor events. City of Pasadena ordinance 8.78.072 states that no smoking is permitted within 20 feet from any doorway, window, opening or vent in unenclosed areas. Pasadena Municipal Code states:

8.78.072 - Reasonable smoking distance required — 20 feet.

Smoking in unenclosed areas shall be prohibited within a reasonable distance (20 feet) from any doorway, window, opening, or vent into an enclosed area in which smoking is prohibited, except while actively passing on the way to another destination.

(Ord. No. 7156, § 3, 10-27-2008)

8.78.085 - Reduction of drifting tobacco smoke in multi-unit housing.

A. The following words and phrases, whenever used in this section, shall have the following meanings:

1. "Common area" means every interior or exterior space of multi-unit housing that residents of more than one unit are entitled to enter or use, including, without limitation, halls and paths, lobbies and courtyards, elevators and stairs, community rooms and playgrounds, gym facilities and swimming pools, parking garages and parking lots, shared restrooms, shared laundry rooms, shared cooking areas, and shared eating areas.
2. "Multi-unit housing" means residential property containing two or more dwelling units but does not include a hotel or motel that meets the requirements set forth in California Civil Code Section 1940(b)(2) or a mobile home park.
3. "New unit" means, for new construction, a unit that is issued a certificate of occupancy on and after July 1, 2011, or, for buildings already constructed, a unit that is leased or rented for residential use for the first time on and after July 1, 2011.
4. "Nonsmoking area" means any unit or common area of multi-unit housing in which smoking is prohibited by this section.
5. "Unit" means a personal dwelling space, even where lacking cooking facilities or private plumbing facilities, and includes any associated exclusive-use enclosed area or unenclosed area, such as, without limitation, a private balcony, porch, deck or patio. "Unit" includes without limitation: an apartment; a condominium; a townhouse; a room in a long-term health care facility, assisted living facility, or hospital; a room in a single room occupancy facility; and a room in a homeless shelter.

B. Nonsmoking Areas in Multi-Unit Housing.

1. It is unlawful to smoke in all common areas of multi-unit housing.
2. It is unlawful to smoke in all new units of multi-unit housing.
3. It is unlawful to smoke in all multi-unit housing units on and after July 1, 2013.

C. Disclosure of the Requirements of this Section.

1. Every lease or other rental agreement for the occupancy of a multi-unit housing unit entered into, renewed or continued month-to-month on and after January 1, 2012 shall contain a reference to this section and attach a copy of this section.
2. Every purchase agreement for the sale of a multi-unit housing unit entered into on or after January 1, 2012 shall contain a reference to this section and attach a copy of this section.

D. Violations and Enforcement.

RESIDENT GUIDE AND HOUSING POLICIES

1. It is unlawful for any person to violate the provisions of this section.
2. Notwithstanding Section 8.78.110 or any other provision of this code, a violation of this section shall be punishable under the administrative citation procedures set forth in Chapters 1.25 and 1.26. The fine imposed for a particular violation shall be in the amount set forth in the administrative citation schedule established by resolution of the city council pursuant to Section 1.26.060.
3. The provisions of this section shall be enforced by the health officer of the city or an authorized designee in the environmental health division. An owner, operator, manager, landlord, homeowners' association, or other person having control of a multi-unit housing unit shall post signs as required by Section 8.78.080; however, said persons may, but are not hereby required, to assist with enforcing the provisions of this section and shall not be deemed in violation of this section by failure to assist its enforcement.

(Ord. 7208 § 1, 2011)

Noise Policy

The Institute has quiet hours after 12:00 AM (midnight), Sundays through Thursdays, and 2:00 AM, Fridays and Saturdays. Quiet hours in the Catalina Recreation Rooms begin at 10:00 PM Sundays through Thursdays and 12:00 AM on Fridays and Saturdays. All quiet hours end at 7:00 AM. Residents are expected to conduct themselves in a considerate manner at all times. Residents who are disturbed by noise after these hours should diplomatically negotiate with the offending parties first. If the noise does not diminish, contact Caltech Security about noise issues. Parties and groups must abide by the noise policy. Noise should be kept at a reasonable level at all times. After quiet hours begin, the doors to recreation rooms and common rooms must be closed and parties must remain indoors with the music turned down.

Roof Policy

Going up on roofs is strictly prohibited for safety reasons. They are also extremely costly to maintain and repair. Residents will be billed for any damage caused to roofs.

Energy Conservation

Residents are expected to minimize energy use whenever possible. Room lights and other electric equipment should be turned off when not needed. Use power strips where appropriate and shut them off when not in use. Shower and other water usage should be of a reasonable duration. In units with separate thermostats, heat or air should not be set at an excessive level. Any problems affecting the above systems should be reported to the Housing Office. In general, residents are asked to be aware of and reasonable in their use of all consumable energy resources. Excessive consumption of utilities may result in penalties or additional fees.

Resident Liabilities

Residents are responsible for the loss of or damage to Institute property provided for their use, including the furniture in their assignments. Any furniture or property added to common areas or private assignments by residents must be approved by the Housing Office prior to entering Institute property. All Institute property originally in the room must be left in good order. If a resident removes furniture from a room or suite, they must replace it. If the resident does not, they are billed for the cost of the furniture replacement. Residents must not remove furniture, mattresses, etc. from their assignment, leaving them in the hallways, etc. Residents are responsible for any costs that the Institute incurs in returning the accommodation to its original condition. In the case of suites, all residents of a suite are held responsible unless the responsible individual identifies themselves to the Housing Office. Those who damage Institute property are subject to disciplinary action and reimbursement for damages. In addition, hosts are expected to be responsible for the behavior of their guests. Damages consequent to a party may be billed to the host, or disciplinary action may ensue. Residents may be held liable for all losses or damages resulting from negligent and/or purposeful acts, or violations of Institute policies. Violations of Institute policies may result in removal from housing with no financial credit for the unelapsed term of the housing agreement, or in the denial of Institute housing for future years.

File Sharing

The use of the Internet for downloading and distributing anything that is copyrighted (for example, music, movies, TV shows or software) without the permission of the copyright owner is illegal and subject to significant attorney fees and financial penalties if you are sued. Under Federal Law, when Caltech receives notice from a copyright owner that your computer is being used to download copyrighted material without permission, we are required to send you a warning, block access to your network connection and take disciplinary actions that increase in severity with subsequent offenses: <http://www.imss.caltech.edu/services/information-security/security-policies/dmca-infringement>

While Caltech will not identify you unless we receive a subpoena from the copyright owner requesting that information, if you are personally sued for copyright infringement you could be liable for damages in excess of \$100,000 and attorney fees. Please be especially careful not to leave file sharing software running in the background on your computer, since doing so can allow your computer to distribute copyrighted material hundreds of times. Also, if you run a wireless access point in your residence, be careful to secure access to it so that neighbors cannot use your wireless network without your knowledge, which can

cause you to receive a notice for someone else's downloading. You are responsible for securing your computer when it is connected to a network server.

If you have questions regarding what constitutes file sharing, please contact the Caltech Office of General Counsel at extension x6182 or email DMCAQuestions@caltech.edu.

Common Areas/Damage

The common areas are subject to the Institute's control. This includes, but is not limited to sleeping, residing or using the common areas for storage. Residents will be charged for excessive damages in the common areas and may be prorated by entry, floor, or building in cases where individual responsibility cannot be ascertained. The determination of what constitutes "excessive damages" is the judgment of the Housing Office. These charges are assessed as a group billing and cannot be individually reduced.

Refrigerators

Each resident is permitted either one refrigerator or one freezer in their private room. No resident may have both appliances. Refrigerator/freezers must be under-the-counter size, not to exceed 5.2 cubic feet. Refrigerators/freezers must not impede or block the flow of traffic to exits. Refrigerator/freezers must not be placed in common areas.

Air Conditioners

Personal air conditioners (not installed by Housing Maintenance) are not permitted.

Bulletin Boards

Posters or notices of any kind may only be affixed to bulletin boards in housing common areas. All materials placed elsewhere (i.e. stairwells, hallways, entry walls or doors) will be removed.

Public Area Signage

The Institute is responsible for the installation and placement of signage in Caltech Housing. Signage is determined by code requirements, fire safety, and interior or exterior directional needs. Signage installed by the Institute is affixed on a permanent or long-term basis. Removal of signage that has been installed by the Housing Office is

against policy and violators may lose housing privileges. At times, the Institute may affix temporary or short-term signage. This type of signage must be approved by the Housing Office and must be removed within a specified time period.

Doors and Screens

Doors and screens may not be removed from their frames. If removed, the resident(s) of the room will be charged for re-installation, replacement, and repair as appropriate. Propping building exterior doors is strictly prohibited. Residents found violating this policy will be charged a fine of \$50. Sliding glass doors in the North Houses are locked for security purposes. If an event requires the doors to be unlocked, this must be approved through the student activity event approval process. Doors will only be unlocked for the duration of the event.

Bunk Bed Regulations

The only bunk beds allowed are in undergraduate housing and are only provided by Caltech Housing.

Chin Up Bar Policy

Chin-up bars are strictly prohibited.

Decoration Policy

Residents are free to rearrange furniture and add their own furnishings once they have been approved by Caltech Housing so long as they are not wall or ceiling mounted. However, furniture should not obstruct smoke detectors, vents, windows, or exits. In furnished units, the Housing Office will not remove any furniture. Window coverings and screens may not be removed nor may residents alter windows with window film, tinting or coverings of any kind.

To prevent damage, residents are not allowed to suspend any kind of wire or string across a room to suspend decorations or attach anything to a ceiling or door. Also, locks and latches may not be installed onto cabinets, furniture or doors. To attach small items to a wall, only easily removable tape and its equivalents may be used.

If any wall damage does occur, the cost of the repair and repainting is charged to the resident(s) responsible. If no one resident claims responsibility for the damage, the entire suite is held financially responsible. Nothing is allowed to be attached to ceilings. Furniture should not be placed near any heat source, light fixture or working fireplace.

Large collections or displays of glass or plastic bottles and cans is strictly prohibited anywhere in Caltech Housing. These are prohibited for safety reasons and pest control issues.

Painting Rooms/Mural Policy

Residents are not permitted to paint and/or spackle their own rooms or cover their walls with paneling or wallpaper. Residents who choose to paint their own rooms are charged for repainting. The charges are determined as a function of labor time and materials. For further details on painting rooms or other areas of the House, please see the Mural Policy at: http://www.housing.caltech.edu/policies/mural_policy.

Lofts

Lofts are strictly prohibited unless they have been installed by Caltech Housing. Loft kits are available in some undergraduate residences for check out. Notices to check loft kits out will be sent at the beginning of the undergraduate contract period. Notices to return loft kits will be sent out some time close to the end of the undergraduate contract period. Each loft kit includes a safety rail that must be used. Caltech is not liable for injuries caused by improper use of lofts and/or not using safety rails. Residents who do not return loft kits on the designated dates, will be assessed a fee for either retrieval or replacement.

Pest Control

Pest control is a continuing concern that must be addressed on an ongoing basis and can only be accomplished through all of our efforts. Our maintenance and custodial staff is always alert to signs of rodent and insect intrusions. Please follow these guidelines to help our efforts in keeping rodents and insect pests under control:

- Do not store food in common storage areas.
- Always store food in air tight containers and clean up promptly after any food preparation.
- Garbage should be disposed of properly. Do not dispose of food waste in student rooms or in bathroom trash cans. Use kitchen trash cans or outside trash bins.
- Do not tamper with rodent screens or window screens. Windows are common points of entry for pests of all kinds.
- Cooking in student rooms is strictly prohibited.

RESIDENT GUIDE AND HOUSING POLICIES

- Any furniture or property added to common areas or private assignments by residents must be approved by the Housing Office prior to entering Institute property.
- Leaks or other moisture sources should be reported to the Housing Office.
- In the South Houses, keep hyperspace covers closed and secured. If a panel is not secure, contact the Housing Office or fill out a service request to secure it.
- Report all pest control problems immediately to Housing Maintenance so that we may dispatch a qualified technician to handle the problem. The Housing Office makes every effort to respond professionally and promptly to your request.
- To prevent the spread of pests, do not remove any personal items or furniture from the unit until authorized to do so by the Housing Office. Proper care should be taken to ensure units remain clean to reduce the possibility of infestation.
- If you notice signs of infestation, do NOT move to, sleep or stay in another room. This is one of the easiest ways for infestations to spread from one room to another and efforts should be made to minimize movement throughout the building.

All materials used to control pests are registered with and applied according to E.P.A. regulations by a pest elimination specialist. Any pest-related concerns should be expressed to the Housing Office as soon as possible.

Pest control problems resulting from approved ESAs or lack of cleanliness of a student room or residence will be handled by the Housing Office. Any services required will be billed to resident(s).

Balconies, Porches, Etc.

Residents must not hang clothes or other items not intended for outdoors, on balconies, porches, walkways, landings, etc. Residents must not place indoor furniture on balconies, porches, walkways, etc.

Keys and Locks

Residents are issued one key per resident only by the Housing Office. Keys are non-transferable and their reproduction is strictly prohibited. If residents lock themselves out of their rooms, they can contact the Housing Office to be issued a temporary key in exchange for their campus ID. Caltech Security cannot issue keys, but can let locked

RESIDENT GUIDE AND HOUSING POLICIES

out residents back into their rooms. For security purposes, if a key is lost the locks will be changed at the cost of the resident. Residents are not allowed to install or change locks. All keys must be returned directly to the Housing Office upon termination of occupancy. Residents are not allowed access to master keys. Tampering with locks is strictly prohibited. Residents are charged a fine of \$500 if found tampering with locks.

Combination and Pin Key Locks

There are combination locks and pin key locks in on campus residences. Combinations should not be changed until after UG Rotation, when the resident's academic year assignment has been selected. Please contact the Housing Office to request a combination change. Combinations are usually changed between residents. Caltech Housing will change personal pins for a fee of \$30. Personal pin keys are assigned to a resident, not a door. These are personal pins that may not be shared with others. Using another resident's pin or combination is strictly prohibited and violators may lose housing privileges.

Bathrooms

Please respect other residents and keep bathrooms clean. Custodial staff clean bathrooms on a regular basis.

Cleanliness Standards

Residents are to maintain their assignments and all common areas in a clean, neat and sanitary condition at all times. This includes not leaving anything in and around common spaces in any Caltech Housing buildings. Residents who are found in violation of this policy will be charged for cleaning and may lose housing privileges.

Event Registration Policy

Any event sponsored by a Caltech organization or using Caltech Housing must be registered with Student Affairs at <https://spa.caltech.edu/>. House events are not allowed in the Bechtel Residence.

Parties/Special Events

If one of the eight houses has a party or other event, they are expected to clean up immediately following the event (clean up any food, spills and stains, discard all debris, restore furniture to its proper configuration in the room, vacuum, dry any wet surfaces, etc.), unless other arrangements are made with the Housing Office. Liquids left on any

RESIDENT GUIDE AND HOUSING POLICIES

surface overnight are likely to cause expensive damage. If Housing or Custodial must clean up after an event, the House or host will be charged for this service. **Construction for events in the Bechtel Residence is strictly prohibited.**

Parties and Special Events in the Catalina Recreation Rooms must be registered through the Graduate Housing webpage by a current Catalina resident. All events must conclude no later than 10 PM on weekdays and 12 AM on weekends. Special events to be held outside of normal hours require approval from the Graduate Residential Life Coordinator.

The Recreation Rooms should be cleaned after scheduled events. Failure to clean up after events will lead to the following actions:

- Resident may not schedule another party for one term
- Resident will be liable for all cleaning fees (minimum \$150 billed to Bursar account)
- Resident will need to meet with Grad Residential Life Coordinator prior to registering another event

The Catalina Recreation Rooms are for the use and enjoyment of all Catalina residents. Please respect your neighbors when using these facilities by being mindful of noise level. For more information please visit: <http://ore.caltech.edu/residence-life/cats>

Subletting

Subletting is strictly prohibited. Any person found in violation of this policy will lose Caltech Housing privileges.

Private Business out of Housing

Conducting/managing a private business out of Caltech Housing is strictly prohibited due to the Institute's tax exempt status. Any person found in violation of this policy will lose Caltech Housing privileges.

Guest Policy

The previous guest policy is hereby rescinded, due to safety guidelines around COVID-19. The right to receive outside visitors or allow guests will be determined by the relevant Institute Guest Policy and the policy on Community Health and Hygiene. This will fluctuate based on local health guidelines.

Bicycles

Bicycles must not be parked in walkways, outside corridors, stairwells, or in other common areas. It is permitted to store bicycles within resident rooms. Any bicycles in violation may be removed without notice. Register bicycles with Campus Security and Parking Services and secure them to bike racks with a security lock to prevent theft. Bike racks are located around most buildings.

After Rotation Housing-Undergraduates

All new students will be provided information on the room assignment for their post rotation housing. All new students who need to change rooms are expected to do so within the schedule deemed by the Housing Office. Upon completion of your room move (and any future moves and check-out) the room move/check-out form must be submitted to the Housing Office in person. A copy of the form can be found at <http://www.housing.caltech.edu/Undergrads/Checkout>.

Furniture

Residents must not remove furniture, mattresses, etc., from their assignment, leaving it in any hallways or other common areas. Any furniture or property added to private rooms by residents must be approved by the Housing Office prior to entering Institute property. Non-Caltech furniture is not allowed in common areas.

UNDERGRADUATE

All Undergraduate Housing rooms are furnished with a desk, desk chair, dresser(s) and a bed for each resident.

GRADUATE

Lottery properties are modestly furnished. To see a full listing of furnishings per property, see <http://www.housing.caltech.edu/Grads/Catalina>.

Public Area or Common Area Storage Policy

Residents may not store personal items including, but not limited to clothes, bicycles or boxes in public or common areas. Public or common areas include balconies, corridors, hallways, laundry rooms, parking spaces, community lounges, community

kitchens, community dining rooms, study rooms, etc. Personal items will be discarded from common areas.

Swings

Swings, hammocks and any other devices for hanging may not be hung from any Caltech Housing interior or exterior. These items are strictly prohibited. Free-standing swings, hammocks, etc., may be used in appropriate areas and must be approved by Caltech Housing. Unapproved items will be removed immediately.

Pools

Including but not limited to pools, tanks, fountains, waterbeds and any other water or large liquid installments are strictly prohibited. These items will be removed immediately.

Photography/Visual Recordings

Members of Caltech’s Housing and ORE staffs, as well as other authorized Institute representatives, may take photographs of the common areas and public spaces in Institute buildings, including, but not limited to, every residence hall and apartment complex that is part of Institute Housing. Residents are hereby advised that their names and images may be captured in these photographs. Photographs will only be taken for legitimate, non-commercial purposes, including, but not limited to, deterring crime, assisting Caltech Security, Housing and ORE staff in investigations, and protecting the safety and property of the campus community. All photography shall be done with recognition of the reasonable expectation of privacy among members of the Institute community. Photographs or other images of residents shall not be taken in areas where there is a reasonable expectation of privacy, including bathrooms, shower rooms, lactation rooms, changing rooms, personal dwelling spaces (“Units”), or any area where a reasonable person might change clothes.

HEALTH, SAFETY AND SECURITY

Life Threatening Emergencies

For any fire, police, or medical emergency, on campus students should call Campus Security at x5000. Dialing 911 or 9-911 from an on-campus phone will connect you to

RESIDENT GUIDE AND HOUSING POLICIES

Campus Security. Residents should give their location, describe the nature of the emergency, and be prepared to respond to the officer's questions or instructions. In response to the call, the officer dispatches Campus Security personnel and the appropriate local police, fire, or emergency medical teams to the location immediately. For routine information and assistance, residents should call x4701. Residents with off campus telephone numbers should call 911.

Room Entry

The Institute may enter any assignments at reasonable times and on reasonable notice prior to such entry for purposes of inspection, maintenance, repair, altering or adding to the Premises, without notice for the purposes of: life-safety inspections (e.g. smoke detectors), upon receipt of maintenance request from Resident, if an emergency occurs as determined by Institute, abandonment by Resident, or after expiration or revocation of any contract or lease.

Damage, Loss or Theft of Personal Property

The Institute will not assume responsibility for articles that are lost, stolen or damaged. If resident wishes to insure their personal property, they shall obtain and maintain the insurance.

Safety Inspections

It is the responsibility of the Institute to provide for the safe living environment for all persons living within Institute-owned residences. This is enforced through inspections conducted by Institute staff members. Enforcement of state and Institute fire safety regulations is the responsibility of Caltech Environmental Health and Safety in conjunction with Caltech Housing. Institute safety inspectors are obligated to inspect all Institute buildings, including every residence hall, apartment complex or single family home. Inspections will be conducted during normal business hours. Premises will be entered for the purpose of conducting the safety inspection even in the absence of the resident. As a security measure, doors to all vacant Premises will be locked upon the departure of the safety inspector (even if the door was found unlocked). The inspections may be conducted by the EH&S, Facilities, Caltech Housing, RLCs or RAs.

Fire Safety Policy

Residents are encouraged to take an active role in fire safety. Residents are responsible for knowing the current fire safety code and reporting fire hazards and safety code violations to the Environmental Health and Safety, Security, and/or Housing Offices.

Bicycles and other objects, regardless of size, cannot be stored in corridors, stairwells or other common areas. If these objects are found by Safety personnel, they will be removed and disposed of accordingly. Open flames of any kind are strictly prohibited in Caltech Housing. Please see the full policy at <https://studentaffairs.caltech.edu/policies/fire-safety>

Prohibited Items

Prohibited items will be confiscated by Caltech Housing and will be returned to resident upon termination of their contract or lease. For safety reasons, the following items are prohibited in residence halls and apartments:

- In residence hall rooms and bedrooms, bathrooms and living rooms of apartments: cooking devices such as electric toaster ovens, broilers, skillets, hot plates, hot-dog/hamburger cookers, electric woks, rice cookers, immersion coils, hot pots, appliances with exposed heating elements or similar items.
- Cooking is only permitted in designated kitchens and kitchenettes. Never leave anything on the stove unattended and always use kitchen exhaust fans to ensure proper ventilation of smoke and cooking fumes. (Switches to turn exhaust fans on and off can be found on range hoods above the stoves.)
- Microwave ovens are not permitted in residence halls except where provided by the Institute. Microwave ovens, woks and rice cookers may be used only in the kitchens of apartments and single family homes if the appliance is UL (Underwriter's Laboratory Seal) listed and properly connected. Cooking is not allowed in residence hall or apartment sleeping rooms.
- Room-heating or open-flame devices, including all space heaters, kerosene or oil lamps and alcohol burners, etc.
- Air conditioning devices including room and window air conditioning units unless installed by Caltech Housing.
- Candles (of any kind), torches, fireworks, sparklers, incense, barbeques (charcoal and propane) and smoke bombs and any other open flame device are strictly prohibited anywhere in and around the residences. The use of candles for religious purposes is prohibited due to the fire hazard. Alternative appliances, electrically powered, exist to permit residents to observe religious holidays, without creating a fire hazard. Please keep flashlights and fresh batteries on hand for use during power outages.
- Wall hangings made of burlap or any other flammable materials, tapestries, fish netting, flags and wicker ornaments.

RESIDENT GUIDE AND HOUSING POLICIES

- Posters and decorations with combined coverage of more than one-third of available wall space or on ceiling.
- Hazardous materials such as mercury, flammable and combustible liquids including art supplies such as thinners, automotive or industrial batteries, charcoal fluid, propane, fueled camping lanterns, kerosene, corrosive materials, etc.
- Gasoline-powered items, such as motorcycles, mopeds or their components.
- Chemicals, firearms and other weapons and explosives.
- Lofts, liquid-filled beds or any other structures.
- Light dimmers, ceiling fans, or any other device that replaces, adds to, or interferes with any building apparatus. Combustible or plastic lamp shades or light fixture covers. Torchiere-style lamps with halogen or incandescent bulbs.
- Electrical wiring that is “homemade” or otherwise modified or transformed creating a fire or shock hazard. Extension cords exceeding six (6) feet. All extension cords can only be used temporarily and must be exposed in plain view. Cords may not be run under rugs or closet doors, run through door jams, secured to building surfaces or furniture, or hung from ceilings, window-drapery rods or loft units. DSL line, satellite dishes, exterior radio or television masts or aerials or any other device mounted on the exterior of a building. Devices which overload electrical receptacles (more than three appliances per outlet or multiple-plug adapters or power strips with more than two cords attached). Fused, multi-outlet surge protectors commonly used for protection of personal computers are permitted. However, multi-outlet surge protectors may not be plugged into an existing power strip (piggybacking), nor shall more than one (1) fused, multi-outlet surge protector be plugged into a building wall outlet. Surge protectors or power strips without built-in fuses are not permitted.
- Traffic and road signs observed in Caltech Housing will be reported to Security. Misappropriation of traffic and road signs may result in motor vehicle accidents, injuries and even fatalities. Residents in possession of traffic and road signs may be subject to prosecution.
- Large displays or collections of glass or plastic bottles and cans.

Remediation of Hazardous Conditions

If a resident causes an incident that creates a hazard to those living either within or outside the apartment unit (i.e., chemical spill, biohazard, etc.), please contact the Housing Office immediately. The Housing Office will then arrange for an outside contractor with the requisite expertise to remediate the problem. IF AN INCIDENT PRESENTS A MEDICAL EMERGENCY PLEASE CALL x5000.

Students are responsible for the reasonable care and cleanliness of their apartment unit and for making payment for any property damage or loss promptly upon demand by the Institute. Discretion as to contractor selection, scope of work to be performed, and reasonableness of assessed costs lies exclusively with the Institute.

Approved Items

Only hot pots meeting the following specification are permitted in Caltech Housing. Units purporting to be "automatic" have failed and caused fires here and at other colleges and universities. In order to be approved for use in residence halls and apartments, a hot pot or electric kettle must automatically shut itself off if the fluid boils off or if the pot is emptied. Usually, this type of pot does not contain a conventional heating element, but rather the water completes an electrical circuit between two conductors that sustains the heating process. Further, approved hot pots must be capable of accepting only water. Units capable of heating soup, etc., are not approved. When in doubt, safety inspectors will conduct the following field test to determine compliance. The empty unit will be plugged into a power source and turned 'on.' If the interior of the appliance heats up, the device fails the field test. When purchasing a hot pot for use in a residence hall or apartment, read the precautionary messages: if the appliance or package states "do not operate when empty," the unit is not approved. UL-listed popcorn poppers are permitted.

Personally owned electric fans are permitted. Any extension cord should be new, carry the Underwriter's Laboratory (UL) seal and not be frayed or have defects.

Fire Safety Equipment

Properties are equipped with the following safety features, varies by property:

- Smoke Detectors (in each bedroom and the entryway)
- Heat-activated sprinkler system (activates at 71 °C)
- Fire extinguishers (outside corridors of each floor)

- Red fire alarm pull boxes (near the extinguishers)

Smoke detectors are required by law. Tampering with smoke detectors in any way is a violation of state law and could result in electrical shock, legal action, additional charges and/or removal from Caltech Housing. Periodic inspections are made to ensure that the detectors are in working condition and free of tampering.

Fire Equipment Policy

It is against the law and Institute policy to tamper with any fire equipment, and violators will be subject to substantial fines (minimum \$500), Institute disciplinary action, possible loss of housing privileges and criminal penalties. Note: this is not intended to dissuade you from setting off an alarm if you believe there is a fire in the residence. This provision is aimed solely at individuals who misuse the alarm system. Fire equipment that is not in working order jeopardizes all residents. The primary goal of any fire alarm system is to ensure that occupants are alerted to a fire early enough to evacuate safely from the building. To ensure that occupants will respond to an alarm, the fire alarm system must be reliable and free of nuisance alarms. Nuisance alarms create complacency amongst residents and can hinder evacuation.

As used here, fire equipment includes: fire extinguishers and hoses, fire alarm pull boxes, smoke detectors, automatic door closers, fire sprinkler systems, fire horns and lights, exit signs and evacuation maps. Tampering includes, but is not limited to, removing or covering exit signs, hanging anything from sprinkler systems, altering the function of door closers, disabling smoke detectors, discharging fire extinguishers for any purpose other than putting out a fire and doing anything else that compromises the proper functioning of fire equipment. Any fire equipment repair or replacement that results from misconduct is charged to the individual(s), if known. If the responsible individual(s) cannot be determined, the fine and related damage are charged to the building.

Fire Safety Procedures

In case of fire, if the fire cannot be easily extinguished with an extinguisher within thirty (30) seconds, then everyone in the residence must evacuate immediately. When evacuating, close doors behind you. Locate and pull the nearest red fire alarm pull boxes. The Fire Department is routed through Campus Security. It is necessary to report the details of the fire to the Campus Emergency Number, (626) 395-5000. If you hear the fire alarm, you should assume that there is a fire and evacuate your building immediately.

False alarms should be reported immediately to Campus Security, (626) 395-4701. Failure to do so may result in charges billed to the offender.

Fire Drills

California law requires that the Institute conduct regular fire drills for our undergraduate and graduate residences. Fire drills will be conducted to test the fire alarm system and practice resident evacuation procedures. Whether drills are conducted during the day or night, full cooperation in quickly and safely evacuating the buildings will be expected. Non-compliance or failure to cooperate in any way will lead to disciplinary action.

Evacuation

Evacuation signs are posted in each residence indicating your location in relation to the nearest exit and steps to take to vacate the premises. Please familiarize yourself with the location of all exits from your residence. In the event of an evacuation, please report to your building's emergency assembly point for further instructions. Anyone found altering, defacing, destroying, removing or covering the evacuation signs will be charged the cost of repair or replacement.

Earthquake Preparedness

Please see more information at:

<https://www.emergencypreparedness.caltech.edu/Procedures/Earthquake>

Holiday Decoration Policy

During the holiday period of November/December, special emphasis is placed on life safety hazards associated with holiday decorations. All proposed decorations must be approved by Caltech Housing prior to their placement.

Fireplaces

Fireplaces in the houses have been replaced by electric fireplace displays for safety reasons. Tampering with or damaging these displays is strictly prohibited.

Firearms, Weapons and Explosives

Residents are prohibited from bringing firearms, explosives, knives, ammunition, dry explosives, incendiary devices, fireworks, accelerants (i.e., gasoline) or other dangerous weapons that might threaten human life into Caltech Housing regardless of purpose or brevity of time. Replicas of weapons, including but not limited to model or imitation

guns, swords or knives, are also prohibited. In addition, potentially dangerous or damaging chemicals may not be brought into the residences. See full Institute policy at: http://hr.caltech.edu/documents/2924/caltech_institute_policy-violence_prevention.pdf

Illness or Injury

Should you become ill or injured, a Resident Associate, Residential Life Coordinator, Apartment Manager, Campus Security or other Institute official can assist and arrange transportation to a health center or, in more serious cases, a local hospital. They will also assist you in notifying family members or Institute personnel if the situation warrants.

Injected Medication

Residents who use injected medication, such as insulin, are required to dispose of hypodermic syringes in approved sharps containers. This ensures the safety of all our residents and employees who handle waste disposal. Residents who require such containers can obtain them at no extra cost from any health center. Hypodermic syringes should be placed in the sharps container; full containers should be returned to any health center for proper disposal.

Infectious Disease

In the event a resident is identified as having potentially contracted a contagious disease that may adversely affect others in the housing area, the resident shall agree to submit to a medical evaluation at Student Wellness Services. In the event it is medically determined that the other occupants of the building are at risk of infection, the contagious/infected resident may be required to leave Caltech Housing until such time resident can present evidence from a physician that resident is no longer contagious. Failure to submit to the required medical examination and/or leave the residence shall result in loss of housing privileges.

MAINTENANCE

The Institute shall repair defects, which arise from ordinary wear and tear, at the Institute's expense. Without limitation, all defects caused by the acts or omissions of Resident, Resident's guests or invitees, will be so charged to Resident, including the cost of repair to or clearing of waste pipes and drains, repair to water pipes, plumbing fixtures, or overflow therefrom caused by negligent or improper usage or the introduction of articles or materials into the system for which the system was not intended, and including the cost of repair or replacement of damaged or

missing furniture, fixtures, appliances or equipment. The Institute shall not be liable for failure to make any repair unless resident has given to the Institute written notice of the need for repair and the Institute has had a reasonable amount of time to make the repair. Upon the expiration or termination of resident's contract or lease, resident shall return the Premises to the Institute in the same condition as received less reasonable wear and tear, as determined by the Housing Office.

Emergency ceiling hatches are located in some assignments. Since these hatches provide roof access to heating and ventilation systems for the building, there may be unscheduled entry into these assignments. Residents of these assignments should make sure that their current telephone numbers and e-mails are on file with the Housing Office in case they need to be contacted for emergency entries.

The Institute will schedule necessary preventative maintenance or other service visits at different times throughout the year. Residents will be notified in advance of these visits and need not to be present. Residents who turn away any scheduled preventative maintenance or other service visits, will be charged a fine.

Maintenance Emergencies

Emergency repairs, such as a burst pipe, major water leak, electrical short, or broken lock, occurring after 5:00pm on weekdays or on weekends or holidays, should be reported to Facilities after hours at (626) 395-4717. Provide your name, telephone number, house or apartment address, room number and the nature of the emergency.

Extermination (Pests)

All new residents will receive a copy of a letter from the Institute's provider for pest control. As the law requires, this letter is given out to inform new residents of the common chemicals used to control pests in the exterior and interior of the residence. Please note that whenever a resident requests pest control actions to occur inside the residence, a separate and specific notice will be given to, or left for, the resident.

Bed Bug Information

Bed bug Appearance: Bed bugs have six legs. Adult bed bugs have flat bodies about $\frac{1}{4}$ of an inch in length. Their color can vary from red and brown to copper colored. Young bed bugs are very small. Their bodies are about $\frac{1}{16}$ of an inch in length. They have almost no color. When a bed bug feeds, its body swells, may lengthen, and becomes bright red, sometimes making it appear to be a different insect. Bed bugs do not fly. They can either crawl or be carried from place to place on objects, people, or animals.

Bed bugs can be hard to find and identify because they are tiny and try to stay hidden. Life Cycle and Reproduction: An average bed bug lives for about 10 months. Female bed bugs lay one to five eggs per day. Bed bugs grow to full adulthood in about 21 days. Bed bugs can survive for months without feeding. Bed bug Bites: Because bed bugs usually feed at night, most people are bitten in their sleep and do not realize they were bitten. A person's reaction to insect bites is an immune response and so varies from person to person. Sometimes the red welts caused by the bites will not be noticed until many days after a person was bitten, if at all. Common signs and symptoms of a possible bed bug infestation:

- Small red to reddish brown fecal spots on mattresses, box springs, bed frames, mattresses, linens, upholstery, or walls.
 - Molted bed bug skins, white, sticky eggs, or empty eggshells.
 - Very heavily infested areas may have a characteristically sweet odor.
 - Red, itchy bite marks, especially on the legs, arms, and other body parts exposed while sleeping. However, some people do not show bed bug lesions on their bodies even though bed bugs may have fed on them.
- For more information, see the Internet Web sites of the United States Environmental Protection Agency and the National Pest Management Association.

Light Bulbs (Replacements)

Housing Maintenance or custodial will replace all light bulbs. Submit a request at <https://access.caltech.edu/auth/login?service=https://access.caltech.edu/home/home.s> for bulb replacement.

Repair/Replacement Requests

Repair requests and pest control issues should be reported to Housing Maintenance at <https://access.caltech.edu/auth/login?service=https://access.caltech.edu/home/home.s> Residents are not permitted to repair or replace electrical, plumbing, heating, security equipment, glass or any other Institute property, nor are they permitted to contract with vendors outside the Housing Office for any such repairs. By reporting a maintenance problem, residents are authorizing entry to the property by the appropriate maintenance or service representative. Residents will be charged for repairs due to abuse, misuse or negligence. Caltech Housing or authorized personnel may enter properties for cleaning, maintenance and repairs, safety inspections or emergencies.

Windows and Repair

Window coverings and screens may not be removed nor may residents alter windows with window film, tinting or coverings of any kind. Window hardware may not be removed or altered in any way. Charges will apply for damages to windows/hardware.

Broken windows will be charged to Resident(s) responsible for damage. If a window cannot be immediately repaired, it is boarded up if security or weather is a factor.

Plumbing Maintenance

To prevent any injury to our employees doing repair work, do not use any chemicals in drains for any reason. Instead, please submit a service request for repairs. Do not flush wipes, tissues, paper towels, feminine products, etc., down the toilet. If foreign items such as these are discovered during plumbing repairs, the cost of repairs will be charged to resident.

Roof and Other Leaks

To prevent any further damage, report all leaks immediately to Housing Maintenance.

SERVICES

Housekeeping

Services provided by the custodial staff include: sweeping, vacuuming, mopping common area floors, cleaning, dusting and polishing common area furnishings, cleaning kitchenettes, refrigerators, stoves, woodwork, brass fixtures and water fountains. Also included is, light pick-up of trash and debris from grounds, cleaning and disinfecting common area bathroom showers, fixtures and floors, emptying common area wastebaskets. Services not provided by the custodial staff include: picking up personal items from common areas; party clean-up.

Custodial Services

CLEANING DURING COVID-19

Additional cleaning is conducted among common areas up to two times per day.

UNDERGRADUATE

Custodial Staff will conduct a mandatory room cleaning once per term (Fall, Winter and Spring). This will include vacuuming, light dusting, emptying of trash and cleaning of sinks. Scheduled times will be emailed, posted in the houses and the Custodial Supervisor will leave a reminder notice. Pick up personal items ahead of time so the room can be cleaned and vacuumed. Resident will be assessed a fine if custodial staff is turned away. Common area bathrooms are cleaned Monday-Friday. Bechtel suite bathrooms are cleaned three times a week. Residents may request additional cleanings from Housing Maintenance for an additional fee.

GRADUATE/POSTDOC

Regular cleaning is not provided for graduate or postdoc assignments. Residents may request cleanings from the Housing Maintenance for an additional fee.

Recycling

Recycling has a positive impact on the environment and we urge you to participate in this important program. Recycling bins are located in some of Caltech Housing. Please see more information at: <http://sustainability.caltech.edu/>

Trash

Residents must dispose of all trash in the appropriate communal trash cans and dumpsters located throughout Caltech Housing. Residents who leave trash outside of their assignment or do not dispose of trash properly, will be charged a clean up fee.

Food and Dining Services

MEALPLAN OPTIONS/REQUIREMENTS

Please see Housing contract or lease.

UNDERGRADUATE

All on-campus undergraduate students are required to be on a student meal plan. For more information, please visit the Caltech Dining Services Web site: <http://dining.caltech.edu>.

GRADUATE

Food can be purchased through Caltech Dining Services. For more information, please visit the Caltech Dining Services Web site: <http://dining.caltech.edu>. Athenaeum membership is open to all students 21 and over, for a small monthly fee plus the cost of meals. More information is available at: <https://www.athenaeumcaltech.com/>.

Kitchen Facilities

UNDERGRADUATE

Communal kitchen and cooking facilities are available in each house for snack and occasional meal preparation. Kitchen facilities include refrigerator, stove and microwave. You may store your food in the refrigerator and/or cupboards. Kitchen utensils, tableware, cookware and small appliances are not community property. Persons using kitchens are expected to leave them in a clean and orderly condition for use by others. Please use exhaust fans when cooking. Cooking is not allowed in student rooms.

GRADUATE

Residents are responsible for providing their own kitchen cookware, utensils, tableware and glassware. Kitchen appliances include a refrigerator, stove, garbage disposal and microwave oven. No other appliances such as dishwashers, washers or dryers may be installed. Kitchen sinks include a stopper, a strainer and a garbage disposal. Please be mindful of appliance manuals and/or instructions. Please use non-abrasive cleaners and cutting boards. If any of these items are missing, please contact Housing Maintenance for more information.

Laundry

Coin, ID Card, or Pay Range operated laundry machines are available in the on campus basements and at most off-campus apartment buildings and houses.

Laundry rooms are also located in the recreation buildings of the Catalina apartment complex and hallways throughout Avery and Bechtel.

Laundry room doors should always be closed and locked (where applicable) for security reasons. Prompt removal of laundry is required.

RESIDENT GUIDE AND HOUSING POLICIES

If there are problems with washers or dryers, please report it to Housing Maintenance, indicating washer or dryer number and the location of the machine that requires repair.

Access in the North Laundry Room (under Lloyd, Page, and Ruddock) will be available via staircases from the first floor. Access to the South Laundry Room (under Blacker, Dabney, Fleming, and Ricketts) is available through the various entries to the Student Activities Center (SAC) from both outside and inside the Houses. The various combinations for these laundry rooms can be acquired from your House Ex-Comms.

Laundry is not allowed to be hung to dry outside on balconies or common areas. Personal washers and dryers may not be installed anywhere.

Lost and Found

The campus lost and found is located at the 24 hour Caltech Security Office on Holliston Ave. Please transfer found objects to Caltech Security. Unclaimed items from the previous year are discarded.

Mail Services

Due to liability issues, improperly labeled mail that is sent or forwarded to the Housing Office will be returned to sender. The Housing Office does not maintain any mail for any residents. If you are living in any off campus buildings, please use your property address to receive mail. Alternately, you may have mail delivered to your campus mail code. **The Housing Office will not forward mail for current or past residents.** If residents vacate their residences, they must notify the Caltech Mail Distribution Center or the United States Postal Service at <http://www.usps.com>.

AVERY HOUSE

Mail services are not available for residents in Avery House. Please see the UNDERGRADUATE section below for instructions or receiving mail.

CATALINA APARTMENTS

Catalina residents can have their mail sent to their street addresses. Please note that the zip code is 91106, not 91125 or 91126. Mail should be addressed as follows:

YOUR NAME
BUILDING # STREET NAME, APARTMENT#
PASADENA, CA 91106

RESIDENT GUIDE AND HOUSING POLICIES

There are a limited parcel lockers for packages at the Catalina mail centers. Otherwise, Catalina residents should be at their apartments to ensure receipt. If residents are unable to receive a package during regular business hours, packages should be sent to Shipping and Receiving with the mail code of their respective academic department. Packages should be addressed as follows:

391 S HOLLISTON AVE
ATTN: YOUR NAME, MAIL CODE XXX-YYY
PASADENA, CA 91125

UNDERGRADUATE

All residents will receive a permanent mailbox at Registration. Parcels larger than the assigned mailbox or accountable mail (registered, certified, insured and express) will not be delivered to your mailbox. Packages will be held at the Mail Distribution Center for all undergraduates. Mail should be addressed as follows:

YOUR NAME
MSC# YOUR MAIL BOX NUMBER
PASADENA, CA 91126

Utilities

Please see your Housing contract or lease for specifics on which utilities are covered in your assignment. The Institute will not be liable for a failure to supply utilities or for an interruption of service. You must comply with Institute conservation measures and at all times exercise reasonable efforts to conserve resources.

Telephone Services

ON-CAMPUS HOUSES

Hallway telephones with campus extensions are located in each hallway. The campus extension telephones allow calls to another campus station and to calls within the following area codes: 626, 818, 213, 310, 323, 562, 800, 877, 888. When dialing a 626 area code phone number, dial 9 first and then the 7-digit number. Calls outside the 626 area code require the caller to dial 9 1, the area code, and the 7-digit number. To call outside the above area codes, a long distance authorization code is required. For more information, please contact the Telecommunications Office (626) 395-5995 or go to <http://www.imss.caltech.edu>.

Telephones with campus extensions can be installed within the individual rooms after Rotation.

OFF-CAMPUS PRIVATE PHONE LINES

Caltech does not provide telephone services for the Catalina apartment complex and other off-campus properties. To install new phone service to your apartment, contact a local provider.

Cable Television

Only some of our residence hall common areas have cable television. The Catalina apartments are wired for cable TV services. Subscription for these services in the Catalina apartments and for all other locations is not currently set up and is optional. To install new cable service to your apartment, contact Charter Spectrum. Residents may also purchase antennas and/or digital signal converters for their televisions from outside vendors if they do not want cable television.

Internet Services

Internet services are included in all undergraduate housing and most graduate lottery properties. In all other locations, it is the responsibility of the resident to set up and maintain internet services.

Storage

Storage space is not available for personal items.