



 **THE
CADENCE**

**RESIDENT HANDBOOK
2019-2020**



CADENCE

Student Handbook and Policies

This is your home for the next academic year. Always refer to the Cadence License Agreement & Handbook together. By signing your Student Housing License Agreement, you are indicating that you are an adult who is mature and capable of handling the opportunity of living in a community, as well as handling the responsibilities which include confronting someone who is violating your rights, being accountable for your behavior, and recognizing the compromises necessary when living with other people. In adult life, all rights have corresponding responsibilities. You are responsible for your actions within a community and those actions affect others. Be responsible and considerate of your community. Behaviors that do not reflect these actions can result in judicial action, eviction, or paying restitution.

The Terms & Conditions and the Policies & Regulations govern all apartment occupants. By completing and signing the Student Housing License Agreement, you agree to all of these provisions. Please read these provisions carefully before submitting a completed License Agreement.

IMPORTANT PHONE NUMBERS

Housing Office - (626) 568 8850
Monday-Friday, 8:30am - 5:00pm
housing@lacm.edu

Student Services Office - (626) 568 8850
Monday-Friday, 8:30am - 5:00pm

Housing Coordinator, Cadence Office Hours
Tuesdays & Thursdays, 7:30pm – 10:00pm
Apt #214, Office Entrance

TenantCloud.com: all facility requests, change of documents, phone numbers, etc. are to be submitted through the TenantCloud.com portal.

Resident Assistants On Duty Line: (626) 344 4666

Emergencies: 911

WELCOME

YOUR RIGHTS AND RESPONSIBILITIES AS A COMMUNITY MEMBER

As a member of the Cadence residential community, you have an equal set of rights and responsibilities.

YOU HAVE THE RIGHT TO ...	YOU HAVE THE RESPONSIBILITY TO ...
A clean, maintained living environment that supports academic success.	Keep your room neat and clean. Place food, garbage and recyclables in correct locations, not in halls, sinks or bathrooms. Submit service requests in a timely manner.
Entertain guests in the privacy of your room/apartment.	Expect rights to privacy. Accept responsibility for the actions of your guests.
Determine with your roommate your own level of noise within your room.	Not distract those studying or sleeping, no matter what time it is.
Develop your own lifestyle.	Respect others' lifestyles and not impose your lifestyle on them.
Consider all public areas as shared living areas.	Confront those who abuse or vandalize property.
Politely confront another resident with concerns. If you cannot agree, an RA may act as a mediator.	Directly confront those who infringe on your rights. Listen to another person's concerns before responding. Respond politely. Refrain from talking about someone behind their back. Confront one another with issues before contacting a staff member.
Govern your space maturely.	Understand policies and procedures in the student Housing License Agreement you signed, which are in effect at all times. Take responsibility for inappropriate actions and accept consequences.
A community environment free from harassment.	Address harassment directly and clearly.
No unwelcome touching.	Clearly communicate boundaries.
Live in a place where you are respected.	Treat community members respectfully regardless of gender, sexual orientation, race, heritage, religion or disability. Tell no insulting jokes and confront others who do.
A safe and secure living environment.	Never let a nonresident enter a building with you, report strangers in the hall and unprop open doors. Refrain from burning candles/incense.
An alcohol and drug-free living/learning environment.	Follow LACM, residential and state alcohol, drug and smoking policies.
A supportive environment in which to live and study.	Support each other.

SUCCESSFUL ROOMMATE RELATIONSHIPS

Sharing a room and living in a community are learned skills. There are benefits to developing good relationship skills. The skills you build now will serve you later in life. College students are mature and capable of handling the responsibilities of living in a campus community. These responsibilities include confronting someone who is violating your rights, being accountable for your responsibilities and behaviors, as well as recognizing your own behavior and compromises necessary for living with other people. In order to successfully live with others, communication is a necessity.

Differences are normal and provide opportunities for growth and learning about others and their lifestyles. Some roommates will become close friends while others may never be close, but will live together respectfully. Each roommate owes the other the courtesy of speaking to each other first if conflict arises.

Be prepared to discuss your preferences with your roommate(s) to reach mutual understanding for your Shared Living Agreement. The Shared Living Agreement will be completed during your first couple weeks of school. It can be utilized as a point of reference should future conflicts arise between you and your roommate(s).

SAFETY & SECURITY

The Cadence knows that safety is essential to personal and academic success. Because of the importance of safety, The Cadence provides facilities, services, and procedures to make the complex as safe as possible.

COMMUNICATION IN AN EMERGENCY

The Cadence Student Responsibilities

- Call 911 & Contact Cadence Staff, see page 1.
- Emergencies include fire, sickness, accidents or a threatening situation.
- Listen carefully when faculty, staff and emergency personnel tell you what to do.
- Know the location and content of building exits and fire extinguishers. Note: Extinguishers are located on two columns in the garage and by the entryways of units 103, 105, 107 and 113.
- Learn what to do in an emergency
- Create Emergency Communications Plan - determine how you will stay in contact if separated by a disaster; chose an out-of-state friend or relative as a "check-in contact"
- In the event of any major crisis, find or stay with your roommates or RA until you are officially accounted for and released. Call a family member as soon as possible to let them know you are safe. In your room, keep three gallons of drinking water and a personal emergency kit at all times.

ACTIVE SHOOTER OR VIOLENT INTRUDER

Be aware of your surroundings and any unusual activity. If there is an accessible escape path, attempt to evacuate the location. Leave personal items behind, keep your hands visible and empty and follow instructions of law enforcement. If you are in a room and escape is not possible, stay there and lock the door or barricade the door with furniture. Remain quiet (silence cell phones) and evaluate the situation. If safe to do so, call 911 to notify Police. If you cannot speak, leave the line open to allow the dispatcher to listen. Take note of emergency notifications (text messages, emails, and announcements). As a last resort, and only if your life is in imminent danger, attempt to disrupt or incapacitate the suspect by acting aggressively, throwing items or yelling.

THE CADENCE APARTMENTS AND GATE ACCESS PROCEDURES

Cadence front and back gates (including garage walk-in) shall remain closed and locked at all times. Students may access the building by using their personal gate key.

Overnight guest registrations must be completed by 7:30pm day of. For additional guest policies and procedures, please see our guest policies section.

Residents with garage access are responsible for the

appropriate use of the garage gate and remote-control access. It is your responsibility to report a missing or broken garage remote opener. There is no street parking on the first and third Wednesday of the month due to street cleaning. On these days, cars must be moved by 8am. The Cadence will not be responsible for any parking citations issued by the City.

WHAT CAN I DO TO STAY SAFE?

- LOCK your doors and windows when leaving your unit (even if you are only gone for a few minutes), when taking naps, and when retiring for the night. If you prop your door, make sure there is someone in the living room and make sure to un-prop the door when there isn't. Often residents forget to un-prop them, thus leaving your unit open to anyone.
- KEEP all money and valuables in a safe place. Do not keep large amounts of cash in your room. Consider leaving valuable items at home or in a safe deposit box
- CLOSE all public area doors behind you
- DO NOT LET people you do not know into the building or your unit. By opening the door for someone, you are accepting responsibility for him or her as your guest. Ask visitors who they are looking for and then refer them to an RA.
- DO NOT LOAN your keys to anyone. Not only is it a violation of Student Housing Rules and Regulations, but it puts your roommates and members of your community in jeopardy.
- REPORT suspicious people or circumstances to the RAs, the Housing Office, or the police. This includes vendors and unescorted, non-residents who are inside the building. The Cadence does not allow solicitation of residents in our buildings. If someone tries to sell you something in the building, report it!
- WALK with another person at night.

INJURIES

Residents are encouraged to purchase or create their own minor first aid kits. In the event of a serious injury or emergency, immediately contact the Department of Police Services at 911.

ALARMS AND BUILDING EVACUATIONS

All residents and guests are required to evacuate the building if an alarm is sounded.

- College and city ordinances consider fire regulation and evacuation drills essential.
- Alarms and fire equipment must not be disturbed except in actual emergencies (California Penal Code Section 148.4). Violators will be prosecuted.
- A continual alarm signals evacuation by all students and guests.
- Use the closest available stairwell (or gate if applicable) to exit to the street in the front of the building.

- In drills and real emergencies, building staff have the same authority as representatives of the Fire Department.
- All rooms must be evacuated.
- Residents may re-enter the building only when notified by staff that it is safe to do so.
- Failure to evacuate in a timely manner and follow the instructions of college staff will result in judicial action

EARTHQUAKE

Residents are expected to keep these supplies in their room:

- Flashlight with extra batteries
- Battery-powered radio with extra batteries
- Heavy gloves, shoes and a blanket
- Three gallons of drinking water
- First-aid kit
- Supply of necessary medications

In the event of an earthquake:

- Duck or drop down on the floor. Do not run outside
- Take cover under a sturdy desk, table or other furniture (or move against an interior wall, and protect your head and neck with your arms).
- If you take cover under sturdy furniture, hold on to it and be prepared to move with it
- Hold your position until the ground stops shaking and it's safe to move. If it's safe to exit the unit, put your shoes on, grab your keys, and evacuate the building.
- If you cannot exit the building, tie a light colored shirt to a balcony railing and suspend it so that it can be seen by others.

FIRE SAFETY

Fire alarm systems are installed in each Cadence Apartment Unit as well as throughout the building. Alarms are very sensitive. To ensure your safety, alarms can be inadvertently set off by carelessness in cooking, use of appliances or smoke, as well as more dangerous reasons. Nevertheless, all alarms must be taken seriously and all residents must immediately evacuate.

Fire alarm systems were installed for your protection. At no point should residents attempt to disable smoke detectors or remove them from their rooms. The safety of our residents has been taken into consideration and maintaining the integrity of our systems is managed with the assistance of all residents.

Students tampering with any part of any system, in any manner, will be reviewed for immediate eviction, judicial and legal action. Please be advised that all repairs made necessary due to tampering with fire alarm equipment will be charged to the resident. Furthermore, in accordance with California Penal Code Section 148.4(a) (1), tampering with a fire alarm or life safety system may be considered a felony. If you notice a problem with the fire alarm system, please don't hesitate to contact an RA or facilities manager.

For fire inside your room:

1. Call 911. Give your exact location. Tell them what's burning.
 - Note: Extinguishers are located on two columns in the garage and by the entryways of units 103, 105, 107 and 113.
2. If you cannot safely extinguish the fire, evacuate the area. Close all doors as you leave. Take your keys.
3. If able, pull the fire alarm in the courtyard to activate the building wide alarm system.

For fire outside your room:

1. Feel the door. If it is hot, don't open it.
2. Call 911 and tell them the situation and exact location. Seal bottom of door with towel or other material to keep out smoke. Move away from the door.
3. If the door is not hot, open it cautiously. If smoke is present, stay low.
4. If you can, safely access the apartment front door, move outside and wait for authorities and further instructions.

SEXUAL ASSAULT, DOMESTIC VIOLENCE & STALKING

LACM is committed to a community free from crimes of sexual assault, rape, domestic violence, dating violence, sexual harassment and stalking. All members of the college community share responsibility for upholding this policy as we strive to attain our goal of a violence-free community.

Individuals alleged to have committed sexual assault may face criminal prosecution by law enforcement and may incur penalties as a result of civil litigation. In addition, students may face discipline/sanctions at the college. In addition, during any investigation, the college may implement interim measures in order to maintain a safe and non-discriminatory educational environment. Such measures may include immediate interim suspension from the college, required move from college-owned or affiliated housing, adjustment to course schedule or prohibition from contact with parties involved in the alleged incident.

LACM's primary concern is the safety of its campus community members. The use of alcohol or drugs never makes the victim at fault for sexual discrimination, harassment or violence; therefore, victims should not be deterred from reporting incidents of sexual violence out of a concern that they might be disciplined for related violations of drug, alcohol or other college policies. Except in extreme circumstances, victims of sexual violence shall not be subject to discipline for related violations of the Student Conduct Code.

To report a sexual assault, please contact a housing Staff member or the LACM Title IX Coordinator - titleixcoordinator@lacm.edu, or 626.568.8850

TITLE IX NOTICE OF NON-DISCRIMINATION

LACM does not discriminate on the basis of sex, gender or sexual orientation in its education programs or activities. Title IX of the Education Amendments of 1972, and certain other federal and state laws, prohibit discrimination on the basis of sex in all education programs and activities operated by LACM (both on and off campus). Title IX protects all people, regardless of their gender or gender identity, from sex discrimination, which includes sexual harassment and violence:

- **Sexual Discrimination** means an adverse act of sexual discrimination (including sexual harassment and sexual violence) that is perpetrated against an individual on a basis prohibited by Title IX of the Education Amendments of 1972, 20 U.S.C. §1681 et seq., and its implementing regulations, 34 C.F.R. Part 106 (Title IX); California Education Code §66250 et seq., and/or California Government Code §11135.
- **Sexual Harassment** is unwelcome conduct of a sexual nature that includes, but is not limited to, sexual violence, sexual advances, requests for sexual favors, indecent exposure and other verbal, nonverbal or physical unwelcome conduct of a sexual nature, where such conduct is sufficiently severe, persistent or pervasive that its effect, whether or not intended could be considered by a reasonable person in the shoes of the individual, and is, in fact, considered by the individual, as limiting the individual's ability to participate in or benefit from the services, activities or opportunities offered by the college. Sexual harassment also includes gender-based harassment, which may include acts of verbal, nonverbal or physical aggression, intimidation or hostility based on sex or sex stereotyping, even if those acts do not involve conduct of a sexual nature.
- **Sexual Violence** means physical sexual acts (such as unwelcome sexual touching, sexual assault, sexual battery and rape) perpetrated against an individual without consent or against an individual who is incapable of giving consent due to that individual's use of drugs or alcohol or disability.

For more information about sexual violence and prevention information, please contact the LACM Title IX Coordinator at titleixcoordinator@lacm.edu, or 626.568.8850

CADENCE HOUSING RULES AND REGULATIONS & RESIDENTIAL CODE OF CONDUCT

When you signed your License Agreement to live with us, you agreed to live by the policies and standards of conduct for LACM Housing found both in this handbook and in the License Agreement. Being held accountable to these standards provides educational opportunities that encourage students to evaluate their own actions and decisions and to acquire skills to make good choices. Failure to abide by Student Housing policies may result in disciplinary action.

*These policies are subject to change, without notice.

ACCOUNTABILITY

Each resident is viewed as a responsible person who will be held accountable for their own actions and those of their guests. When misconduct is reported, the campus will take appropriate action in accordance with campus policy and in consultation with the College Police Department and/or campus administration as necessary. Incident investigation requires adequate time for completion before any action will be taken.

ALCOHOLIC BEVERAGES

No resident or guest may possess or consume alcohol in the residential community.

- The possession of empty alcohol containers, including shot glasses, may be considered evidence of consumption of alcohol previously contained therein, and are therefore prohibited from the residential communities.
- No person may be in the presence of alcoholic beverages in the residential communities.
- Gross consumption of alcohol and the results of such consumption (such as disruptive or destructive behavior, vomiting or urinating on floors and in hallways, incidents or conditions necessitating extra care by staff and other such acts) are prohibited.
- Residents or guests of any age may not possess alcohol or drug consuming devices/paraphernalia.

In addition to these policies, residents are expected to abide by the college alcohol policy, which applies to all campus living environments. The college alcohol policy can be found online at www.lacm.edu/catalog

CLEANLINESS, HEALTH & HYGIENE

Reasonable efforts by individuals must be made to maintain proper personal cleanliness and hygiene. Rooms must be kept clean and sanitary at all times, including proper disposal of empty food and beverage containers. Residents may not violate these regulations or interfere with the safe and clean environment of others. Residents

are prohibited from activities that violate any health code. Health and safety inspections are conducted monthly. If any room is found to be cause of a health and safety violation, facilities may have the space cleaned at the expense of the resident and/ or roommate(s) and/or suitemate(s). Charges for pest control services will be added, if needed.

Inspections: What to Expect

Cadence staff have been given specific instructions on what is expected of them in conducting inspections. Below, please find information regarding the process and what you can expect from the inspection staff.

- Inspections may be conducted as often as once each month. Units cited with inspection infractions/ violations may be subject to additional inspections.
- The purpose of the inspections is to help maintain a safe living environment. It is not to invade privacy.
- Staff members will provide advance notification to residents by posting notices and/or emailing residents at least 24 hours prior to the inspections.
- Staff members will announce specific days and times they will be conducting inspections. Residents are highly encouraged to be present, but presence is NOT mandatory for the inspection to be completed by staff.
- The inspection should take no more than 5-10 minutes per apartment/suite/room.
- The inspection will be conducted whether residents are present or not.
- As staff members begin inspection, they will knock on your room/suite/apartment door. If there is no answer, they will try again. If there continues to be no response, the staff members will announce themselves and key into your room/apartment in order to complete the inspection.
- Once inside your room/apartment, staff members will look for any health, safety & policy violations.
- As staff members are conducting the inspection, they are completing a plain view inspection with the exception of emergency and facility equipment/ appliances that may be located behind closed doors. Staff members will be looking under or around furniture to inspect extension cords, multi-plug outlets, etc.
- If you are present at the time of the inspection, staff will ask you if there are any facilities issues. Also, expect that you will be asked to submit service requests via the TenantCloud Portal.
- Staff will be taking down specific notes on your room/ apartment in order to make sure that you pass the inspection.
- You will receive notice via email when inspections are complete with your results.
- If there ARE violations that require improvement and re-inspection:
 - You will be informed when a follow up inspection will be scheduled.
 - If your room/apartment is found to be in violation of the cleanliness health and hygiene policy a

second time, the Cadence will take action to rectify the violation by cleaning the space and billing you for the cleaning service.

- Incident reports will be written for specific violations. You and your roommates may be required to go through the judicial process.
- During an inspection, if staff become aware of other types of violations of Cadence policy, they are required to respond in standard process to the violations. This may include writing an incident report for further judicial action.
- If animals (other than what is permitted under policy) are found, they will need to be removed from the building immediately. An incident report will be completed for further judicial action and you may be billed for clean up or damage charges related to the animal.
- Upon completion of the inspection, staff will lock the front door of your apartment.

BREAKS

During the Fall, Winter and Spring break, residents are not required to vacate per the terms of their license agreement. However, residents who chose to leave for break, or any long period of time, are responsible for unplugging all electrical items, except provided refrigerators.

COMMUNITY LIVING

- Residents agree to conduct themselves in a manner that is conducive for fellow residents to study, live and sleep. Each resident also agrees to demonstrate reasonable efforts to resolve roommate and/or community issues. Residents are expected to report violations of the License Agreement to staff members.

DAMAGES AND VANDALISM

Residents and/or their guests who accidentally or intentionally damage or vandalize any residential community property and/or property belonging to any member of the campus community will be required to make restitution for repairs and/or replacement at the resident's expense and disciplinary action will be pursued. Hanging heavy items on the back of doors is prohibited.

DECORATING AND POSTING

Posters and decorations may be attached only to interior walls and only with materials that will not cause any permanent damage. Please refrain from use of nails and screws in the walls. Charges will be assessed for damages resulting from improper attachment. Exterior wires, signs, aerials, or satellite dishes are not allowed. Holiday decorations inside rooms are permitted only if they are safe and do not present a fire hazard.

DOORS AND DOOR LOCKS

Tampering with, disabling or modifying the operation of apartment, room or suite doors or door locks is prohibited. Any resident and/or guest of a resident responsible for such violation will be subject to disciplinary action. Any charge for costs attributed to repairs of doors or door locks will be the responsibility of the resident.

DRUGS

No drugs, narcotics or controlled substances, including medical marijuana, may be possessed, used, sold nor distributed at the college or in the residential communities. No drug paraphernalia, including any type of bong, pipe and the like, may be possessed, used, sold nor distributed at the college or in the residential communities. No person may be in the presence of drugs, narcotics, controlled substances or drug paraphernalia at the college or in the residential communities. Prescription drugs may only be used, as prescribed, by the person to whom they are prescribed. The sharing or distribution of prescription drugs is against policy and the law. Use of drugs and the results of such use (such as disruptive or destructive behavior, vomiting or urinating on floors and hallways, incidents or conditions necessitating extra care by staff, and other such acts) are prohibited.

DUTY TO FOLLOW DIRECTIVES AND FAILURE TO RESPOND

Each resident is expected to respond to and follow all written and verbal directives or requests of Cadence staff promptly and act in an appropriate manner. This includes answering the door and checking one's voicemail, email, TenantCloud messages and mailbox on a regular basis. Failure to comply with directions of, or interference with, any Cadence official while acting in the performance of official duties will result in disciplinary action.

ELECTRICAL SAFETY

Extension cords are not permitted. UL-approved, grounded power strips with circuit breakers should be used for all electrical equipment, including computer and computer-related hardware. A maximum of one power strip may be used per outlet, per room. No modifications to, or changes in, electrical wiring are permitted. No "splices," "octopuses" or modification devices of any kind may be used to add plugs in a resident's room or apartment. Excessive electrical equipment is prohibited. Residents in apartments or rooms found to generate circuit overloads will be investigated. Repeat violations will result in disciplinary action, and any charges for costs attributed to removal or repairs will be the responsibility of the resident.

FIRE ALARMS AND FIRE SAFETY

Tampering with, disabling, deactivating, removing, covering or improperly activating fire safety detection equipment, including fire extinguishers, fire alarms, sprinklers and smoke detectors, is prohibited. Any resident and/or guest of a resident responsible for violation is subject to eviction and criminal and civil penalties. Door closers must not be removed, and doors with door closers cannot be propped open. Use of prohibited cooking or other devices that cause activation of the system will result in disciplinary action and a charge for costs attributed to the alarm. During a fire alarm or other emergency where evacuation is required, residents must immediately exit the building.

FURNISHING FALSE INFORMATION

Residents must provide accurate and truthful information, including properly identifying themselves and guest(s), upon request by college staff.

GAMBLING

Gambling for money or money equivalent stakes is prohibited in all residential communities and on all college grounds.

PRIVACY

To respect everyone's privacy, student residents are expected to keep doors closed and locked when leaving. Utilize the bathrooms for changing, keeping the doors closed

PETS

Animals of any kind, except fish in a bowl up to 2-gallon capacity, are not allowed in the Cadence apartments. Service animals authorized by the Cadence/Housing Administration may be exempt. Residents may not feed/shelter stray animals. Residents are obligated to tell Cadence staff about stray animals so appropriate action can be taken to remove and protect the animal.

PHYSICAL ABUSE, HARASSMENT AND INTIMIDATION

Abusive physical and verbal behavior, and threats of physical abuse toward residents, guests or staff, are violations of policy and will not be tolerated. Such conduct may be grounds for disciplinary action, removal from the residential community, eviction and/or criminal prosecution. Examples of prohibited conduct include, but are not limited to, sexual and racial harassment, threats of violence, intimidation, sexual assault, fighting, punching, slapping, kicking, scratching and pushing. Practical jokes and pranks or other disruptions are prohibited in the campus community.

PUBLIC HEALTH AND SAFETY

The Cadence reserves the right to close the residential communities if such a closure is required to protect the public health and/or safety of residents.

DESTRUCTION / MISUSE / THEFT OF PROPERTY

Property damage is inappropriate and demonstrates a lack of respect for the community and the property of others. The following are violations of this policy:

- Theft of property in the possession of, or owned by, a member of the campus community, is prohibited. This includes borrowing without specific prior approval.
- Unauthorized possession, use or misuse, removal, defacement and/or tampering of Cadence owned property or leased property or equipment or any property belonging to a community member or guest is prohibited
- Any resident who maliciously or accidentally damages Cadence owned property will be responsible for the cost of the damage and/or the cost of the labor to restore or repair the property to its original condition.
- Residents will be responsible for the actions of and/or damages incurred by their guests
- Residents are prohibited from physically repairing damages to Cadence property. If property is damaged, please report the damage to Housing Staff immediately
- Common area damage charges not readily assigned to a particular individual may be charged to a group or residents of the whole apartment. Cadence furniture may not be removed from student units or common areas.
- Furniture may not be stored on balconies/balcony storage. Residents are responsible for the condition of their unit and the furnishings provided for them by the Cadence.
- Residents must keep balconies clear of obstructions such as screens, bamboo or other coverings that block the view for safety personnel

UNAUTHORIZED ENTRY OR USE

Unauthorized entry into, unauthorized use of, or misuse of person or Cadence property is prohibited.

VIDEO CAMERAS

Video cameras may be located in the outside common areas for the protection of residents. Exterior cameras may monitor outside areas near the residential communities. Covering, breaking, damaging or tampering with video cameras is a violation of policy and will result in disciplinary action.

LITTERING/TRASH REMOVAL

Littering, inappropriate disposal of trash, and/or sweeping debris into a common area or the surrounding grounds

is not permitted. If the problem is persistent and not able to be resolved by the community, fines may be issued for violations of this policy.

LOCKS

Installation on any door locks other than those provided by The Cadence or Student Housing and approved by such staff is prohibited. Unauthorized duplication of keys is also prohibited.

QUIET HOURS

Quiet hours mean that community members must keep noise at a very minimal level in all of our housing, surrounding grounds, common areas.

10 p.m. - 8 a.m. Sunday night to Friday morning
12 a.m. - 9 a.m. Saturday and Sunday

***Please note that other residents of Mohawk St are entitled to call the Pasadena Police Department for any noise complaints after 10pm.*

During times not designated as quiet hours, residents and their guests must limit noise so as to reasonably avoid disturbing other residents. Loud talking or group gatherings that disturb others are not permitted.

SAFETY/SECURITY

Safety/Security policies are necessary for the safety of residents and therefore must be followed. The following is a list of security/security violations:

- The unauthorized use, possession, or duplication of keys including lending keys to any person
- Propping of any door, other than your own unit door, is prohibited
- Unauthorized presence on rooftops, ledges, or areas marked for restricted access
- Providing access to units to those other than residents with key access, staff, or attended guests by any means
- Failure to lock or secure doors, entrance doors, or allowing a person entrance into a building and leaving them unattended in a public area
- Removal of any window screens (except for evacuation due to a fire). All residents of a living unit may be fined if a screen is removed for a non-emergency purpose
- Throwing, dropping, or projecting any objects from any residence doorway, window or balcony
- Using one's balcony or window as a means of entry or exit; or using it to store unsightly articles or garbage
- Sitting/perching on or jumping over balcony railings is prohibited

SEXUAL ASSAULT

Sexual assault, sexual battery, or rape of a community member or guest thereof is prohibited. Note: This behavior

is defined as any sexual activity conducted without the expressed consent of all parties involved.

SMOKING

The City of Pasadena prohibits smoking in places of employment (including offices and businesses), enclosed areas open to the public (whether privately or publicly owned), and all public sidewalks or walkways, parkways, curbs and gutters. Additionally, smoking is prohibited within 25 feet from any of the previously mentioned above except sidewalks, walkways, parkways, curbs and gutters.

Smoking is not allowed at multi-unit apartment buildings. In multi-family apartments, smoking is allowed in the open, designated smoking area located at least 25 feet away from any Cadence doorway, window, opening or vent into an enclosed nonsmoking area. Smoking in private vehicles is permitted.

Electronic cigarettes and cannabis are included in the City's definition of smoking and are prohibited wherever the use of cigarettes is prohibited.

THREATENING BEHAVIOR

Conduct that threatens or endangers the health or safety of any person within or related to the Housing community, including physical abuse, threats, intimidation, harassment, or sexual misconduct.

VISITATION/GUEST POLICIES

This visitation policy is designed with the safety and consideration of our community members and property in mind. Student residents are permitted to host guests as long as the rights and privacy of the other persons living in the unit are taken into consideration, and the following guidelines are observed.

Persons who hold a current Cadence Lease Agreement but are visiting residents in other units are considered Residential Guests; all others are considered Non-resident guests. There are two types of Non-resident Guests permitted to visit the Housing complex: Short Term Guests and Overnight Guests.

- The definition of a Short Term Guest is any person, hosted by a student resident, who does not hold a Cadence License Agreement.
- The definition of an Overnight Guest is any person, hosted by a student resident, who does not hold a Housing license agreement and whose visit lasts more than six hours, beginning or falling between the hours of 9 p.m. and 6 a.m.
- The Cadence reserves the right to deny access to any person.

Please follow the registration process described:

- All roommates must give their approval before any guest enters the unit. The right of a resident to occupy her/his room/apartment without the presence of a guest will take precedence over the right of a roommate to host guests. Residents may revoke their approval of a guest for any reason at any time and the guest must then vacate the complex.
- All overnight guests must be registered with an RA Before 7:30pm. **A registered guest must have an overnight application on file.**
- No student resident may allow guests access to the housing complex after 7:30 p.m. without following the registration process. This includes boyfriends, girlfriends and family members.
- Residents are responsible for their guest's conduct at all times and any damages incurred by that guest. All guests must comply with all Student Housing policies. Guests may be asked by staff to provide identification or leave the premises at any time. The guest must comply
- A guest must be accompanied by her/his host at all times. Guests are not permitted to be unescorted and may not be left unattended in the host's unit or within the community.
- Occupancy in any unit at any given time must not exceed 10 people for apartments, including residents. Guest registration for a unit will be cut off after four people have been registered to that unit.
- Advertising for open parties or gatherings is not permitted under any circumstance.

WEAPONS, FIREARMS OR AMMUNITIONS

Firearms, ammunition, fireworks, explosives, highly flammable materials, weapons, projectile devices, guns or knives, tasers, swords, hatchets, or replica weapons, lasers or any other weapon or material or instrument which poses a risk of damage or injury is strictly prohibited and a violation of the law.

Definitions (in all cases include, but are not limited to, the following):

- Firearms: Any gun, rifle, pistol or handgun designed to fire bullets, BB pellets or shots (including paint balls or darts) regardless of the propellant used. This includes Airsoft guns, ornamental rifles used for ROTC training and "replica" weapons.
- Weapons: Any instrument of combat possessed or carried for the purpose of inflicting or threatening bodily injury, including a blackjack, slingshot, billy club, sandclub, sandbag, metal knuckles or tasers.
- Knives: Dirks, daggers, ice picks or pocket knives.

This rule also applies to any dangerous implement that could be perceived as a weapon, regardless of whether or not it is legally deemed to be a weapon by definition. This would include a pocket knife, a hunting knife, a paintball gun, a firearm, self-defense weapons, and any other

implement that could cause bodily harm. Kitchen utensils and other basic household items are excluded, but can be utilized as weapons, and are thus subject to this violation if used inappropriately or in a threatening manner.

WILLFUL DISRUPTION

Participating in an activity that substantially and materially disrupts the normal operations of the residential community, or infringes on the rights of members of the community:

- Overt actions such as verbal attacks and physical assaults on residents, staff and/or their property
- Physical or written defacement or destruction of residential property and/or Student Housing postings and posters.
- Disruptive behavior that negatively impacts the housing community and the ability of another and/or others to live and study.

FILING A COMPLAINT

Any student or staff member may file a complaint against a student, based on an alleged violation of Cadence/housing rules in or around the building. Complaints must be filed with the Housing Coordinator or RA of the building. After a complaint has been filed, a staff member will contact the student to discuss the incident or refer the complaint to the appropriate individual.

VIOLATION/WRITE UP PROCEDURE

Any student found guilty of breaking any of the above described rules and regulations may be subject to a written violation. Violations must be signed by both the student and the present Housing Staff. Depending on the circumstances, additional disciplinary action may be assigned. Responses to violations may include any or all of the following: warning, room reassignment, removal from building, educational sanctions, or an additional fee.

ONLINE SOCIAL NETWORKS

Licensee will be held accountable for postings depicting or describing violations of residential community regulations and campus policies.

PASSIVE INVOLVEMENT

Residents are responsible for choices they make. In the presence of a policy violation, residents may attempt to stop the violation, contact residential staff and/or immediately remove themselves from the situation and the vicinity of the violation. If a resident chooses to remain at the scene of a policy violation, they will be included on the incident report and may be held accountable for a policy violation.

IMMEDIATE REMOVAL

Students may be asked to vacate The Cadence if students engage or threaten to engage in behavior which poses a danger of physical harm to self or others, or if they engage or threaten to engage in behavior which would cause significant property damage or directly and substantially impede the lawful activities of others.

Students may be immediately removed from The Cadence for the following violations:

- Fifth Noise Related Violation
- Abuse of staff members or students
- Tampering with fire safety equipment, intentionally starting a fire, or causing a fire
- Tampering with locks, keys, access cards, or security of the building
- Use of fireworks or other explosives
- Throwing objects out of balconies or windows
- Possession and/or use of firearms or other weapons
- Possession, use, or distribution of illicit drugs
- Repeated inappropriate use of marijuana or cigarettes
- Physical assault

FACILITIES AND SERVICES

KEYS

You are responsible for all assigned keys/garage openers. Keys may not be lent to or exchanged with another individual.

Use your keys to open apartment doors and building gates. If you lose your key, enter a service request to request a new one and ask an RA for a temporary key. If your key breaks or bends, put in a service request for a new one and bring the broken key to an RA or staff member. If your key breaks or bends, you will not be subject to the replacement fee.

There is a \$200 non-refundable charge for any key that is lost or stolen. It is a misdemeanor for any person to knowingly duplicate, make, cause to be duplicated, use or have in possession a key to a building without proper authorization

LOCK OUTS

In the case of a lock out, please remember the following protocol:

- Call/Text your roommates/apartment mates to let you in
- Call/Text an RA to assist you if roommates are not available.
- If an RA is needed, an official lock out will be recorded. Excessive lock outs may lead to penalties & fees.

*This lock out procedure applies to apartment unit and front gate lock outs.

INSURANCE & PERSONAL PROPERTY

The Cadence does not assume liability directly or indirectly for loss or damage to personal property by fire, theft, water, or any other cause except to the extent provided by the law. Renters insurance is strongly encouraged for residents. Additionally, the Cadence is not responsible for personal property left behind by residents after their withdrawal, transfer, departure, suspension, or eviction from any room or apartment.

MAINTENANCE AND CUSTODIAL SERVICE

The Cadence is your home for the coming year, and we are happy to have you here. If there are necessary repairs or maintenance issues, please submit a Maintenance Request on-line at your Tenant Cloud Account. Repairs will be made on a priority basis when a service request has been submitted. Please be aware that in some cases, it may take several days for a service request to be completed if parts must be ordered. To check the status of your request, please see your service ticket in the TenantCloud.

Most service requests are completed within 24-48 hours.

Service requests submitted after 3 p.m. will be assigned to a staff member the following business day. Report all maintenance emergencies immediately to a staff member.

To provide a quick response to your service request, maintenance may access your space when you are not there. Please clear a space for maintenance to work and remember to take your room keys with you. Maintenance staff are trained to always lock the door when they leave.

The weekly bathroom cleaning staff is a service included in the Cadence Housing package. Students are expected to keep a neat and orderly bathroom space for the cleaning crew to access every week.

CUSTODIAL

Taking pride in the living areas is a shared responsibility. Our custodial staff is responsible for maintaining the cleanliness of outside common areas and the laundry facility.

Residents are responsible for maintaining the cleanliness of their own rooms or suites. Health and safety inspections are conducted monthly in all units. Fees for re-inspection and cleaning will be assessed if areas are not up to our cleanliness, health and hygiene standards.

It is important that students to do their part as well to maintain a clean and healthy community. Residents should place all waste in designated garage dumpsters. Residents are encouraged to purchase and use a trash can for their unit. Any required excessive cleaning caused by students or their guests can be charged to individual students where identified.

PARKING

To park in the residential parking lots, you must purchase and display a resident parking permit. The permit is valid only at the Cadence. Vehicles without proper permits will be cited. You may apply and purchase a resident parking permit through your Tenant Cloud Account. The permit will be issued by The Cadence Housing. Permits are \$50/month and student with passes will be assigned a spot.

Parking is enclosed by gates and requires the use of a garage opener for entry. These openers are to be used only by those designated with parking, and only for the garage assigned. Failure to turn in garage openers and permits when moving out will result in additional charges

The Cadence takes no responsibility for property lost or stolen in the garage.

PARKING CANCELLATION

Parking is approved to be cancelled on a month to month basis. If you are canceling parking, you must submit your intention in writing to end the parking billing request via

TenantCloud or in person. Garage openers and permits must be returned to the Housing Office upon receipt of the cancellation approval.

BICYCLES

Bicycles may be kept in the garage, locked against the gated area. We encourage you to purchase a lock. The Cadence is not responsible for stolen bicycles.

MAIL

If you have mail sent to you while you are living in student housing, the address you will use is as follows:

Your Name
2415 Mohawk St, Apt #
Pasadena CA 91107

*Your mailbox number is the same as your apartment number

Cadence mailboxes are controlled by the U.S. Postal Service and maintained by Cadence Staff. It is a crime to force open someone else's mailbox or for anyone other than a postal service employee to deposit anything therein.

The Cadence is not responsible for any outgoing mail or outgoing mail slots that have been covered to prevent use by the U.S. Postal Service. Residents must report any damage to a mailbox to The Cadence

Cadence Staff will not take responsibility for keys or other items placed in mailboxes. Cadence Staff will not accept packages for any residents. If you are expecting a package, please make arrangements with the courier service (U.S. Postal Service, FedEx, UPS, etc.). If you are unavailable to accept your package, please make alternate arrangements with the courier service for delivery or send it to an address you know someone can accept it or require a signature. Requiring a signature will force the courier company to make several attempts to deliver. The carrier will not leave a package that requires a signature in an open air area.

All residents are responsible to notify the U.S. Postal Service directly if they have an address change

If your package is missing or stolen, you must contact the carrier directly.

LAUNDRY FACILITIES

Washers and dryers are provided on ground floor at the front of the building. Machines are operate on coins or through the PayRange payment app. **Malfunctions should be reported to the laundry company as indicated on the machines and/or wall.** Please remember that you are sharing these facilities with many

residents. Do not leave your clothes unattended, and remember to respect others' property. To avoid having your clothing items removed from a machine by another resident, we recommend clearing, changing or removing your own laundry promptly after the cycle ends.

Cadence Staff reserves the right to remove and dispose of items left in the laundry facilities for more than 24 hours.

TRASH DISPOSAL

Grease, oil, or hard food should not be poured down any drains in your unit. You should let the grease, oil, or hard food cool and then place it in a container to be removed with the rest of your trash. Leftover food should not be flushed down the toilets, it should be thrown out with the other trash to maintain a clean and healthy environment.

PEST CONTROL

Keep your unit clean and store food properly, placing leftovers in containers with a cover, in plastic saran wrap, Ziploc bags, etc. This deters pests. If you have pest problems, fill out a Maintenance Request form in your Tenant Cloud Account. However if you get ants, you must clean the area thoroughly and treat that area yourself with ant repellent that you have purchased.

APPLIANCES

All of the appliances in the unit (refrigerator, dishwasher and microwave) have finishes that can be easily scratched. These appliances should be cleaned with the proper materials. Steel wool and scrapers will damage the finish. Do not use scouring pads. A regular sponge is good for cleaning all of the appliances. When cleaning the refrigerator or dishwasher use a liquid, non-abrasive cleanser.

Listed below are kitchen appliances that may NOT be used in units for safety reasons.

- Electric Frying Pans/Deep fat fryers
- Space Heaters

**Use of any counter top electrical cooking devices will be the responsibility of the resident. Any / all damages will be charged to the resident. Use with caution.

Pay special attention to care of the following:

- **Dishwasher:** Use only designated dishwasher soap in the dishwasher. Do not use liquid dish soap or detergent which will fill the unit with suds and cause an overflow. Food particles need to be rinsed off prior to loading the dishwasher. Rinse with water only. Dishwashers cannot handle food particles that will not dissolve in hot water. The drain will clog and the unit could overflow. Clogged dishwasher drains are generally considered to be resident negligence and charges may be assessed.

- **Garbage Disposals:** Apartments are equipped with a garbage disposal. These units cannot grind material such as bottle caps, wire ties, un-popped corn, coffee grounds, potatoes, egg shells, rice, pasta or fibrous vegetables (e.g., artichokes, celery, onion skins, carrot tops). Do not put grease in the disposal. Do not put cooked or uncooked rice or pasta in the garbage disposal as the starch builds up in the drains and clogs them. Always use lots of cold water when running the garbage disposal to clear the drains. Do not use drain opener chemicals in the garbage disposal, sink or drain. These chemicals are dangerous to persons working on the lines and will ruin garbage disposals and drain opening equipment. If you have used a chemical in the pipe, please notify Facilities Management when you place your work order so the responding mechanic takes additional precautions.
- **Floors:** Most units have linoleum or vinyl flooring. A mild detergent or one-step wash and wax product will maintain the finish on the floor without damaging it. The newer vinyl floors are the no-wax type. Hardwood and laminate floors should be drymopped only with a microfiber mop or a dry dust mop. Students in units with carpeted floors are responsible for vacuuming regularly and spot cleaning as necessary. All cleaning supplies must be purchased at the student's discretion.

MINI FRIDGE & MICROWAVE

Only use microwave-safe dishes when using the microwave. The top door on the Minifridge is the freezer. The bottom door is the refrigerator. Keep the temperature control on both the refrigerator and freezer at a medium temperature. Keep the unit plugged into the wall at all times. Be sure to keep the doors of the freezer and refrigerator closed when not in use to keep cold.

DAMAGES

Units are already inspected before your move in. When you vacate your unit, it will be inspected and you will be billed for any missing items or damages beyond normal wear and tear.

WALLS, DOORS AND CEILINGS

Any method you use to attach something to the walls or ceilings may cause damage, so consider the potential damage before you proceed. While neither sanctioning nor prohibiting attaching things to the walls or ceilings, we remind you that the cost of repairing and repainting damaged room walls or ceilings will be billed to unit residents. The Command Strip brand of removable adhesives works best for hanging things on walls (other brands tend to leave marks when removed).

THERMOSTATS

Thermostats must be turned off if/when all residents

leave the unit/the unit is empty. This includes any time all residents are attending classes and/or gone for the weekend.

If you are having trouble with your heat/air conditioning, submit a service request.

LIGHTS

In effort to conserve electricity, always turn off room or lounge lights when they are not in use.

EXTENSION CORDS VS. POWER STRIPS

Extension cords are not permitted. UL approved, power strips with circuit breakers should be used for all electrical equipment including computer and computer-related hardware. A maximum of one power strip may be used per outlet, in separate outlets. No modifications to or changes in electrical wiring are permitted. No "splices," "octopuses," or modification devices of any kind may be used to add plugs in resident's room or apartment.

TUBS/SHOWERS

Maintaining the shower in the apartment is not difficult. Because of the amount of moisture that is present in the air in a shower, moderate mold and mildew may occur and can be prevented by regular use of an after-shower spray. Cleaning on a regular basis is the only way to control mold and mildew. A simple solution of bleach and water will control mold and mildew while a mild nonabrasive cleanser will maintain the cleanliness of the tile and the tub. Contact The Cadence through TenantCloud portal if you have problems with water accumulation or rust stains.

All bathing and washing must be done inside the bathtub or shower. Shower curtains must be tucked inside the tub and shower doors must be kept closed during use to prevent water accumulation on bathroom floors. Excessive water on the bathroom floor will result in severe damage to the tiles and sub-floor. Residents may be charged for this type of floor damage.

TOILET CLEANING

Cleaning your toilets regularly is important, however certain types of cleaners (including Drano or Liquid Plumber) will harm the toilet tanks. Toilet tank tablets (large tablets put directly into the tank to release cleaners over time) are prohibited because they clog the toilets and require maintenance service. If these items are used and create a problem, we will charge residents for required services.

COMMON AREAS

Common areas such as the courtyard and laundry facility are provided for the use and enjoyment of the resident. While these areas are maintained by custodial and

maintenance staff on a regular basis, we need your help in limiting actions or behaviors that result in additional clean up in or around the Cadence or disruption of the community.

- There are no reservations for use of picnic tables, or any other common area space or equipment. Residents shall cooperate with each other with the use of these facilities.
- Running, roughhousing, skateboarding, roller-skating, roller-blading, Frisbee or ball throwing, and any two- or three-wheeled vehicle riding is not permitted in the courtyard or garage. This is a violation of California Vehicle Code 2146(a).
- Courtyard furnishings are not to be moved to any other location
- No electric vehicles, except wheelchairs, are to be used on the premises.
- Do not leave any raw food or food items unattended in common areas.
- Deposit trash in the garage dumpsters.

UTILITIES

Cadence pays for water, trash removal, gas, electricity, and high-speed internet access for all student housing apartments; however, excessive utilities usage may be charged back to the resident(s).

WINDOWS, BALCONIES AND PATIOS

Window screens are not to be removed, loosened or altered. Residents will be billed for breaking the seal, including the tamper tag, on an operable screen and will be billed the cost to replace, reinstall or repair damages (when applicable) to any screen. Residents may not enter or exit a room or a suite through the windows except for emergency, safety and/or security purposes. No items, except patio furniture designed for outdoor use, may be placed on balconies and patios. Hangings, partitions or curtains of any type may not be used on balconies or patios. These areas shall not be used for storage of furniture, barbecues, bicycles, or other items including hanging of laundry. Unauthorized entry to other residents' rooms, window sills, roofs, ledges and balconies is prohibited. Personal items may not be left in the hallways or walkways as such items may impede emergency efforts or otherwise be a hazard.

ECO LIVING AT THE CADENCE

Small actions repeated every day can significantly reduce your personal impact on the environment.

ELECTRICITY

- Turn off your lights when you leave your room and use natural lighting whenever possible.
- Switch out your incandescent light bulbs for energy efficient LED ones in your desk and floor lamps.
- Unplug anything not in use to prevent phantom energy leaks; even if they're off, plugged in electronics still use energy. Use a power strip or surge protector to turn off multiple electronics at once.

LAUNDRY

- When doing laundry, wash in a cold cycle - many find that it cleans just as well as a hot cycle and uses less energy (90% of the energy used by washers goes to heating water).
- Wash full loads of laundry and use concentrated, environmentally friendly detergent.
- Wash and dry your clothes outside the peak energy hours of 4 p.m. to 9 p.m. By using less electricity during these hours, you can ensure that your energy is coming from cleaner sources.
- If you have the space, purchase a clothes-drying rack to save energy and money.

WATER

- Turn the faucet off while brushing your teeth and while shaving or washing your hands with soap.
- Limit your shower duration to 5-7 minutes.
- Fill your reusable water bottle at the hydration stations around campus.

RECYCLING

- Think before you print. If you do need a paper copy, print double-sided.

LICENSE AGREEMENT INFORMATION

For more information about contract release, refer to the License Agreement or contact the Office of Housing Administration.

TERMS AND CONDITIONS

By completing and signing the License Agreement, you agree to comply with and are expected to follow the Cadence/LACM Housing Terms and Conditions. You can view the Terms and Conditions by viewing your signed License Agreement on your TenantCloud Portal or on the Housing website at www.lacm.edu/housing

PAYMENTS

Your payment information can be found by logging in to your TenantCloud portal. A billing representative can be reached via the messaging system through TenantCloud. Please allow up to 48 hours for a response.

ROOM CHANGE REQUESTS

Residents may request for a room switch by submitting a completed Room Change Request form to the Housing Coordinator. Requests received during the weekend will be processed the following Monday. If an accommodation is available based on your request, you will receive an email offer and will have 24 hours to reply to the email. If we are unable to accommodate your request, you will be placed on our wait list. Email notification will be sent to the registered email address on your LACM populi account.

There is a \$250 room switch fee that will be applied for any request that is accommodated. Please contact the Housing Coordinator for the room change request form.

In an effort to make the Cadence an enjoyable living experience, we do offer an annual "Room Switch Day" that takes place approximately 5-6 weeks into the Fall Quarter. On this day, residents are allowed to switch rooms/apartment without any penalties or fees. The request process must be followed and approved by the Housing Coordinator prior to the Switch Date. Aside from Room Switch Day, Residents are allowed only one additional Room Change Request and will be subject to fees.

CONTRACT RELEASE REQUESTS

The student Housing License Agreement is a legally binding document. By signing it, you have agreed to certain terms and conditions, which include expectations for occupancy and conduct. Breaking this contract has costly consequences.

You may request a "contract release" at any time. Depending on your reason and documentation provided to support your request, you will be charged either 3 months or end of contract rent beyond the day that you check out of your room. Generally, the charge is the end of contract rent unless you are also withdrawing from the college.

FAQ's

How do I request a room switch?

Residents may request a room switch by submitting a completed Room Switch Request form to the Housing Coordinator. You must request the form from the Housing Coordinator.

If an accommodation is available based on your request, you will receive an e-mail offer on Monday and will have 24 hours to reply to the email. If we are unable to accommodate your request, you will be placed on our wait list.

There is a \$250 room switch fee that will be applied for any request that is accommodated.

Students have the option to switch rooms without penalty during our annual Room Switch Day, given that all necessary paperwork has been received and approved. Residents are allotted one extra room switch throughout the year with fee.

If my roommate moves out, can I keep my room to myself?

No. If a space becomes available in a shared room or apartment, the remaining resident(s) may be asked to either consolidate or accept a new roommate at any given time. Be a gracious roommate. Failure to prepare your room for a new roommate, or any effort to make a new roommate feel unwelcome, is considered a violation of policy.

What if I lose my key?

Let an RA or Staff member know at once. You may also submit a maintenance request for a replacement. A lost key poses a security risk. Speak with an RA to receive a temporary replacement key. Replacement of lost or stolen keys will be ordered and you will be billed.

Do I need renter's insurance?

The Cadence has no insurance to cover personal property damage. Therefore, the Cadence highly recommends that you obtain insurance, such as a renter's policy. (Your parents' homeowner's insurance policy may cover theft or damage of property in your room. Check with your insurance agent.)

What if I need to cancel my license for housing?

The student Housing License Agreement is a legally binding document. By signing it, you have agreed to certain terms and conditions, which include expectations for occupancy and conduct. Breaking this contract has costly consequences.

You may request a "Contract Release" at any time. Depending on your reason and documentation provided to support your request, you will be charged either 3 months or end-of-contract of rent beyond the day that you check out of your room. Generally, the charge is the end-of-contract rent unless you are also withdrawing from the college.

For more information about Contract Release, refer to the License Agreement or contact the Office of Housing Administration.

What if I lock myself out?

An RA will assist you in entering your room, regardless of the reason for lock out. Staff may not be readily available and you may be required to wait. Repeated incidents can result in judicial action. Asking your roommates to let you in first is always a good idea.

How can I get something repaired in my room?

Repairs will be made on a priority basis when a service request has been submitted. Request a repair by initiating a service request on the TenantCloud Portal. Please be aware that in some cases, it may take several days for a service request to be completed if parts must be ordered. Please note that employees, and agents have the right to enter the assigned Apartment for the purpose of inspection and repair, as noted in your Cadence License Agreement. In most cases, notice of entrance is provided ahead of time, however, some situations may require immediate attention from a staff member. You do not need to be present at the time of the service window. Check the status of your service requests in your TenantCloud Portal.

Am I permitted to have guests?

All visitors and guests must be escorted by you at all times. You accept responsibility for the behavior of your visitors and guests and must inform them of college and housing regulations.

May I host an overnight guest?

The overnight guest privilege is extended to all residents on a temporary and occasional basis only after securing approval from his/her roommate(s) and registering the guest with an RA or Housing Coordinator, per the License Agreement.

I'm uncomfortable with the drinking and drug use in my building. Do I have to put up with it?

No. Alcohol is not permitted in the Cadence or any other LACM affiliated building. Other drugs are also not permitted. Alcohol use and binge drinking create problems for millions of college students who are not binge drinkers. Known as secondhand binge effects, these may include

physical assault, sexual harassment, sexual assault (rape), interrupted sleep, property damage, impaired study time and a generally unpleasant college experience. Concerned or inconvenienced residents should feel empowered to insist that other residents comply with the alcohol and other drugs policy, and, if they are not successful in their efforts, the community staff should be notified to request further action be taken. Underage drinking has stiff penalties in California. These penalties include a \$250 fine, suspension of a driver's license, community service, mandated counseling and college judicial sanctions. Judicially mandated intervention will include a fee of at least \$100. Additionally, students who violate alcohol and drug policies may be suspended or, in some cases, expelled.