

# Your Community

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## Administrative Staff

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### The Gem Housing Office Staff

*Property Manager* is a professional property manager who is responsible for coordinating the operation of the buildings in their areas.

*Assistant Property Manager* is a professional property manager who is responsible for assisting the Property Manager, handling emergencies after hours, coordinating the leasing activities, and helping provide housing information to prospective tenants.

*Resident Managers* are CHNW student staff members hired to live in and assist in the management of our buildings. They are trained to ensure building safety, answer general questions, enforce policies, offer referrals to campus resources, and provide community activities. They also carry the after-hours emergency phone when The Gem Housing Office is closed.

### Housing Northwest Administrative Office Staff

The Administrative Office is located at 1708 SW Columbia, Portland, OR, 97201. Members of the CHNW staff who work in the Administrative Office include the Executive Director and accountants.

### Facilities Staff

CHNW Facilities staff responds to carpentry, plumbing, electrical, painting, and locksmith requests and also provides turnover and common area cleaning. Our Facilities staff takes pride in providing a timely response to all work requests. If you have emergency maintenance issues after hours, we have an on-call staff member that can address your concerns.

### Contact Numbers

Gem Housing Office: 541-713-7222  
Gem Housing Fax: 541-713-7220  
Gem Emergency Phone / After Hours: 541-230-4900

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## Student Governance

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CHNW's founders designed its governance structure to ensure student involvement.

### Board of Directors

A Board of Directors determines corporate policy, growth, and the annual budget. The Board consists of two student resident members and four public members who represent the Portland business community. Position terms typically run three years.

## Management Committee

The Gem Management Committee serves as the advisory board to the CHNW Management and the Board of Directors to the specific interests, needs, and perspectives of the CHNW-Corvallis population. The Management Committee is formed by tenants and representatives from the community and OSU.

# Services

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## Move-In Information

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### Utilities

All utilities including water, sewer, garbage, and electricity are included in your rental package.

### Cable Television

An extended basic cable package is included in your rental package. You may expand this service at your own expense by contacting Comcast at 1-866-886-6838. There are no discounts or refunds for expanding your cable service.

### Telephones

Local telephone service is included in your rental package. If you need to make long-distance calls or activate other services (voice mail, caller ID, etc.) please contact the OSU Telecommunications office at 541-713-3440 or visit The Gem Housing Office for more information.

### Internet

High-speed Internet service is included in your rental package. The service is provided through ResNet and you must agree to ResNet policies to use Internet. Instructions for connecting to ResNet are provided at check-in. If you have questions or need help with your Internet or computer you will need to contact ResNet at 541-737-3474.

### Insurance

CHNW is not responsible for theft, loss, damage to personal property, or damage to the building caused by tenants or guests. Tenants are strongly encouraged to purchase renter's insurance in order to protect themselves in the event of a loss of property.

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## Day-to-Day Services

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### Equipment

The Gem Housing Office has vacuum cleaners, dollies for moving, and plungers available for check-out. You will need a photo ID to check out any of these items. All items must be returned within one hour so other tenants may use them. Failure to return items within one hour may result in loss of check-out privileges or other sanctions.

## Mail and Deliveries

Upon move-in, you will be issued a key for your mailbox, located in the front lobby. Mail is managed through the US Postal Service and not The Gem Housing Office.

Deliveries will only be accepted in The Gem Housing Office for current tenants who have signed package release forms. Tenants will be notified of deliveries by e-mail. A tenant must provide picture ID and may only collect packages during office hours. Packages not picked up within 30 days may be returned to sender.

## Lockouts

All lockouts that occur during office hours are free of charge. There is a \$15 fee for lockouts between 6pm and 10pm and there is a \$25 fee for lockouts between 10pm and 8am. If you are locked out of your apartment, please contact The Gem Housing Office or call the emergency phone after hours.

## Parking

The Gem parking is by permit only. Parking permits are available in The Gem Housing Office for \$20 per month. Spaces are first-come, first-serve and are not assigned. There are 188 spaces and the number of permits sold will not exceed this amount. Short term and visitor parking passes are available for \$5.00 for five days and are not available in other increments. Cars without permits will be towed at the owner's expense.

## Pests

The Gem provides routine preventative pest maintenance. If you notice pests in your apartment you may request exterminator service from The Gem Housing Office. CHNW-Corvallis provides free exterminator services for non-tenant caused pest concerns. You will be asked to prepare your apartment for the exterminator. If it's determined that the tenant is responsible for a pest problem, he/she will be billed for exterminator costs.

When necessary, entire buildings or floors are treated for pests. These "clean outs" require that all units be treated at the same time to ensure effectiveness. If a problem or potential problem is noted, you may be required to have your apartment treated by our pest control service and/or clean up any pest-attracting problems. Failure to comply with cleaning or treatment requirements may result in a \$25 fine or termination of your Housing Contract.

## Posting Policy

All non-CHNW postings are subject to approval by the Property Manager. If approved, CHNW staff will post flyers for 30 days or until the information is outdated.

## Storage

There are 21 storage units available at a cost of \$20-\$25 per month. Storage units may be rented through The Gem Housing Office. Tenants who have rented storage units will be issued one storage area key, which may not be loaned to guests or other tenants.

Tenants must supply their own padlock. CHNW staff reserves the right to enter a storage unit at any time.

## Vending

Do not hit, shake, or tamper with vending machines or you may be subject to fines or other sanctions. To report malfunctions or for refund information for vending machines, please contact The Gem Housing Office.

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## Maintenance and Cleaning

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### Maintenance Issues

All maintenance issues should be reported as soon as they are discovered. If you have a maintenance issue in your apartment, you can visit The Gem Housing Office during regular business hours or go to [www.thegem.org](http://www.thegem.org) to submit a work request. **Work requests will not be taken by phone.** If the issue is an emergency after office hours, call the emergency phone immediately.

Facilities staff work from 8am to 4:30pm on weekdays and are on-call for emergency requests after hours and on weekends. More serious issues including overflowing toilets, building heat, and electrical outages are assigned a higher priority over minor repairs. The Facilities department strives for a 24 hour response to work requests. The earlier in the day that an issue is reported, the more likely our staff will be able to provide same-day service. If you would like to schedule an appointment to be present when the work request is completed an appointment will be made for the Wednesday following your request. Emergency issues including fire or personal safety concerns will be addressed immediately, even if the tenant is not present.

*Please Note:* It is mandatory that Facilities and other staff always knock and announce themselves before entering an apartment. Facilities staff members are easy to recognize in their CHNW shirts.

### Apartment Entry by CHNW Staff

If a member of our staff needs to enter your apartment, he/she will give a 24-hour notice stating the reason for entering. The only exceptions to this policy are in the case of an emergency, if you grant permission to enter, or as outlined in the Housing Contract.

### Laundry Rooms

Laundry machines and service are provided by Coin Meter Company for the exclusive use of tenants in The Gem. In order to help us properly maintain the washers and dryers, please follow these simple guidelines:

- Immediately notify The Gem Housing Office in case of any malfunction. Please be specific about which machine is not functioning properly and the nature of the problem.
- When using the dryers check that the lint screens are clean and in place.
- Do not exceed the load limit on the machines because it may cause damage.

- Do not leave your laundry unattended.

For refund information, please contact The Gem Housing Office.

### Recycling

The Gem provides recycling locations on every floor and outside on the north side of the building for ground floor units. Recycling rooms are in the 20/30 hallway near the lobby and include five bins: three commingled, one glass, and one cardboard. Please remove labels on tin cans and rinse all containers thoroughly!

### Garbage

Your garbage should be emptied regularly to keep everyone's living environment clean and pest-free. Garbage chutes are located on every floor in the 40/50 stairwell and bins are outside on the north side of the building for ground floor units. You may need to use your room key to enter the caged recycling/garbage area. **Please do not put your trash in the lobby trash cans or leave your garbage sitting in the hallways. The custodial staff is not responsible for removing your trash. Disposing of trash in lobbies or hallways will result in fines or other sanctions.** Please be sure not to throw organic items (including, but not limited to rice, fish, or peelings) or other potential drain clogs in the drains. These items must be thrown away and you may be financially responsible for any clogs or damage caused by inappropriate disposal of garbage.

### Circuit Breakers

To avoid power losses, be careful not to operate too many appliances at any one time. If the circuit breaker blows you should call or stop in at The Gem Housing Office during office hours or call the emergency phone after hours.

### Light Bulbs

Members of the Facilities staff make daily rounds of the buildings and are responsible for the replacement of all common area bulbs. Any CHNW light bulbs in tenant units (including florescent bulbs) will be changed by The Gem Facilities staff. Please submit a maintenance request if your lights are burned out.

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# Resident Rights

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## Resident Rights Statement

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The CHNW staff, with the support of the Management Committee and the Board of Directors, has adopted the following statement defining the rights of tenants living in our housing:

*Tenants have the **right** to...*

- Freedom of access to their living accommodations without regard to race, age, gender, ability, religion, sexual orientation, or national origin;

- Live in a clean and secure environment;
- Expect a regionally competitive price on housing accommodations;
- Written copies of housing rules and regulations or individual building policies that govern individual and group behavior;
- The respect and safety of personal property;
- Study without interruption or interference;
- Be free from unreasonable noise;
- Be free from intimidation or harassment;
- Express themselves creatively within established guidelines;
- Expect enforcement of the Housing Contract;
- Direct access to staff who provide assistance, guidance, and support as needed;
- Host guests within established guidelines;
- Equitable treatment when behavior is in question;
- Enjoy individual freedoms without regard to race, age, gender, ability, religion, sexual orientation, or national origin;
- Participate in student governmental bodies and building organizational meetings;
- Individual and group educational and developmental opportunities in their living community.

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## Participation in Student Governance

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CHNW has a history of student involvement. The Board of Directors is constructed to ensure that students have a voice in the decision-making process. The Management Committee was created to ensure that residents have a voice to the Board of Directors and to the management staff.

According to company bylaws, every student tenant is eligible to serve on the Board of Directors or Management Committee. All openings are advertised in the building.

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## Opportunities for Feedback to CHNW

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CHNW relies on feedback from tenants to improve services, facilities, etc. To that end, we have developed a formal opportunity to share information with the CHNW staff.

### ACE

ACE (Annual Customer Evaluation) is an evaluation distributed to all current tenants. Tenants are asked to evaluate staff, facilities, services, buildings, safety, and more.

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## Conduct Process

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CHNW has developed policies and procedures to help maintain a respectful and livable atmosphere. The conduct process is designed to provide a fair hearing, sanctioning, and an appeals process to any tenant violating policies or procedures.

## The Process

When a policy is violated, a Resident Manager or CHNW staff will document the event. This report is submitted to the Property Manager, who serves as the conduct officer for his/her area along with the Assistant Property Manager. *Tenants involved in the conduct process with a Property Manager will receive the Property Manager's decision in writing within five business days of the conduct meeting.*

## Sanctions

Sanctions are consequences for inappropriate behavior. Any level of sanction can be levied—even for a first-time violation—depending on the severity of the violation, attitude toward staff, and degree of risk.

### *Level 1 - Advisory*

This sanction may be levied for a first-time policy violation in which the student is cooperative, there are no aggravating circumstances, and there is a low risk of harm to self and others. Violations of this type will result in an Advisory Notice but may also require restitution for damages, community service, or other appropriate action.

### *Level 2 - Warning and Probation*

This sanction may be levied for multiple policy violations or a situation in which the student is not cooperative with staff, is involved in more than one policy violation at the same time, or there is risk to self or others. Violations of this type will result in probation and may include restitution for damages, community service, or other appropriate action. *Tenants who reach this stage in the CHNW conduct process may also be referred to the University Conduct Office.*

### *Level 3- Eviction*

This sanction may be levied for a violation of probation, a particularly severe situation in which a tenant is uncooperative or verbally abusive, or a situation in which there is a high risk to people and/or property. *Tenants who reach this stage in the CHNW conduct process may also be referred to the University Conduct Office.*

## Conduct Appeal

Tenants who wish to appeal a sanction must submit a letter of appeal to The Gem Housing Office within three business days of receiving the decision.

## Reinstatement Petition

Tenants may be evicted from their apartments for Housing Contract and/or conduct violations. When this happens, the tenant in question is not allowed to live in CHNW housing for a minimum of six months following the eviction. After the six month period, if the tenant wishes to return, he/she must write a letter of petition explaining why he/she should be readmitted to CHNW housing. This petition will be granted or denied depending upon prior conduct, payment history, and the written appeal letter.

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# Resident Responsibilities

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## Resident Responsibilities Statement

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The CHNW staff, with the support of the Management Committee and the Board of Directors, has adopted the following statement defining the responsibilities of residents living in our housing:

*Residents have the responsibility to...*

- Meet expected rent payment schedules;
- Adhere to rules and regulations;
- Comply with reasonable requests made by staff members;
- Monitor and accept responsibility for the behavior of guests;
- Report violations of rules and regulations or other safety and security issues to appropriate staff;
- Respect the rights and property of others;
- Participate actively in self-governance;
- Participate in building organizational committees;
- Express themselves individually or by association with groups;
- Contribute positively to the community by participating in educational and developmental activities.

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## Respect for Health and Safety

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### Building Security

As a tenant you need to take responsibility for your personal safety and your neighbors' safety. During move-in you will receive an electronic key fob to the building. Please do not compromise your safety or the safety of your neighbors by loaning your fob or room keys to acquaintances or by allowing strangers into the building.

Do not prop exterior doors. Propping doors may be helpful for unloading items or to let a friend in, but open doors are an opportunity for uninvited guests to enter the building.

### Door Locks and Dead Bolts

CHNW will not install or give authorization for you to install additional or alternative locks on your apartment door. Additional locks are not permitted because they may interfere with your safe exit in the event of an emergency or the staff's ability to access the unit in emergency situations.

### Drugs and other Controlled Substances

No person shall possess, use, sell, or distribute drugs, narcotics, or other controlled substances. Any tenant found in violation of this policy is subject to termination of his or her Housing Contract and criminal prosecution as allowed by Oregon law.

## Firearms

Firearms are prohibited. If you are found with a firearm in the building you will be immediately evicted and the police will be called if necessary.

## Fire Equipment

Tampering with fire safety equipment (including your room's smoke detector) is considered a felony and is subject to a fine up to \$500, up to six months in jail, and eviction. Examples of such criminal behavior include, but are not limited to the following:

- *Willful tampering with or breaking fire alarm equipment;*
- *Damaging or discharging water hoses or extinguishers;*
- *Tampering with sprinkler systems;*
- *Misuse of fire access and escapes.*

Individuals responsible for misuse or damage of fire safety equipment will be held accountable for replacement costs, cleanup fees, and/or damage charges resulting from such misuse. Fire escape access (windows, doors, ladders) is for emergency use only. Any other use (storage, leisure or recreational activity, casual entry or exit from a building) will be subject to disciplinary action including warnings, fines, or eviction.

## Sprinkler Heads

**Please be aware and respectful of all fire sprinkler heads. DO NOT** touch or hang anything on the sprinkler heads. If the sprinkler head is broken your apartment *will* flood. If the sprinklers are not shut off immediately the building *will* flood. Call The Gem Housing Office or the emergency phone immediately if a sprinkler head breaks. If you are found responsible for breaking a sprinkler head you will be liable for all damages caused.

## Keys

Your building entrance key will be an electronic key fob and cannot be duplicated. It will provide you with access to The Gem lobby, elevators, and stairwells. Your room key will be a regular key issued at the time of move-in. Duplication of keys by anyone other than CHNW is prohibited. If you would like to request an extra room key you will need to submit a written request to The Gem Housing Office. Extra key fobs will not be assigned to tenants. If you fail to return the extra key or any other issued keys you will be subject to the fees associated with lost keys upon move-out (see Lost Key Charges section).

## Solicitation

In order to provide for the privacy, safety, and security of our tenants, CHNW does not allow door-to-door solicitation. Door-to-door solicitation is defined as an uninvited attempt by for-profit or nonprofit individuals or groups to make contact with a tenant in an apartment or room, with the exception of CHNW staff members. Please notify The Gem Housing Office if you witness someone soliciting.

## Commercial or Political Activity

Commercial activity of any kind is prohibited in common areas. Political activity by candidates for Associated Students positions may occur in common areas of buildings one week prior to the date of the election if it is arranged ahead of time through the Property Manager. Candidates must inform the building staff of their arrival prior to any contact with tenants. The Gem also allows members of student government in the common areas of the building during the "Get Out the Vote" campaigns with expressed permission.

## Business in Apartments

Tenants may not use their apartments or allow others to use their apartments to conduct any commercial enterprise or other business of a proprietary or profit-making nature. This includes businesses such as Amway, Mary Kay, Avon, etc.

## Safety in the City

Corvallis has much to offer tenants and visitors. Please keep the tips mentioned below in mind to stay safe:

- *Be attentive to the happenings in your environment.*
- *Walk in groups across campus and town at night.*
- *Use common sense and sound judgment.*
- *Trust your intuition- your gut feeling- about people and circumstances. Avoid or remove yourself from unsafe situations.*

A preventative approach is not to become engaged in any interaction or conversation with strangers who make you feel uncomfortable. Use your best judgment about whether to ignore them or respond to their efforts to get your attention. Verbal responses can be enhanced with confident eye contact, a serious facial expression, repetition, a change in tone, and acknowledgment of what the other person wants, i.e. "It sounds like you want to talk, but I don't have time to talk."

*From Portland Bureau of Police Street Safety documents, permission granted for use by Mary Otto, Aug, 1, 1991 Updated for The Gem on March 13, 2006.*

For more information please contact OSU's Public Safety office at 541-737-3010.

## Throwing Items from Windows and Balconies

Nothing may be thrown from the windows or balconies of the building. This practice is unsanitary and hazardous. Any tenants determined to have thrown, dropped, or poured anything (solid or liquid) from a building window or balcony is subject to immediate termination of his or her Housing Contract.

## Alcohol Policy

*Oregon State Law Prohibits:*

- Possession or consumption of alcoholic beverages by persons under 21 years of age;
- Furnishing alcohol to persons under 21 years of age;

- Possession or consumption of alcoholic beverages in public areas (such as lounges, hallways, study rooms, elevators, outside buildings, etc.)

**Kegs of any size are prohibited in CHNW buildings, empty or full.**

Individuals who are of legal age and who choose to drink will be expected to conduct themselves maturely and responsibly, always respecting the rights of others. Because of our concern for the rights and the personal growth of individual students, CHNW will intervene when inappropriate behavior is observed.

Because of the negative effect on academic performance, health, personal relationships, and safety, CHNW is strongly against alcohol abuse. OSU Counseling and Psychological Services and Student Health Services provide referrals to on-campus or off-campus counseling and treatment programs. CHNW may require evaluation and/or treatment for a tenant as a condition to remain in housing. Seeking confidential assistance from or being referred to these services will not, by itself, result in disciplinary action.

Tenants seeking assistance for themselves or others may contact:

Alcohol & Drug Helpline - 1-800-923-HELP

Al-Anon/Alateen Info - <http://www.oregonal-anon.org>

Alcoholics Anonymous - 541-967-6243

Alcohol Treatment - OHSU - 503-494-4745

Narcotics Anonymous - 877-233-4287

## Guest Entry

If you want CHNW staff to allow other people (i.e. family, friends, delivery person, etc.) access to your unit while you are not home, you must give your permission ***in writing***. The staff will not let anyone into your unit without your written permission on file. Written authorization needs to include the following information: your name and apartment number; specific dates and times for authorized access; and name and relation of authorized guest.

## Car Alarms

Under the city's noise ordinance, a car owner is in violation if his/her alarm is activated longer than 3 minutes or in such manner as to be deemed a "nuisance." If an alarm has become a nuisance, the building staff will use whatever resources available to remedy the situation. The complaint may become a civil matter and the police may cite or tow the offending vehicle. If the vehicle is towed the owner may also be subject to revocation of his/her parking permit.

## Common Area Use

Use of common areas is contingent on adherence to applicable noise policy and building/area regulations (prohibition of alcohol, etc.). Space may be reserved by contacting The Gem Housing Office. Any individual or group requesting the use of a

common area shall take responsibility for the cleanliness of the area upon completion of the activity. Common area space may not be used for any commercial purpose.

## Confidentiality

CHNW staff will not provide verification of your name or address to anyone. If you want friends and family to be able to contact you, please tell them your address and phone number. If you would like us to share your financial information with anyone (parents, grandparents etc.), we require written permission from the legal tenant.

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## Respect for Community and Living Environment

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### Guests' Behavior

You are responsible for the behavior of your guests. If a guest becomes involved in any kind of incident, you will be held accountable. If you fail to follow CHNW policy and admit someone who is not your personal guest or give someone your keys for access, you are still responsible for any damage or disturbances the person(s) cause, whether or not you are present.

### Pets

Tenants may not host (for any period of time) any pets including, but not limited to cats, dogs, birds, reptiles, and rodents. Five-gallon (or smaller) aquariums with fully aquatic pets are permitted. Service animals are permitted.

### Psychological/Personal Crises

Any tenant who exhibits behaviors that indicate he/she may be a danger to him/herself (e.g. suicidal behavior, eating disorders, substance abuse, etc.) or a danger to others (violent actions or statements), may be referred for a psychological, psychiatric, or alcohol evaluation. This evaluation may be required as a condition to remain in CHNW housing. The results of this evaluation will be used to determine the best course of action for the individual and the residential community. A tenant may also be required to enter into a behavioral contract with CHNW. OSU Counseling and Psychological Services and Student Health Services have a number of trained professionals who can provide counseling and support for students experiencing difficulties in their day-to-day lives on campus. Tenants experiencing depression, suicidal thoughts, or alcohol/drug dependence/abuse should contact Counseling and Psychological Services or Students Health Services during business hours. After business hours tenants should contact a member of the CHNW Staff for a referral to the proper personnel or agency.

### Courtesy Hours

Courtesy of others is expected 24 hours a day. Tenants are expected to anticipate and respect the needs of others; specifically, the need to live in an environment with minimal hindrances to academic pursuits. Without being asked, tenants should curtail, at all times, social or recreational activities that infringe on others' rights. We encourage tenants to take a pro-active approach by introducing themselves to neighbors and attempting to resolve issues with each other. It is each tenant's responsibility to be

willing to confront neighbors and discuss noise issues. CHNW staff is always willing to assist, but may determine that some noise during courtesy hours is acceptable. Please understand that tenants have the right to reasonable use of their apartment including the right to listen to music, play video games, watch tv, and spend time with friends.

## Quiet Hours

Quiet hours are those periods when the noise level is restricted to provide an acceptable atmosphere for study and rest within the confines of tenants' rooms. Certain limitations on tenant activities are essential to protect the rights of others.

***Quiet hours are from 10:00pm to 8:00am Sundays to Thursdays and 12:00am - 8:00am Fridays and Saturdays, including holidays and school breaks. Beginning 10pm on Sunday night of finals week and ending 8am on Friday morning of finals week the building is in 24-hour quiet hours. During quiet hours, the following is not permitted:***

- Noise that disturbs tenants in neighboring rooms and/or apartments.
- Stereos, TVs, voices, etc., so loud as to be disruptive to any other neighboring rooms. Headphones are a good option for high volume tv and stereos.
- Speakers or subwoofers mounted on shared walls, directed out open windows, or positioned or played so loud as to disrupt neighbors, classes, and/or other buildings.

## Smoking

Smoking is **not** allowed anywhere in The Gem. This includes the balcony areas and entrances. Smoking must be 20ft from all entrances and windows. Please respect other tenants by adhering to these policies.

## Sexual Misconduct

CHNW is committed to providing a living environment in which students can live, work, and study free from sexual harassment, intimidation, or exploitation. CHNW will take action to prevent and to eliminate inappropriate behaviors of this nature. Individuals who engage in this behavior will be subject to disciplinary action.

If you or someone you know has been a victim of a sexual assault, you may contact the following for assistance:

- Corvallis Police – 911
- Sexual Assault Support Services – 541-737-2131
- Center Against Rape and Domestic Violence- 1-800-927-0197
- Student Conduct- 541-737-3656
- OSU Women's Center- 541-737-3186

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## Respect for Property

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### Damages

When you move in to your room or apartment, you will receive an inventory that indicates the unit's current condition. This form must be signed by the tenant and turned in to The Gem Housing Office within 72 hours of move-in. There is also a section on the

inventory where the tenant must initial after verifying the unit's smoke detector is in working condition. The original inventory will be on file and will be accepted as the tenant-approved inventory if a modified one isn't received within 72 hours. You will be charged for any evident damages in your unit at the time of your move-out that were not indicated on the inventory. Major alterations to your unit may also result in damage charges. You may be charged for adding shower attachments, installing locks, painting, and replacing light fixtures.

**All repairs to the facilities must be performed by CHNW personnel.** This is to ensure that repairs comply with building codes, construction standards, and company standards. If your room or apartment is damaged, **DO NOT attempt the repairs yourself or hire outside parties to attempt the repairs.** You will be charged for the cost of correcting repairs done by unauthorized persons.

If you lose, damage, or steal residential property (i.e., furniture, blinds, carpets, or any portion of the facility, etc.), even accidentally, you will be billed. Vandalism, destruction and/or theft of property may result in prosecution. Report any damage to your building staff immediately; you will still be held responsible for unreported damage.

If you are still living in a unit when repairs are made, charges will be assessed to your account with CHNW. All charges for damages made after you've vacated the unit will be assessed against your deposit or any refund due to you at the end of your tenancy. If the amount of the damage exceeds your security deposit, you will be billed for the additional amount.

## Decorating/Altering Your Space

Accessories such as plants, lamps, rugs, bedspreads, and/or posters help personalize your space. However, no permanent changes (altering showers fixtures, door locks, painting, etc.) may be made to the spaces. Any damage done in decorating the room or removing decorations at move-out will result in charges to the tenant(s). No decals or offensive materials may be displayed on the unit doors or in any place that is in public view. CHNW reserves the right to remove such materials at the tenant's expense. Nothing is allowed on the exterior of the buildings, including the window ledges.

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## Furniture

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### Refrigerators and Freezers

Tenants may bring in a mini refrigerator or freezer no larger than 2.5 cubic feet. Bringing too many appliances or appliances with large electrical draws may adversely affect the power to one or more units.

### Moving in Your Personal Furniture

Each unit at The Gem is outfitted with the set of furniture illustrated on the unit diagram. You may not remove or disassemble the furniture or appliances provided, but you may bring your own furniture in addition to what's included. Please verify that your furniture

will fit through the elevators/stairwells, doorways, hallways, and in your unit before you move it in. You will be held responsible for damages caused by moving furniture, whether the damages in your unit or common areas are caused by you or your guests.

## Wall Hangings, Lamps, Candles, Incense, Space Heaters, etc.

Feel free to decorate your apartment with pictures, posters, etc. Candles and incense are permitted, but please monitor these items and extinguish everything if you are leaving. Space heaters, hot plates, toasters, and microwaves are also permitted. Be sure to exercise caution and never leave appliances unattended while they're in use. If you use nails or adhesives, these items need to be removed before you move out. These and all other decorative items and appliances may cause damage (holes, burns, smoke damage, residue) for which you are responsible.

## Moving Furniture within The Gem

You may not remove furniture from tenant rooms or common areas of the building. Tenants will be charged for any furniture removed and/or missing from their apartments. The building will be collectively charged for furniture removed and/or missing from common areas of the building.

## Bikes/Skateboards/Scooters

There is no riding of bikes, skateboards or scooters in the building. They can cause serious damage to the building and cause disruptions to tenants. Bicycles are not allowed in the building. There are covered and uncovered bike racks located on the south and east sides of the building. You may register your bike with Public Safety by calling 541-737-3010 for more information. If you want to store your bike inside you may rent a storage unit at The Gem Housing Office.

## Dishwashers

Dishwashers are not allowed in The Gem. The plumbing in CHNW buildings is not designed to handle the high volume of water and soap generated by dishwashers.

## Painting Your Apartment

Tenants may not paint their rooms. Repair of unauthorized painting will result in charges. Apartments are painted as need by the CHNW staff upon move-out.

## Roofs

No one except authorized personnel is allowed on the roofs of any CHNW building. Unauthorized persons may be subject to fines and termination of their Housing Contracts.

# Emergencies

If you have a life-threatening emergency call 9-1-1.

CHNW encourages tenants to contact The Gem Housing Office for assistance and support during emergencies. Tenants are also encouraged to call the emergency phone in non-life threatening situations when assistance is needed.

## Building Emergencies

There may be a problem with a building system after regular business hours that will cause a significant amount of damage if left unattended. If one of the following problems happens in the building or your unit, please call The Gem Housing Office or emergency phone so that we can address the issue immediately.

**Carpentry:** Security problems (doors don't lock, ground level windows broken); hazardous conditions (broken common area glass, wall collapse); roof leaks (or leaks posing the potential to damage the building or tenants' property).

**Electrical:** Fire system or equipment doesn't work; hazardous condition (exposed wiring); refrigerator doesn't work, causing food to spoil; major circuit breaker has blown.

**Heating/Hot Water:** No heat in room (after checking to see if thermostat is on); no heat in building; no hot water.

**Plumbing:** Water flow causing damage to the building or to tenant's property; water or waste line is broken; no water.

*Contacts, earrings, and wedding bands down the drain do **NOT** constitute an emergency (though tenants should not use the drain until CHNW staff can respond).*

## Fire Emergencies

### What to do if you discover a fire:

1. **Sound the alarm-** There are alarm pull stations in every hallway, the basement, and the main lobby.
2. **Report the fire-** Call (or have someone else call) 9-1-1 from a safe location.
3. **Attempt to extinguish the fire-** IF and only IF, the fire is small, contained, and you feel you can do so without risk to your safety. There are extinguishers located by every elevator, down every hallway, and within 30 feet of each outside-access unit. If your first attempt to extinguish fails get away from the fire. Close the door to contain the fire and evacuate immediately. Once the area reaches a high enough temperature the sprinkler system will go off.
4. **Evacuate immediately-** Locate your nearest stairwell and leave the building immediately. Meet other tenants and The Gem staff at the far end of the east parking lot.
5. **Do not re-enter the building-** The only time you are allowed to re-enter the building is when expressed permission from the fire department is given.
6. **If there is too much smoke in the hallway-** Do not leave your room. Close your door immediately and seal off the edges (use duct tape, towels, or other barriers). Open your window for fresh air. If smoke starts coming in close the

window immediately. Hang a bright colored sheet or towel in the window and/or call 9-1-1 so the fire department knows where to locate you.

7. **If you get lost trying to evacuate-** Don't panic! If it is too dark in the hallway or you simply just lost your way: stop and listen. The Gem is equipped with a state-of-the-art system called Exit Point. If you listen during a fire alarm you will hear (in addition to the alarm) loud sounds similar to air bursts. You can follow these sounds to the nearest exit. The sound will become faster the closer you get to an exit followed by a descending sound at the doorway to the exit.

## What to do if the fire alarm goes off

1. **Treat every fire alarm like it is the real thing!**
2. **Evacuate immediately-** Locate your nearest stairwell and leave the building immediately. Meet other tenants and The Gem staff at the far end of the east parking lot.
3. **If there is too much smoke in the hallway-** Do not leave your room. Close your door immediately and seal off the edges (use duct tape, towels, or other barriers). Open your window for fresh air. If smoke starts coming in close the window immediately. Hang a bright colored sheet or towel in the window and/or call 9-1-1 so the fire department knows where to locate you.
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5. **Do not re-enter the building-** The only time you are allowed to re-enter the building is when expressed permission from the fire department is given.

## General Gem Fire Safety

1. **Fire Drills-**There will be one fire drill at the beginning of every school year. It is the tenant's responsibility to become familiar with the exits around the building and the nearest exit to his/her room. It is also the tenant's responsibility to review all fire safety material issued by The Gem Housing Office.
2. **Smoke Detectors-** The smoke detectors in tenants' rooms are not connected to the main fire alarm system. If you burn toast and set off the smoke detector it will not set off the building alarm. If your detector goes off because of nuisance smoke press the button on the outside of detector. It will beep and enter silent mode. It will then chirp every minute for 15 minutes and sound one final beep to signal that it is coming out of silent mode.
3. **Sprinkler Heads-** The sprinkler heads in tenants' rooms are set to go off once the room has reached a certain temperature. The heat will melt away the cap on the sprinkler and water will start coming out. Only smoke detectors exposed to high temperatures will release water.

### **Tampering with fire safety equipment-**

1. **Fire Alarm Pulling-** If you are caught pulling a fire alarm with no cause you will be evicted immediately. False fire alarms are dangerous and waste the Fire Department's time. There will be zero tolerance for false fire alarms.
2. **Smoke Detectors-** The smoke detectors in each room are powered by the electrical system and have a back-up battery. If your alarm starts to chirp and you did not put it in silent mode or it has been chirping for more than 15 minutes you likely have a low battery. Please notify The Gem Housing Office immediately if your smoke detector is chirping so we can replace the battery. It is a crime to disable the smoke detector in your room. If you are found to have tampered with the detector you may be assessed fines up to \$250 and be subject to disciplinary action through The Gem Housing Office.
3. **Sprinkler Heads-** Do not touch the sprinkler heads. Be mindful and respectful of the sprinkler heads in your room and the commons areas. Do not hang anything from the sprinklers. If broken, water will immediately be released from the sprinkler and you will need to call the emergency phone. If broken, your apartment *will* flood. If the water is not shut off immediately the building *will* flood. If you are found responsible for breaking a sprinkler head you will be liable for all damages caused.

### **Tenants Requiring Special Assistance**

Any tenants who anticipate requiring special assistance, whether temporarily or permanently, in the event of an emergency should contact The Gem Housing Office.

# Housing Contract

The Housing Contract you signed before moving into your unit is your Housing Contract with CHNW. This guide is an addendum to that agreement, and by signing the Housing Contract you have agreed to abide by the policies in this guide. The person named on the Housing Contract is the only person who may sign the agreement and is the party responsible for the terms and conditions of the Housing Contract and this guide.

### **Eligibility**

Students, faculty, and staff are eligible to live at The Gem. If you are a student you must be at least a sophomore in credit standing at Oregon State University to be eligible. This means you must have a minimum of 45 academic credits on your OSU transcripts. Credits from other institutions that do not appear on your OSU transcripts do not count toward this requirement. Undergraduate students must complete a total of 8 credit hours three terms out of the year. Graduate students must complete a total of 3 credit hours three terms out of the year.

### **Student Status Petition**

If you are not able to meet the student status requirement to live in The Gem, you may petition for a waiver for that quarter. To petition, contact The Gem Housing Office.

Decisions are made based on previous status and the circumstances of the situation and require approval from OSU.

## Move-in Procedures

The commencement date on the first page of your contract is the date you need to arrive at The Gem to take possession of your apartment. Check-in paperwork takes about 15-20 minutes. The tenant on the lease is the only person that can check in. You cannot send someone else to pick up your keys for you. You must pay your move-in fees and sign paperwork before we can issue your keys. Check in is limited to the hours 8am to 5pm. All changes made to your move-in date must be submitted in writing two weeks in advance and are subject to availability. Failure to provide two weeks notice may result in penalties or the inability to change your move-in date.

## Abandoned Goods

It is your responsibility to remove all personal items upon move-out. You will be charged for the removal and storage of any items left in your apartment or not disposed of properly (i.e. furniture or other items in the lobbies, hallways, or recycling rooms). Any abandoned goods valued at \$10.00 or more will be kept in storage for 30 days and you will be notified by mail regarding the process for retrieving the items. You will be charged \$15 per hour for cleaning plus disposal charges for all abandoned items.

## Cleaning Standards

The Housing Contract states that you agree to maintain your apartment in a clean and sanitary condition at all times. When an apartment is especially dirty or unsanitary, a manager may ask you to clean your apartment. Failure to comply with this request may result in eviction.

## Cleaning Fee

The nonrefundable cleaning fee you paid upon move-in pays for a deep cleaning and sanitation of your apartment, furniture, carpets, etc. to prepare the apartment for the next tenant. Apartments that require excess cleaning will be charged for the extra work.

## Graduating Students

Students who are graduating and leaving OSU are no longer eligible to live at The Gem. You must submit notice no later than the last day of the term you are graduating. You have 30 days to vacate your unit after the last day of your graduating term, unless your contract expires earlier.

## Guests

Guests may stay with you for up to seven consecutive days or 15 days in any month. For periods of time longer than this, guests must be added to your Housing Contract and meet roommate requirements. If you wish to authorize The Gem staff to let guests into your unit you must provide written permission. **Without written permission The Gem staff cannot legally let a guest in to your apartment, even if he/she has been**

**locked out.** If you would like your guest to be issued a set of keys then he/she must be added to your lease and file all associated paperwork.

## Roommates

There is a \$50 per month per roommate cost for adding a roommate to your Housing Contract. However, there are limits to the number of occupants, including children over the age of 5, which may live in a particular type of housing unit:

Studio:	2 people
One bedroom:	3 people
Two bedrooms:	2 people
Three bedrooms:	3 people

### *Adding or Deleting a Roommate*

To add or delete a roommate all tenants and roommates in question must file paperwork together and in person at The Gem Housing Office. A new roommate will gain tenant status after being added to the primary tenant's Housing Contract. A roommate will lose tenant status after being deleted from the primary tenant's Housing Contract. A deleted roommate will be released of liability and the current tenant(s) will assume full responsibility for the Housing Contract. There may only be a 1:1 ratio of students to non-students in an apartment, with the exception of children.

### *Transfer of Lease to a Roommate*

If the Housing Contract expires and the primary tenant wishes to move out and has a roommate who wishes to retain the apartment and extend the lease, the roommate may do so if he/she meets all of the following conditions:

- The roommate must have officially lived in the unit for six months as a roommate or been an official roommate since the beginning of the contract if the original lease length was shorter than six months.
- The roommate must meet status eligibility requirements for The Gem.
- Any other roommate wishing to continue as a roommate must continue to meet roommate eligibility requirements.

Please note that the original security deposit will remain with the unit.

### *Non-Students & Domestic Partners*

Non-students may live at The Gem **only** if they fall into one of four categories: 1) an immediate family member of a qualifying tenant; 2) the spouse of a qualifying tenant; 3) a legal dependent of a qualifying tenant; or 4) a person in a domestic partnership with a qualifying tenant.

## Notice

You are required to file written notice of your intent to vacate at least 30 days before your lease ends or if/when you decide to cancel your Housing Contract. To submit your notice please stop at The Gem Housing Office to fill out a Deposit Refund Form. Please note that any cancellations due to non-academic reasons may result in the denial of future housing applications.

## Check-out Procedures

After you file notice and about one week before your move-out date The Gem staff will contact you to schedule a move-out appointment. By your move-out appointment your apartment should be cleared of personal possessions and cleaned. You should be prepared to turn in your keys and any laundry cards or parking permits you have. A CHNW staff member will meet you at your apartment at your appointment time. The staff member will perform a preliminary damage check, although this is not the official damages and charges inspection. Other damages may be assessed at a later date. At your check-out you will sign and receive a key receipt for your returned keys. Any non-returned keys, lock changes, other non-returned items (ie laundry cards, parking permits, etc.), and damages will be charged against your security deposit. You have until 11:59pm on your move-out date to return keys or your locks will be changed at your expense. If you fail to schedule a check-out appointment, fail to adequately prepare for or make your check-out appointment, or if you vacate your apartment without following proper check-out procedures you will be charged \$25.

## Security Deposit Refund

After you move out and all cleaning, painting, and repair work is completed, any charges against your security deposit will be assessed. If there are no fees or charges, your full security deposit will be refunded to you. The refund process can take up to 30 days from your move-out date and it will be sent to the forwarding address provided on your Deposit Refund Form.

## Transfer Policy

Tenants may transfer from one apartment to another by submitting a waitlist application or a current housing application if there is availability. While the application is free of charge to current tenants, after a unit is offered and accepted you must pay a new cleaning fee and security deposit. Your current security deposit, less any charges, will be refunded to you via check within 30 days of your move.

# Payment of Rent and Fees

## Payment Types

The Gem Housing Office accepts checks, money orders, and credit/debit cards (Visa and MasterCard only). There will be a \$10 processing charge for all credit/debit payments of \$100 or more.

## Payment of Rent

The rent payments must be submitted to The Gem Housing Office at 155 NW Kings Blvd Corvallis, OR 97330. All checks should be made payable to College Housing Northwest-Corvallis. Please include the tenant name, unit number, and charges being paid for on the check.

## Rent Due Date and Late Fees

Rent is due in full on the first day of each month. A \$50 late fee will be assessed if payment is not received, postmarked, or submitted online by the eighth day of the month. If the eighth falls on a weekend or holiday payment must be received or postmarked on the last business day before the holiday or weekend.

CHNW will waive the late fee *one time* during tenancy for tenants in good standing who miss the payment deadline, *providing payment is made within 72 hours of the deadline.*

If you have any questions about your rent payment or the status of your account, you may contact The Gem Housing Office at 541-713-7222.

## Automatic Payment Plan

Tenants in good standing may set up automatic rent payment with CHNW-Corvallis.

### *Credit Card Authorization*

There are two ways to establish an automatic credit card payment. You may collect the Credit Card Authorization form from The Gem Housing Office or the Housing Documents page at [www.thegem.org](http://www.thegem.org) and submit the form to The Gem Housing Office. Alternatively, you may use the Make an Online Payment feature from [www.thegem.org](http://www.thegem.org) and select “Yes” when asked “Would You Like Us To Automatically Process Rent Payments Each Month For You?” We can only charge the amount authorized so please be sure to include all monthly charges – including rent premium, parking, and storage as applicable. Automatic credit card payments are subject to a monthly \$5 processing fee that will automatically be added to rent and fees. Automatic credit card payments are processed on the first of each month or the first business day thereafter.

### *ACH/ Automatic Bank Withdrawal*

To establish an automatic bank withdrawal payment you will need to complete an ACH form and attach a voided check. The ACH form is available in The Gem Housing Office or the Housing Documents page at [www.thegem.org](http://www.thegem.org). We can only charge the amount authorized so please be sure to include all monthly charges – including rent premium, parking, and storage as applicable. Automatic bank withdrawal payments are free of charge and are processed on the fifth of each month or the first business day thereafter.

### *Automatic Payment Policies*

Separate fees such as damages and lockouts are not covered by automatic payment plans. Any charges incurred must be paid on or before the eighth of the month following the date of the charges.

If your card is declined or your account has insufficient funds you will be notified as soon as we are aware.

You are responsible for verifying that your rent has been paid each month and that all card and bank account information is up to date. If your card or account information changes for any reason you will need to fill out a new automatic payment form.

All tenants are removed from automatic payment at the end of June because of rent increases, which occur July 1. To establish or continue automatic payment after rent increases you will need to file a new automatic payment form.

## Petition for Late Payment

CHNW encourages tenants to let us know if they can't pay rent on time so that alternative arrangements can be made and penalties can potentially be avoided.

The petition process has been created to allow tenants *in good standing* to defer payment up to the last day of the month, upon approval. CHNW-Corvallis will review all petitions for late payment of rent and approve such petitions on a case-by-case basis. Petitions are approved based on the petitioning tenant's reason for request, recent payment history, and ability to pay.

Tenants wishing to make late payment arrangements may submit a Late Payment Petition application and the petition fee of \$10 to The Gem Housing Office by the eighth of the month, or the last business day before the eighth, for consideration. Late Payment Petition applications are available in The Gem Housing Office or the Housing Documents section of [www.thegem.org](http://www.thegem.org). *Late fees will apply if a petition is received after the eighth day of the month.* Only three petitions are allowed per calendar year.

## Rent Increases

Rent increases occur on an annual fiscal year basis on July 1. All tenants will be issued a rent increase letter at least 30 days prior to the rent increase. All tenants on automatic payment before rent increases will need to submit new automatic payment forms to include revised rent and fees.

## Delinquent Accounts

Any payments made to your account will be applied firstly to any previous months' balance and secondly to any new or current charges. This may cause late fees due to non-payment of full rent.

Tenants who have not paid their rent by 11:59pm the last day of the month or made satisfactory payment agreements will have their Housing Contracts terminated. If a tenant is evicted from his/her apartment, he/she will not be allowed into CHNW housing for at least six months and upon approval of a Reinstatement Petition letter. An eviction will affect your rental history and make renting more difficult in the future.

## Repair & Replacement Rates

Upon move-out, you will be responsible for paying for any damage done to the unit or any of its furnishings, appliances, or fixtures. The cost will be deducted from your security deposit. Any charges exceeding the \$100 deposit amount will be billed to you directly. The following section outlines the current rate for some of the more common repairs and replacements we perform. All rates are subject to periodic changes. If an

outside vendor is called in to perform a repair you will be charged according to the vendor's rates.

\$15 per hour plus all associated material costs:

- Excess cleaning
- Abandoned furniture removal

\$18 per hour plus all associated material costs:

- Missing or damaged inventory
- Wall repair resulting from abuse
- Damage to furniture, blinds, counter tops and carpet
- General locksmithing due to abuse
- Damaged or missing phone or cable connections
- Damaged thermostats

\$26 per hour plus all associated material costs:

- Damaged or missing electrical fixtures
- Plumbing damage resulting from abuse

## Lost Key Charges

If you lose your keys, you are encouraged to request a lock change in the interest of your personal safety. If a lock change is requested or required by CHNW-Corvallis, you will be charged for replacement, regardless of the reason for the change. During move-out you must return all keys that have been checked out to you during your tenancy. If you are missing keys at move-out, you will be charged for appropriate lock change(s). You will be charged for any lock purposefully damaged by you or your guest.

Lock change costs: (Subject to periodic changes)

- Apartment: \$40
- Mailbox: \$25
- Storage Unit: \$108

Key replacement costs: (Subject to periodic changes)

- Apartment: \$15 for the first key and \$5 for each additional key
- Mailbox: \$10 for the first key and \$5 for each additional key
- Storage Unit: \$15
- Building Entrance: \$25 per key fob

Thank You for choosing The Gem. Please let us know if there is anything we can do for you.

Sincerely,  
The Gem Staff