

Pacific Union College

STUDENT FAMILY HOUSING GUIDE



Brookside Park * Court Place



WELCOME

It is a pleasure to welcome you to Student Family Housing at Pacific Union College's Brookside Park and Court Place! Our village housing is designed with special consideration for the needs of married students and students living with children. Our mission is to provide students who have unique housing needs with an option that is affordable, well-maintained, safe, and close to campus.

This guide to Student Family Housing will answer your basic questions as a new resident. Inside, you will find information on our facilities and the regulations we instate to provide you and your family with a positive residential experience. Please be aware that all portions of the *PUC Student Handbook* also apply to Student Family Housing.

Should you have additional questions, you may contact us at (707) 965-7362.

Looking forward to a great year,

Student & Spiritual Life Office



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Every effort has been made to ensure that the Student Family Housing Guide's content is accurate at the time of publication. However, policies, prices, fees, and other information may change. Updates will be posted on our website at puc.edu/student-family-housing.

It is the responsibility of all students to know and abide by the contents of this guide. Failure to abide by all College regulations may result in disciplinary action including, but not limited to, eviction from the College and may result in expulsion from College housing.



FUNDAMENTALS OF STUDENT FAMILY HOUSING

Who is eligible for Student Family Housing?

Pacific Union College SFH prioritizes married students and single students living with dependents. Eligible students must successfully complete (with passing grades as defined in the *PUC General Catalog*) a minimum of 12 credits each quarter on the Angwin campus to maintain residence. Credit requirement exceptions are made for the summer quarter. Tenants dropping below 12 credits must make special arrangements with the Student & Spiritual Life office or change residences within 30 days.

How do I get my mail?

Your mailing address appears:

[your unit #] [Brookside Park or Court Place]
Angwin, CA 94508

Your unit # is the apartment number assigned to you. Do NOT have mail addressed in the care of Pacific Union College. When leaving SFH, you must give a forwarding address to the Angwin U.S. Post Office. Management will not be responsible for any mail if you do not leave a forwarding address.

What do I need to know about keys?

You will need to sign for keys at the move-in inspection. A key deposit is not required, but the tenants are expected to abide by the college's key policy. Keys should be returned to the housing coordinator at the end of tenancy.

A \$25 fee will be charged for each key lost. Any person who duplicates a key will be fined \$50 per key. If it becomes necessary to change a lock due to tenant's negligence, or deliberately changing a lockset, the cost of this change will be charged to the tenant at \$300 per lockset.

What are the rules for SFH visitors?

Tenants may have guests of the opposite sex from 12:00 pm to 11:00 pm and only in common living spaces. Tenants are not allowed to have overnight guests of the opposite sex.

What should I do if repairs to my unit are needed?

Create an account at: puc.edu/schooldude. Report any damages, malfunctioning equipment, or needed repairs. The submittal password is "puc". If it is an emergency, please call Facilities/Front Desk at x7150 during business hours or the on-call number (707) 312-3066 after hours.

What if Student Family Housing is full?

In the event that all SFH facilities are occupied, a student may apply for placement on the waiting list. To do this, students should visit the student life office.

A FEW POLICIES YOU SHOULD KNOW

How do I maintain the standards for family safety in SFH?

Alcohol, tobacco, drugs, firearms of any type, and ammunition are not permitted on the premises at any time. Tenants are responsible for ensuring that visitors and guests comply with these requirements. Disciplinary consequences for violation of this policy may include suspension, mandatory withdrawal, or dismissal.

What is the “Term of Occupancy” policy?

SFH rental agreements operate on a month-to-month basis. They end when either the tenant or management chooses to terminate the tenancy by providing the other with a written notice at least 30 days in advance. Tenants are responsible for paying rent through the end of the 30-day notice period. Occupancy in Brookside Court and Court Place is contingent upon the residents complying with all eligibility requirements. Failure to meet any of the eligibility requirements can result in a notice to vacate.

Tenants accept housing units as being in satisfactory condition upon moving in. If any irregularities are found with the unit, they need to be identified within the first ten days of residency to the housing coordinator.

What is the pet policy?

SFH residents, guests, visitors, and family members are not allowed to keep, feed, harbor, or otherwise bring any kind of pet on the premises without approval of the Student & Spiritual Life office. Once approved, tenants will also be required to sign a “Pet Addendum” with PUC Housing prior to the pet’s arrival on the premises.

What if I want to house a non-relative?

A tenant wishing to accommodate someone outside of his or her immediate family must make prior arrangements with the Student & Spiritual Life office and pay an additional monthly charge of \$25 per person. Single tenants will not be allowed to house members of the opposite sex. Subleases are not permitted.

Suppose I want to leave my stuff in my house while I’m gone for the summer?

Students who leave for the summer with plans to return in the fall may retain their housing units if they continue paying monthly rent. Court Place residents must also arrange for yard care. Subleases are not permitted.

Is soliciting allowed?

Soliciting, canvassing, and all forms of door-to-door selling are not allowed in SFH. Unauthorized persons should be reported to PUC Housing, Public Safety, or the Student & Spiritual Life office .

Does management retain the right of entry?

Management reserves the right to enter units whenever deemed necessary. Such entry, as far as possible, will occur during regular business hours and will be arranged in advance with the tenant. Emergency situations require no advance notice.

MATTERS OF MONEY

Do I need to pay any deposits?

Before moving in, residents must pay a security deposit. This deposit less any damages will be refunded within 21 days after the unit is vacated, deemed left in the same general condition as it was upon move in. Carpet (if applicable) will need to be professionally cleaned prior to vacating; a receipt is required.

How do I pay my rent?

All rent is due and payable to Pacific Union College and given to the Financial Services cashier. Rent is due the first of the month and considered late after the fifth. Late rents are subject to late fees. PUC reserves the right to terminate the rental agreement when residents neglect to pay their rent or security deposits. Tenants who become ineligible to continue living in SFH will be given a notice to vacate.

Do I have housing insurance?

Tenants are required to obtain a renter's insurance liability policy to cover possible damage or loss of personal property. Please reference your rental agreement for details.

OUR FAMILY LIVING ENVIRONMENT

What are the guidelines for motorcycles and bicycles around SFH?

To provide a safe environment for children-at play, fast and reckless bicycle riding is not permitted. Motorcycle riding within the apartment area is not permitted. Bicycles, tricycles, and similar toys should not be left on walkways or public areas.

What are the standards for noise levels in SFH?

We ask tenants to be considerate of their neighbors in maintaining a quiet and peaceful atmosphere. Stereos, televisions, and loud conduct must not disturb other residents at any time. Loud noises between the hours of 10 p.m. and 7 a.m. are prohibited. Tenants may report loud noises to Public Safety.

What are the rules for children living in SFH?

Parents are responsible for their children at all times and are required to ensure mature supervision for them whenever on the premises. Failure to provide adequate supervision is sufficient cause for cancellation of tenancy.

Children are not allowed to dig in the ground or flowerbeds.

What activities are there for my children in the area?

You and your family may enjoy recreation at the PUC swimming pool, tennis courts, baseball and soccer fields, paved track, and on miles of adventurous hiking and biking trails behind the PUC airport.

INSIDE YOUR LIVING SPACE

What furnishings and appliances come with the apartment?

Light fixtures, window blinds, refrigerator, electric range and oven are provided with the unit. Because of the college's limited disposal capacity, garbage disposals are not and cannot be installed.

What appliances are allowed in SFH?

Brookside Park: No Washer/Dryer allowed.

Court Place: Washer/Dryer hook-ups are available.

When prior arrangements have been made with the housing coordinator, air conditioners may be kept inside units.

Electric ranges and refrigerators are to be kept clean. If additional cleaning is required at move-out time, an extra fee will be charged. Please do not use chemical cleaners on ovens with self-cleaning features, as they destroy the feature.

Do I have to keep my unit clean?

Units are to be kept tidy. Tenants must maintain carpet and linoleum flooring as appropriate during residency. It is the tenant's responsibility to professionally clean the carpet before moving out and email the receipt to housing@puc.edu.

Can I paint walls or hang pictures?

Painting is not allowed; there are no exceptions. Any painting will result in a fine.

Hanging pictures and other items on walls is allowed within reason. Upon move out, housing will patch and paint small holes without charge. Permission from the housing coordinator is required in advance should you wish to hang any shelving or large items that might leave larger than normal holes upon removal. If in doubt, ask please.

UTILITIES

I believe I can improve the efficiency of my apartment; what are the rules about altering units?

Alteration, installation, or conversion of any plumbing, heat-producing, or electrical equipment is not allowed in any SFH apartment.

How do I take care of garbage and sewage?

Upper Valley Disposal and Recycling manages the recycling and garbage program for Brookside Park and Court Place. Garbage costs will be passed on to tenants; tenants will be notified. Recycling and garbage bins are provided for tenant use; all material must be put in these bins for disposal.

Discarded cardboard boxes should be collapsed and left near recycling bins. Junk and unusually large amounts of garbage should be taken to Upper Valley at 1285 Whitehall Ln, St. Helena, CA 94574; tenants will be responsible for paying their fee. Please help maintain our beautiful campus and preserve the environment by appropriately taking care of your garbage and recycling.

Telephone, internet, and cable service?

SFH telephone service is provided by AT&T. Tenants are responsible for making arrangements. An installation charge and deposit may be required. Tenants are also responsible for arranging service termination. Call AT&T toll-free at 1 (800) 288-2020 to learn more.

Internet services: AT&T at 1 (800) 288-2020, Verizon at 1 (800) 922-0204, or contact a provider of your choice.

Cable TV: Dish at 1 (855) 548-2259 or 1 (800) 333-3474, Direct TV at 1 (877) 778-0131 or 1 (800) 531-5000, or AT&T at 1 (800) 288-2020.

How do I arrange for gas, electricity and water?

Brookside Park

Gas and electricity services for SFH are provided by the Pacific Gas and Electric Company. Tenants are responsible for making their own arrangements with PG&E. A deposit may be required. Tenants should also arrange for termination of service upon leaving to avoid additional charges. Call PG&E at 1 (800) 743-5000. A monthly flat-fee water charge is billed to your student account.

Court Place

PUC provides water and electricity services. Meters are read around the 20th of each month and charges will be applied to your account. The Pacific Gas and Electric Company supplies gas. Tenants must call PG&E at 1 (800) 743-5000 to make arrangements.

OUTSIDE YOUR LIVING SPACE

What if I want a satellite dish or antenna installed?

Tenants are prohibited from installing exterior radio and television antennas to their unit. Satellite dishes may not be installed by a tenant or contractor until the housing coordinator grants approval, and a “Satellite Dish Agreement” has been signed. The Satellite dish must be installed on a free-standing post/pole in the yard and not affixed to the building.

Am I allowed or required to do landscaping and yard maintenance?

Brookside Park

All landscaping and yard maintenance is done by the college's landscaping department. Do not plant in the ground at Brookside Park. Only potted or container plants are allowed. You must take them with you when you move out.

Court Place

Tenants may choose to improve their yards by planting shrubs and flowers with the approval of the housing coordinator. Such landscaping is done at the tenant's expense and becomes property of the college. Plants are to be left in place when the tenant moves.

Front and side yards should be maintained neatly. All garbage and junk should

be disposed of properly. Lawns are to be mowed and raked. Flowerbeds also require weeding. We ask that you arrange for yard care during vacations.

Tenants are expected to leave the yard in good condition upon move-out.

Am I responsible for walkways and entrances?

Tenants are responsible for keeping walkways and patios outside their apartments neat and clean. Children's toys, bicycles, wagons, skates, etc. may not be stored on walkways or in entrances.

Can I remove my window screen?

Screens are not to be removed except as necessary to wash the windows. If damage results from you removing the screen, cost of labor and materials to replace it will be taken out of your deposit and you will be required to top up your deposit to the required amount.

ABOUT YOUR VEHICLE

What are the guidelines for vehicles?

Only two vehicles, owned and registered by the tenant, per unit will be permitted unless written permission is given by the student life office or housing department.

All vehicles must be registered with Public Safety. Unregistered vehicles will be cited and may be towed. Tenants and household members are expected to abide by campus regulations. Tenants are not to keep/store others' vehicles on our premises; the vehicles will be towed at the owner's expense.

Tenants are not to keep "junk" or inoperative vehicles on the premises. No major technical or extended repairs are to be made at any time; violations will result in a fine. Vehicles are not to be driven or parked on lawns; vehicles on lawns may incur a fine.

What should I know about my carport?

Carports are to be maintained in a clean and orderly condition. If necessary, an oil drip pan will help keep the cement free from grease. The carport itself is not intended as a storage area and should be free of any such material.

Each carport features a storage closet at the rear of the carport. Shelves may be installed at the tenant's expense.

MOVING OUT

The tenant must notify **housing@puc.edu** in writing a minimum of 30 days prior to the termination date.

Cleaning Guide

Areas that can be cleaned a few days before move-out:

1. Wash the windows and sills, cleaning the dirt from the grooves on the sill.
2. Wash the walls and woodwork as needed with a liquid cleaner. Please do not use an abrasive cleaner such as Ajax unless you find a spot that will not come off any other way.
3. Remove the aluminum pan from the bottom front of the refrigerator and wash all surfaces behind; also wash the inside of the pan. Pull the refrigerator out, scrub the sides, the ends of the cabinets, and the wall behind it. Scrub the floor then push the refrigerator back in place.
4. Clean the electric range thoroughly. The burned-on food will come off. Do not use oven cleaner. Try soaking areas with burned-on food for the best results. Use a liquid cleanser and a scrubbing pad (not steel wool).
 - a. Remove the chrome rings that surround the burners, soak, and scrub. If the reflectors, after cleaning, still show a stain, cover them with aluminum foil, but make sure they are clean in preparation for inspection.
 - b. Scrub the area under the burners – the entire top lifts up from the front for easier access.
 - c. Clean the oven using a liquid cleanser. Do not use oven cleaner on our self-cleaning ovens! For a heavily soiled oven, operate the empty oven at 450 degrees for 1 to 2 hours on the bake setting. When cool, clean it with liquid cleanser and a scrubbing pad.
 - d. Clean the control panel. Remove all knobs by pulling them straight off. Soak them and the area behind the knobs. DO NOT use a scrubbing pad.
5. Remove the vent fan grill and thoroughly clean it, removing all accumulation by scraping if necessary.
6. Clean water heater exterior.
7. Clean wall heater grills thoroughly. The fastest way is to completely remove the grill, take it outside, and hose it off while using a large brush to clean each individual grill cell.

- 8.** Gently clean window blinds using a liquid cleaner as needed.
- 9.** Degrease carport. A good rubbing of cat litter will clean any oil or grease.
Place something under car to catch any remaining grease.

The following tasks should be completed after personal belongings have been removed from the housing unit:

- 1.** Remove all belongings from shelves, drawers, and closets.
 - a. Pull drawers out and scrub with liquid cleaner.
 - b. Closet shelves can be scrubbed as well.
 - c. Dust top of curtain rods and door jambs.
- 2.** Bathroom:
 - a. Shower door: scrub, removing all lime deposits. A stronger liquid cleaner solution may be necessary.
 - b. Shower door track: use a brush, a rag and a spoon handle, or a similar instrument for removing hair and accumulated deposits.
 - c. Tub: scour thoroughly with a liquid cleaner; overnight bleaching may be necessary. Also, scrub the water controls and wipe dry. If there are mineral deposits or corrosion on the controls, scrub with ZUD or a pumice stone and water.
 - d. Sink: scrub all porcelain with a liquid cleaner and a pumice stone.
Also clean faucet system as above.
 - e. Toilet: use a commercial-type bowl cleaner. Scrub all surfaces with a disinfectant such as Pine-Sol. Remove any mineral deposits using a pumice stone and water.
 - f. Medicine cabinet: remove all shelves and wash.
 - g. Floor: scrub with a liquid cleaner-disinfectant solution and a brush;
rinse and dry.
- 3.** Kitchen: Check areas done in advance and remove any recent accumulation.
 - a. Defrost the refrigerator and wash it inside and out. Use an SOS pad on the wire shelves; DO NOT use steel wool. Scrub the rubber seal, removing all crumbs, especially on the top section. Do not use a sharp instrument to chip ice from the freezer compartment. When finished, set the refrigerator control at number two and leave running.
 - b. Remove all belongings from the upper and lower kitchen cupboards.
Wash all surfaces with a liquid cleaner.
 - c. Remove all drawers for easier cleaning. Scrub all areas.
 - d. Scrub counter top with non-abrasive liquid degreaser.
 - e. Scrub the sinks and the control knobs using pumice stone for stains and mineral deposits.

- 4.** Floors: This should be the last area cleaned. Use a strong solution of liquid cleaner and hot water. Scrub with a scrubbing pad. Rinse it thoroughly.
- 5.** Carpets: The carpets need to be professionally cleaned at tenant's expense; the receipt must be emailed to **housing@puc.edu**.
- 6.** Check to make sure all belongings have been removed from the unit and storage area.
- 7.** Check to make sure all light bulbs are working and all smoke/carbon monoxide detectors have working batteries.
- 8.** Replace heater filters on forced-air units (Court Place 3 BR only)
- 9.** Areas that are frequently overlooked:
 - a. Drawers, doors and edges of the same
 - b. The areas underneath the burners
 - c. The chrome rings around the burners
 - d. Oven
 - e. Closet walls and shelves
 - f. Bottom window channels
 - g. Tops of doorjambs and curtain rods
 - h. Carport doors and floors
 - i. Porcelain stains (a pumice stone is a necessity)

CONTACT INFORMATION

PUC Housing Coordinator: (707) 965-6420
Student & Spiritual Life Office: (707) 965-7362
Student Financial Services: (707) 965-7200
Cashier, Financial Services: (707) 965-7530
Health Services: (707) 965-6339
Public Safety—Business: (707) 965-6551
Public Safety—EMERGENCY: 911

Campus Center: (707) 965-7121
College Market: (707) 965-6321
Copy Center (Preferred Images): (707) 965-6216
Discoveryland Preschool—Angwin: (707) 965-2092
Fitness Center: (707) 965-5104
Foothill Elementary: (707) 963-3546
Howell Mountain Elementary: (707) 965-2423
Little Backpacks—St. Helena: (707) 963-4705
PUC Elementary: (707) 965-2459
PUC Prep: (707) 200-2648
Swimming Pool: (707) 965-6326

PUC Housing: (707) 965-6420

Maintenance Request:

Create an account at puc.edu/schooldude

The submittal password is “puc”.

If this is an emergency please call **Facilities/Front Desk** during business hours at (707) 965-7150. If outside business hours, the **on-call** number is (707) 312-3066. Emergencies are sparking electricity, sewage leak, uncontained water/flood, no heat, no water, etc. Please make sure to follow up with a **School Dude** request at puc.edu/schooldude.



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