



STUDENT HOUSING HANDBOOK 2011 - 2012

Irell & Manella Graduate School of Biological Sciences

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WELCOME

to Irell & Manella Graduate School of Biological Sciences and student housing. We are very excited that you have chosen our School and we look forward to an exciting school year. The goal of student housing is to provide you with a comfortable living arrangement and a supportive academic environment.

This comprehensive guide to living on campus at City of Hope outlines many of the policies, rules, and regulations required for living safely and productively in our community. Please take a few minutes to read through the information and let us know if you have any questions. By signing your Lease Agreement, you agreed to follow the policies stated in this handbook. All the information contained in this handbook can be found on our Web site: www.cityofhope.org/gradhousing.

**Corporate Real Estate is located at
2240 Buena Vista Road, Second Floor, Room 2223**

Corporate Real Estate can provide you with the following services:

- ❖ Information about housing options, rates, contract terms and conditions
- ❖ Explain policies and procedures
- ❖ Process move-in, move-out, room assignments, billing questions and other housing concerns.

Please let us know if there is anything we can do to make your time here more enjoyable.



Contact Information

Nancy Gengo
Property Manager,
Corporate Real Estate & Student Housing
2240 Buena Vista Road, Second Flr.
Duarte, CA 91010
626-256-HOPE, ext. 67349 (office)
626-471-7350 (fax)

Eligibility for Housing

All students enrolled at the Graduate School are eligible for on-campus housing. Male and female students can be assigned to the same unit, if all occupants of the unit agree. Graduate Students with children cannot be accommodated. If space is available, postdocs may be eligible at the discretion of the Property Manager of Student Housing.

The one-bedroom house is reserved for married couples or student with special needs.

Students interested in pursuing special housing based on medical, psychological, or disability related conditions must submit documentation of the disability or condition from an appropriate health care provider. This person(s) must not have personal ties to the student or the student's relatives.

Assignments

Students may express their interest in student housing to Nancy Gengo, Property Manager, Corporate Real Estate and Student Housing, by email: ngengo@coh.org or 626-471-7349. Students are asked to fill out an "Application for Occupancy" Agreement, which is available on the City of Hope website or in the Office of Admissions and Student Services, Beckman Center, Room 1100. Completed applications received by May 1st will be processed together; applications received after May 1st will be processed and assigned on a space-available basis. The housing assignment period begins on the Move-in Date and ends at noon on the Move-out Date. These dates are established and set forth by Corporate Real Estate, the Office of Admissions and Student Services and the Graduate School Oversight Committee.

All students, who have completed the form, will be assigned in order of priority based on their year of study. First year students will be given priority over second year students who will be given priority over third year students, etc. A lottery system will be implemented to determine who gets to choose first within each class of students. The student will be notified by June 1st and asked to choose where he/she wants to live. The move-in fee will include one month's rent, security and key/gate remote (where applicable) deposit. The deposit will be returned after the premise has been vacated, minus any amount necessary to pay for: (a) cleaning, (b) key/gate remote replacement, (c) damages above ordinary wear and tear. The student must confirm or cancel his/her assignment via email: ngengo@coh.org by June 15, 2011.



"Having a dishwasher, washer and dryer made student housing very convenient, not to mention the location was fantastically close to the City of Hope campus."

— Lauren

Move-in Information

The Move-in Date for the 2011-2012 school year is August 17, 2011 and the Move-out Date is July 31, 2012. During the first two weeks of August, the units will be inspected and freshened up for the next group of residents.

If a Student moves in before or after the Move-in Date, the rent will be charged a daily pro-rated fee on the room assignment.

Here is an abbreviated move-in check list:

1. Confirm move in date and time with Nancy Gengo, Property Manager, Corporate Real Estate and Student Housing.
2. Meet with Property Manager at the residence to receive your key and sign the lease Monday-Friday bet. 8:00 a.m. & 5:00 p.m. If your arrival time is after hours please call Security at 626-256-4673, ext. 62006 for entry and key.
3. Inspect your unit for obvious missing or damaged furnishings or appliances.
4. Complete the Room Inventory and Conditions Form with Nancy Gengo, Property Manager.

You may bring with you:

- Small personal hand truck for move-in
- Pillows, blankets/comforter, twin size sheets, mattress cover, egg crate, etc.
- Hangers
- Soap (laundry and bath), soap dish
- Small shower caddy to carry your things to the bathroom
- Laundry bag/basket/hamper, wastebasket, throw rugs
- Sewing kit
- Computer
- Power strip with surge protector
- Mirror
- Telephone
- Additional light-desk lamp(s) — halogen lamps and hot plates are not permitted
- Light bulbs — compact fluorescent light bulbs
- Flashlight
- Alarm clock
- Can opener
- Broom or small hand-held vacuum.
- Small fan
- Plants
- Pictures/posters, to make your room “home”
- Double-sided tape
- Food storage containers made of glass, plastic, rubber or tin with lids.
- Cleaning produces. Residents are expected to maintain a reasonable level of order and cleanliness
- Personal care items (soap, shampoo, toothbrush, toothpaste, deodorant, etc)
- Towels / wash cloth
- Shower caddy and shower shoes
- Toilet Paper
- Laundry detergent, iron, small ironing board, drying rack



“I like the security of living in a house, it is very near to campus, and I can feel independent but still have a sense of community with my fellow students.”

— Maggie

Prohibited Items:

The following are strictly prohibited for legal or safety reasons:

- Vaporizers or hookahs
- Smoke-generating machinery is prohibited in and around the residences
- Gasoline (kerosene, etc)-powered machinery such as motorcycles or mopeds and any other combustible items including combustible engines, flammable liquids, non-electric lanterns, portable barbeque grills, and large combustible decorations
- Candles, incense, oil burners, and other similar items requiring an open flame for use are prohibited from the housing facilities
- Use of more than three strands of lights on a single extension cord to avoid overloading outlets
- Extension cords longer than 10 feet. Multiple cords and outlets. Approved extension cords must not be placed under rugs or tacked/stapled to the walls. Power strips with surge protectors are permitted. Equipment that repeatedly overloads electrical circuits will be removed.
- Possession/use of waterbeds or mattresses
- Hanging anything outside windows or on the residence, or placing anything on outside window ledges and balconies, or hanging anything on or from interior room ceiling, sprinklers, or fire detectors
- Satellite dishes, radio/television antennas
- Hanging anything from the ceilings in your room particularly anything made out of fabric material.

Bedroom Furnishings

Each room is supplied with a bed, desk, desk chair, nightstand and dresser. Additional room furnishings may be supplied depending on the type of room you are renting. Residents are free to rearrange furniture and add their own small furnishings so long as they are not wall-mounted. However, furniture should not obstruct smoke detectors, vents, or exits.

Common Area Furnishings

In addition to bedrooms, each apartment or house contains a living room, dining area and kitchen. The living area is furnished with a couch, chair, coffee table and flat screen television. The televisions and refrigerators are strapped down for safety reasons. Please do not remove. The dining area contains a table and four chairs. The kitchen is supplied with dishes, utensils, pots, and other kitchen supplies. Each of the single family homes contains a washer/dryer and the apartment units share a washer/dryer. Window coverings and screens may not be removed nor may residents alter windows with window film or tinting of any kind. Residents may not paint the rooms or any part of the units.

Due to limited storage space, you may not bring your own beds or large furniture to substitute for the existing furniture.

Residents will be charged for any furniture that is missing or damaged at the end of the occupancy period.



"I love living in campus housing, especially during the first year. It relieves a lot of the anxiety and complications that students would otherwise face when trying to find a place to live near City of Hope."

— Nick

Rent

Rent includes electricity, water, trash pick-up and basic cable and internet. All payments are to be made by check or money order and no cash shall be acceptable. Please make checks payable to **City of Hope Graduate School** and use interoffice mail to send your payment to:

Nancy Gengo, Corporate Real Estate, Buena Vista Building

Rent is due on the last day of each month. Please refer to the 2011 - 2012 rent calendar for actual date.

Emergencies

In an emergency, please call 55 from any campus phone or 911 from all other phones.

Routine Maintenance Services

Report repair requests and pest control issues without delay to: **Nancy Gengo, Property Manager, Corporate Real Estate and Student Housing, by email: ngengo@coh.org or 626-471-7349. For a maintenance emergency after hours and weekends, call Engineering, ext. 32245, or page 626-423-5503.** Residents should not attempt to handle repairs themselves. By reporting a maintenance problem, residents are authorizing entry to the property by the appropriate maintenance or service representative. Residents will be charged for repairs due to abuse, misuse, or negligence. Corporate Real Estate, Facilities or Security Personnel may enter properties during business hours for maintenance, repairs or safety inspections with advanced notice of at least 24 hours whenever possible. Normal business hours shall be 9:00 a.m. to 6:00 p.m., unless advanced notice is given. Monday through Saturday, except holidays and 10:00 a.m. to 5:00 p.m. on Sundays. Corporate Real Estate, Facilities or Security personnel may enter accommodations without notice for the purposes of emergency service or if there is reason to believe that any term or condition of the rental agreement is being violated. When entering accommodations, Corporate Real Estate or Facilities may be accompanied by an outside party, such as a Fire Inspector. Facilities will repair defects in the unit, which arise from ordinary wear and tear. Defects caused by the acts or omissions of Resident, Residents, guests or invitees, will be charged to the responsible party, including the cost of repair to or clearing of waste pipes and drains, repair to water pipes, plumbing fixtures, or overflow caused by negligent or improper usage or the introduction of articles or materials into the system for which the system was not intended, and including the cost of repair or replacement of damaged or missing furniture, fixtures, appliances or equipment. Upon the expiration or termination of any contract, Resident must return the unit in the same condition as received less reasonable wear and tear.

There is no charge for service unless the maintenance required has occurred as a result of negligence on the part of the Resident or their guest. We strongly encourage Residents to report any problems immediately. Further damage due to delay in reporting may result in charges to the Resident. In the event the power has to be turned off to complete a work order, you are responsible for turning off all appliances including, but not limited to, computers, televisions, etc.. Once a tenant requests maintenance services, City of Hope reserves the right to enter the apartment without notice to perform the work in accordance with the standard response times.



"I don't think that my experience here at City of Hope would have been the same if I didn't live in student housing."

— Maggie

Response Times

The following list provides the standard response times to anticipate for various types of maintenance problems. Facilities will schedule work based on the overall needs of the property.

Priority I – Hazards to life, health, property and security

Immediate or same day service for problems such as: Lockout, no electricity, no water/hot water, sink blockages, plugged toilet, flooding, no heat, major plumbing leaks, secure broken window or emergency lock replacement. In case of flooding in either the kitchen or bathroom, please remove all items from under the sinks. Note: If you smell gas, immediately call the Gas Company at 800-427-2200, in addition to Nancy Gengo in Corporate Real Estate, by email: ngengo@coh.org or 626-471-7349.

Priority II – Non-life threatening, but causing some inconvenience to Resident

Work performed within one week or less for problems such as: Running faucets, slow drain lines, partial power failure, malfunction of appliances or air conditioner, replace broken window glass, outside light out, broken garage door spring.

Priority III – Causing slight inconvenience to Resident

Work performed within 21 working days for problems such as: Dripping faucets, inoperable garbage disposal, minor stove or refrigerator malfunctions, cabinet/drawer repair, cracked window glass, worn toilet seat, malfunctioning dishwasher.

Priority IV – Desirable improvements for apartments and common areas determined to be non-critical

Work performed within 30 days for problems such as: Worn or damaged kitchen or bath floor (non-hazardous); laundry room repair (non-hazardous); minor painting; sprinkler leaks (shut off at valve); workable, but worn, sink faucets; workable, but worn, garbage disposal; work that requires ordering of a special part; or a major common area repair.

Repair Costs, Resident Negligence

Residents shall notify **Nancy Gengo, Property Manager, by email: ngengo@coh.org or 626-471-7349** of any damage or need for repair of any City of Hope Student Housing property. Residents also agree to be jointly responsible with other residents for the protection of City of Hope Student Housing property, its furnishings, and equipment.

Tenants are charged for items that fall under the heading of Resident negligence. If you call for repairs, please let your roommates know that Facilities/Vendor will enter the unit in the near future. It is not necessary for Residents to be present for work to be done. There may be a minimum charge of \$20 for any Facilities action due to Resident negligence.

The following are considered to be due to Resident neglect:

1. Jammed Garbage Disposals (where applicable).

These units cannot grind material such as bottle caps, wire ties, popped corn, coffee grounds or large amounts of fibrous vegetables (e.g., celery, onion skins).

The garbage disposals cannot be used for the disposal of any type of rice and



“The housing managers have made major improvements in decor in many of the units, and the services and utilities that are provided have been good.”

— Nick

pasta, either cooked or uncooked. There is a reset button on the motor that should be reset after a jam has been cleared. Always use lots of cold water when running the disposal. Do not put any drain opener chemicals into any drain. These chemicals are dangerous to persons working on the lines and will ruin garbage disposals and drain opening equipment.

2. Damaged Finish on Stoves, Refrigerators, and Dishwashers

These appliances should be cleaned with the proper materials. Steel wool and scrapers will damage the finish.

3. Clogged Dishwashers (where applicable)

Rinse dishes with plain water before placing in the dishwasher. Dishwashers cannot handle food particles that will not dissolve in hot water. The drain will clog and the unit could overflow. Designated dishwasher soap is recommended. Other soaps or detergents will fill the unit with suds and cause an overflow.

4. Overflowing Toilets

Costs for unclogging toilets that overflow due to improper materials being flushed into the lines will be charged to the tenant. This includes any type of feminine sanitary product, toys, utensils, disposable diapers, etc.

5. Unreasonable Wear and Use

Any physical damage that is not caused by normal use.

6. Damaged Furniture

Damaged furniture that is owned by City of Hope will be repaired or replaced at the option of Management and charged to the Resident.

7. Torn or Damaged Screens or Blinds

Torn or damaged window screens or blinds will be replaced at the tenant's expense.

8. Damaged Windows or Light Coverings

Broken windows or light coverings are the financial responsibility of the tenant.

9. Water Damage

Water damage caused by a Resident's failure to properly use the facilities or to notify the office of needed maintenance for the shower, sink, or bathtub will be charged to the Resident.

10. Smoke Detectors

Damage due to tampering with, or removing the smoke detector.

On occasion, a resident may move out of a unit during the academic year. If this occurs, the Property Manager will need to conduct an inspection of the property to determine if the unit is in acceptable condition for a new resident. The remaining Residents will be required to maintain the unit in a clean and orderly fashion. If an inspection indicates that additional cleaning is required, the remaining residents may be held responsible for the charges.

After-Hours Maintenance Emergencies: **call Facilities / Engineering, ext. 32245, or page 626-423-5503.**

If you require immediate assistance for a lockout or a noise complaint in your residence between 5:00 p.m. and 8:00 a.m., every night, including weekends and holidays, Security is designated to respond to your calls: (626) 256-4673, ext. 62006 from a non-campus phone; or ext. 62006 from any campus phone.



“The room is huge enough to allow all of our classmates to gather together, which is really fun and nice!”

— Wen

After-hours service is for emergency calls only

After-hours emergencies are identified as follows:

- Any situation that immediately endangers health or property.
- Overflowing toilet, no lights, no heat, no hot water, garage door broken (if your car is inside and you are unable to open door).
- Reset of a circuit breaker or other electrical emergencies.
- Lockouts.

For All Other Emergencies Dial 911

Handling Lock-Outs

If you are locked out, please call Security at (626) 256-4673, ext. 62006 from a non-campus phone; or ext. 62006 from any campus phone.

Only Residents of record will be permitted entry. If you lose your keys, there is an automatic lock change charge of up to \$250 or vendor cost for entry keys. Do not duplicate keys.

Cleaning

Each housing unit is cleaned prior to occupancy. Thereafter it is the responsibility of the Residents to clean the space. The residence is expected to be kept in a clean and sanitary condition during the year, and in a clean condition upon vacating. If a room requires extraordinary cleaning during occupancy or upon checkout, the cost will be charged to the Residents.

Care and Cleaning of Your Unit

When you move out, the unit will be inspected and any charges for damages or excessive dirt will be assessed to you. The following cleaning hints will help you maintain the unit appropriately and avoid these charges when you move out.

Walls

Every kitchen is painted with a water-based semi-gloss latex paint. The walls can be easily cleaned with any non-abrasive cleanser such as "Soft Scrub," any liquid soap, or even detergent. Abrasive cleansers have a tendency to remove the paint from the wall as well as clean it. If you cook a lot of fried foods (including stir-fry), this is especially important and can save you renovation costs upon moving out as well as prevent pests and rodents from breeding in the apartment.

Appliances

All of the appliances in the unit, stove, refrigerator, dishwasher and microwave, have finishes that can be easily scratched. Do not use scouring or Brillo-type pads. A regular sponge is good for cleaning all of the appliances. The stove can be cleaned with one of the various types of oven cleaners that are available at most markets. Do not line your stove top with aluminum foil. When cleaning the refrigerator or dishwasher use a liquid, non-abrasive cleanser such as "409," "Fantastik," or "Simple Green." Pay special attention to care of the following:



"Overall, I have been completely satisfied with living in student housing this year, between the convenience, affordable rent and pleasant living environment. If I could, I wouldn't mind staying another few years!"

— Lauren

Dishwasher - (where applicable)

Use only designated dishwasher soap in the dishwasher. Rinse off food particles from dishes prior to loading the dishwasher. Rinse with water only. Do not use liquid dish soap or detergent. Clogged dishwasher drains are generally considered to be tenant negligence and charges may be assessed.

Garbage Disposal - (where applicable)

Do not put grease or fibrous vegetables, such as celery or artichokes, in the disposal. Also, do not put rice or pasta in the garbage disposal as the starch builds up in the drains and clogs them. Please use lots of cold water when running the garbage disposal. Do not use "Drano" or other such products in the garbage disposal or sink.

Counters

While Formica counters/granite are easily cleaned with any type of liquid soap, cleaning a tile counter can be a little more difficult. When cleaning a tile counter you will need a stiff scrub brush and any type of non-abrasive cleanser such as "Comet" or "Ajax." Although the finish on ceramic tiles is baked on, intense scrubbing with a harsh cleanser will dull the finish.

Floors

Laminate Flooring Care

- Use a damp cloth to blot up spills as soon as they happen. Never allow liquids to stand on your floor.
- Do not wash or wet mop the floor with soap, water, oil-soap detergent, or any other liquid cleaning material. This could cause swelling, warping, and joint-line separation.
- Do not use steel wool, abrasive cleaners, or strong ammoniated or chlorinated type cleaners.
- For spots such as candle wax or chewing gum, harden the spot with ice and then gently scrape with a plastic scraper, such as a credit card. Be careful not to scratch the flooring.

Toilets

A toilet bowl brush and cleaner such as "Vanish," if used sparingly will keep the toilet clean. Products such as "Ty-D-Bowl" may also help. Put a cup of white vinegar in the bowl and let stand overnight to remove calcium deposits. Always use commercial products according to the label instructions.

Carpeting - (Marand Street House)

Carpeting is the responsibility of the Residents and it should be vacuumed regularly. Charges are assessed for carpeting that is heavily soiled or badly stained. A stiff brush and a small amount of diluted carpet cleaner will remove most stains. Do not use bleach or any product that contains bleach. If the carpet in the unit is permanently stained during your tenancy, a charge will be assessed, which will be applied to the eventual replacement of the carpet. Such repairs or replacement will not necessarily be made immediately. If the carpet is stained, you may contact Nancy Gengo, Property Manager to request help in removing the stain. However, there will be a charge. We recommend you vacuum your carpet regularly.



Blinds

All units come equipped with vertical or horizontal blinds. Blinds may be cleaned with a soft cloth using mild soap and water.

Each residence provides a laundry area for the use of residents. Please do your share to keep these areas clean and debris free. It is also your responsibility to remove your clothes from the machines promptly.

Dryer Instructions

For best results, use the following steps:

Clean the lint screen. Just inside the door at the bottom of the dryer opening, you will find a lint screen. It draws in and traps lint from the clothes as they dry. The lint screen is removable and must be cleaned after each load. If it remains full of lint, the machine will take much longer to finish drying the clothes. Simply pull up on the screen to remove it. Then sweep your fingers across the lint to lift it off the screen. Once it is lint-free, slide the screen back into the dryer. For maximum drying efficiency, it is important to always check, clean and replace the lint screen before starting a new load.

Pest Control

City of Hope supports and adheres to an environmentally safe pest control program. In order for our pest control program to work effectively, it is essential for all residents to do their part. Residents are required to maintain all units in a manner that promotes health and safety for all. Residents are required to report pest control problems immediately, especially cockroach infestations. In the event pests are introduced to the unit by the Resident and are deemed by City of Hope to be a hazard to health conditions in and safety of surrounding units, the Resident will be liable financially for eradication measures, including, but not limited to, pest control and furniture and/or carpet replacement.

Guests

Residents may have guests as long as they respect the rights of others. For a guest to stay more than seven (7) days in a given month, permission must be obtained from the Property Manager. Anything beyond seven days (7) constitutes more permanent living; therefore requires management approval. Please be sure to note the length of your guest's stay in the written notification submitted to Nancy Gengo in Corporate Real Estate, by email: ngengo@coh.org. You are responsible for your guest's compliance with all City of Hope Rules and Regulations. In units with more than one tenant, a resident may have overnight guests only with approval from his/her apartment mates. Contractual issues do not allow the keys issued to guests of apartments with more than one tenant.

Mail

Due to liability issues, improperly labeled mail sent or forwarded to the City of Hope mailroom will be returned to sender. Mail is delivered through the United States Postal Service to your mailbox outside your home. For prompt delivery, make sure you use the following format:

STUDENT NAME

STREET ADDRESS

DUARTE, CALIFORNIA 91010-3000



Insurance

The School does not provide insurance for damage or loss to your property. We strongly advise you to arrange for coverage of all property you bring on campus and into your residence. You or your parents may have coverage through a homeowner or renter's policy of the household in which you live; check your policy terms. You may also be able to obtain property coverage for students living in student housing through a private insurance carrier.

Pets

Fish are allowed provided they are kept in an aquarium no larger than 20 gallons, the container is cleaned regularly, and no illegal species are kept. With the exception of seeing-eye dogs, no other animals are permitted in the residence. Discovery of an impermissible pet will result in a \$50/day fine until the pet is removed.

Recycling

Recycling has a positive impact on the environment we urge you to participate in this important program. Make sure to rinse out and remove the lids from everything you recycle; plastic, aluminum tin cans, glass jars and bottles. You can also recycle newspaper, magazines, phonebooks, and corrugated cardboard. Remember ... don't throw non-recyclables into the trash bins. [Blue recycling bins](#) are located outside each building.

Trash

Residents are required to dispose of trash in designated containers. Trash may not be piled-up in bathrooms, kitchens, laundry rooms, commons rooms, courtyards, or in any other place.

Energy Conservation

Residents are expected to minimize energy use whenever possible. Room lights and other electric equipment should be turned-off when not needed. Shower and other water usage should be of a reasonable duration. In units with separate thermostats, heat or air should not be set at an excessive level. In general, residents are asked to be aware of, and reasonable, in their use of all consumable energy: Take shorter showers; turn off water when brushing your teeth and shaving; only wash full loads of laundry.

Housing Exclusions

The Property Manager reserves the right to move directly to (i) a Three-Day, Thirty-Day or Sixty-Day Notice to Perform Covenant or Quit and recommend exclusion from Housing, (ii) a Thirty- or Sixty-Day Notice to Vacate, or a (iii) Three-Day Notice to Quit for any of the following in violation of the Student Housing Handbook or the Student / Faculty Handbook:

- Use or sale of illegal drugs or criminal activity on or within City of Hope owned, occupied, or leased buildings, including common areas such as lobbies, courtyards, lounges, waiting areas, elevators, stairwells, restrooms, or balconies that are a structural part of a complex or building.
- Infestations of pests or vermin into a unit which threaten health and safety.
- Throwing, propelling, dropping or otherwise causing objects or to fall or litter student housing property. This includes cigarette butts or other objects or projectiles thrown from units onto common areas within/onto City of Hope property.

- Tampering with Fire Safety equipment.
- Weapons possession (firearms, knives, incendiary devices) in units or around City of Hope common areas.
- Egregious acts such as: domestic violence or arson.
- Physical or sexual assault against another resident or City of Hope employees / staff members; threats of violence (including threats or attempts of suicide) or conduct that threatens the health and safety of self or any other person in or around City of Hope property or actions or behaviors that result in harassment, exploitation or intimidation in City of Hope student housing.
- Violations of any of the policies set forth in the Student / Faculty Handbook.
- In some instances, such as unauthorized subletting, ineligibility, etc., the Property Manager reserves the right to move directly to a Thirty or Sixty-Day Notice to Vacate depending on the resident's length of stay or a Three-Day Notice to Quit.

Restitution

Residents may be required to provide reimbursement for damage(s) or misappropriation of City of Hope property, or the property of others, while that property is on City of Hope's Housing premises or at the place of an official City of Hope function. Reimbursement may take the form of monetary payment, appropriate service, repair of damage, or other compensation.

Alcohol - Underage Possession/Consumption

The serving and/or consumption of alcoholic beverages on City of Hope property, including your room or apartment, must be in full compliance with Institute, local, state, and federal laws. Students less than 21 years of age are not permitted to purchase, possess, or consume alcoholic beverages. Being under the influence of any amount of alcohol while underage is considered a violation of this provision. Groups are considered in violation of this provision if they facilitate the acquisition of alcohol by anyone less than 21 years of age.

Controlled Substances

The unlawful possession, use, manufacture, distribution, sale, or consumption of controlled substances, as determined under state and/or federal laws or regulations, is prohibited on City of Hope property.

Smoke-Free Environment

Smoking of tobacco products in any City of Hope property is prohibited.

Smoking is not permitted in the following areas:

- City of Hope owned, occupied, or leased buildings, including common areas such as lobbies, courtyards, lounges, waiting areas, elevators, stairwells, restrooms, or balconies that are a structural part of a complex or building.
- Within twenty-five (25) feet of a main exit or entrance or operable window of a City of Hope-owned, occupied, or leased building.
- City of Hope vehicles, including buses, automobiles, shuttles, electric carts, and vans.
- Parking lots.
- Any outdoor area of City of Hope.

Smoking is permitted in the following area:

Outdoors, but not within twenty-five (25) feet of main exits or entrances or operable windows of buildings, or where otherwise prohibited by authorized signage. Cigarettes are not to be extinguished on walls, floors, common areas, parking areas, or any other public or private space within City of Hope property.

Noise Policy

Quiet Hours are in effect from 10:00 p.m. until 8:00 a.m.. All residents must refrain from causing any noise or disruptions that could infringe on other residents' right to study or sleep during these times. Noise from one's room or apartment should neither be audible outside the room door nor in adjacent rooms. Residents who are disturbed by noise after these hours should diplomatically negotiate with the offending parties first. If the noise does not diminish, contact Security at ext. 62006 from any campus phone, or 626-256-4673, ext. 62006 from a non-campus phone.

Crime Prevention and Personal Safety

Crime prevention is everyone's business. Although City of Hope assumes no liability for crimes committed in or around City of Hope owned or leased property, there is a commitment to preventing crimes and promoting the safety and security of residents. Unfortunately, crime is a reality. While City of Hope benefits from Security patrols and continues to implement other security related processes, the fact remains that this is not a crime-free community. Residents are strongly encouraged to support all security related policies and procedures and to purchase Renters Insurance for personal belongings through a major insurance agency.

Solicitation Is Not Allowed

Report solicitors or salesmen to Security at: (626) 256-4673, ext. 62006 from a non-campus phone; or ext. 62006 from any campus phone. If a solicitor approaches you, jot down a description and call one of these numbers immediately. If you feel you or others are in danger due to the solicitor, call 911 and explain the situation. Do not confront the solicitor on your own.

Watch Out for Suspicious Persons

- Person(s) loitering about at unusual hours and locations
- Person(s) running — especially if something of value is being carried.
The individual(s) could be fleeing from the scene of a crime.
- Person(s) exhibiting unusual mental or physical symptoms. The individual(s) could be under the influence of drugs, or otherwise need medical or psychiatric assistance.
- Person(s) going from apartment to apartment, trying doorknobs. This is possible "casing" for an apartment to enter in order to commit a crime against person or property.

Be on the Alert for Suspicious Situations

- Open or broken doors and windows which could signify a possible burglary in progress or scene of a completed crime.
- Unusual noises, such as gunshots, screaming, and anything suggestive of foul play, danger, or illegal activity.
- Person(s) sitting in parked vehicles for an extended period of time.
- A vehicle driving slowly in the parking lot or structure at night with its lights out.

When encountering such situations call the Police immediately! Remember that the key to the success of any crime prevention effort is you. Questions regarding crime prevention may be answered by calling:

1. **EMERGENCY: 911**

2. Non-Emergency dispatch: 626-448-9861.
3. Anonymous Tip Line: 626-448-9861, ext. 462.

Personal Safety Precautions

- Keep police and emergency numbers near the telephone.
- Lock all doors and windows whenever you leave. Take the keys with you, even if you leave for only a short while.
- Keep all doors and windows locked whenever possible.
- Keep house and car keys on separate rings.
- Do not lend your keys to service people or anyone you do not know well and trust.
- Do not attach your address or room number to your key chain.
- Always ask visitors for identification before you let them in.
- If a stranger asks to use the telephone, do not open the door. Instead, offer to call for emergency assistance for him/her.
- Get to know your neighbors so you can help each other.
- Report any suspicious or unusual activity to Campus Security: (626) 256-4673, ext. 62006 from a non-campus phone; or ext. 62006 from any campus phone.
- Do not prop open residence doors.
- Do not tamper with door locking mechanisms. Never use tape, pins, or other devices to keep the door from locking shut.
- Use caution when leaving notes or signs on the door letting people know you are out of the apartment for extended periods of time. A note can alert potential thieves of your absence.
- Do not leave large sums of money, jewelry or valuable items in the apartment. Secure valuables elsewhere when on vacation.
- If you are accosted in a public area and feel that you are in immediate danger, dial 911 and explain the situation to the Police. Be prepared to give the location of the incident if you have left the vicinity.
- If the danger has passed, call Security at: (626) 256-4673, ext. 62006 from a non-campus phone; or ext. 62006 and explain the situation to them.
- Always identify visitors before letting them in. Request service people to show proper credentials before you open the door.
- Report to the police any unusual or suspicious activity, or persons near the apartment or around neighbors' apartments.
- Make sure you know your visitor before opening the door of the apartment building.
- Avoid isolated areas of the building (stairways, laundry rooms, basement, etc.) when you are alone.

Precautions When Walking Alone

Avoid dark, vacant, or deserted areas. If you are followed or see suspicious activity, move to a lighted building or area and raise a commotion. **DIAL 911 or DIAL #55 from any campus phone.** Avoid walking alone at night, if at all possible. Call Campus Security at (626) 256-4673, ext. 62006 from a non-campus phone; or ext. 62006 from any campus phone. Have a friend escort you both ways, or wait for a campus van.

Move-out Information

It is important to follow proper move-out procedure so that you do not incur additional rent charges and/or other unanticipated fines. The official move-out date for the 2011 - 2012 school year is July 31, 2012.

Below is an abbreviated move-out checklist:

If moving out after 5:00 p.m., turn in your keys to Office of Admissions and Student Services, Beckman Center, Room 1100. Keeping your key means you are still occupying the room. If the student has lost his/her key, the student will forfeit their key deposit.

1. Forward your mail. Make sure to forward your mail to your new address. When residents vacate the premises, they must notify the United States Postal Service: <http://www.usps.com>.
2. City of Hope will not be responsible for forwarding students mail.
3. Clean your space and remove [all belongings and trash](#).
4. Refrigerators must be cleaned. Stove tops and ovens must also be cleaned.
5. Turn off all lights, heaters, and air conditioners.
6. The School is not responsible for any items left in the room past the Move-out Date. Items not removed by the Move-out Date will be removed and discarded at your expense.

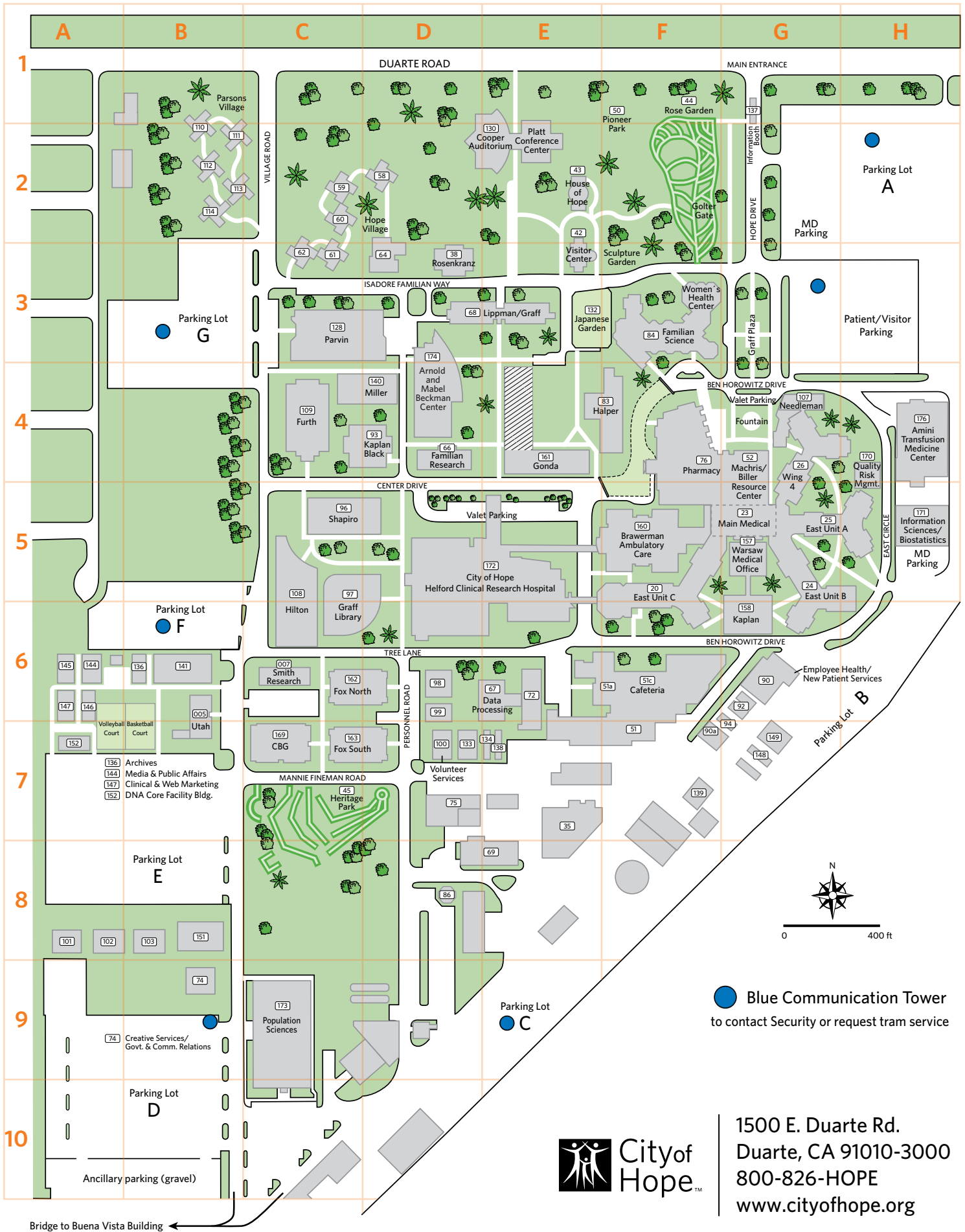
Prior to vacating, Corporate Real Estate will inspect your unit for repair needs, damage, and furniture. If there is damage to your bedroom or its furnishings, normal wear and tear accepted, the cost will be deducted from your security deposit and, if necessary, you will be sent a bill to cover the remaining repair costs. If there is damage to a common area, its furnishings or an appliance, all students in the residence will be liable for the damage.

Communication with Corporate Real Estate

Corporate Real Estate will host town hall meeting for residents during orientation. The main purpose will be to explain how to request maintenance and repairs and to disseminate information. Students will have the opportunity to voice their concerns and make suggestions for improving student housing. The date and time will be emailed to all student residents in advance of the meeting.

Our primary way of communicating important news or concerns to the residents will be via email. Please check your email regularly.





BUILDING NAMES — ALPHABETICAL

Building Name (Building Code)	Location
1 West (98)	D6
2 West (99)	D6
4 West (133)	D7
5 West (134)	E7
6 West (138)	E7
Amini Transfusion Medicine Center (176)	H4
Archives (136)	B6
Arnold and Mabel Beckman Center (174)	D4
Biller Patient and Family Resource Center (52)	G5
Brawerman Ambulatory Care (160)	F5
Cafeteria and Conference Rooms A, B, C (51c)	F6
Center for Biomedicine & Genetics (CBG) (169)	C7
Clinical and Web Marketing (147)	A6
Communications and Public Affairs (144)	A6
Cooper Auditorium (130)	E2
Creative Services (74)	B9
Data Processing/Piness (67)	E6
DNA Core Facility Building (152)	A7
East Unit A (25)	G5
East Unit B (24)	G5
East Unit C (20)	F5
Employee Health Services (90)	G6
Engineering (35)	E7
Familian Research (66)	D4
Familian Science (84)	F3
Fountain	G4
Fox North (162)	C6
Fox South (163)	C7
Furth (109)	C4
Golter Gate	F2
Gonda (Goldschmied) Diabetes & Genetic Research Center (161)	E4
Government and Community Relations (74)	B9
Graduate Student Lounge (86)	D8
Graff Library (97)	C6
Graff Plaza	G3
Halper (83)	F4
Helford Clinical Research Hospital (172)	E5
Heritage Park (45)	C7
Hilton (108)	C6
Hope Village Office (58-64)	D3
House of Hope/Temple Beth (43)	E2
Information Booth (137)	G2
Information Sciences/Biostatistics (171)	H5
Japanese Garden (132)	E3
Kaplan (158)	G6
Kaplan Black (93)	D4
Lippman/Graff (68)	E3
Machris (52)	G4
Main Medical (23)	G5
Miller (140)	D4
Modular (92)	G6
Modulars (94 & 148)	G7
MRI (142)	G6
Needleman (107)	G4
New Patient Services (90)	G6
Parking - MD (PRK-MD)	G2 & H5
Parking - Patient/Visitor (PRK-VIS)	H3
Parking - Valet (PRK-VAL)	G4 & E5
Parking Lot A (PRK-A)	H2
Parking Lot B (PRK-B)	H6
Parking Lot C (PRK-C)	E9
Parking Lot D (PRK-D)	B10
Parking Lot E (PRK-E)	B8
Parking Lot F (PRK-F)	B6
Parking Lot G (PRK-G)	B3
Parson Village (110-114)	B2
Parvin (128)	C3
Pharmacy (76)	F4
Pioneer Park (50)	F1
Platt Conference Center (130)	E2
Population Sciences (173)	C9
Quality Risk and Regulatory Management (170)	H4
Rose Garden (44)	F1
Rosenkranz (38)	D3
Sculpture Garden	F3
Shapiro (96)	C5
Smith Research (7)	C6
Thermal Storage (139)	F7
Utah (5)	B6
Visitor Center (42)	E3
Volunteer Services (100)	D7
Warsaw/Medical Office Building (157)	G5
Wing 4 (26)	G4
Women's Health Center (84)	F3

BUILDING CODES — NUMERICAL

Building Code (Building Name)	Location
5 Utah	B6
7 Smith Research	C6
20 East Unit C	F5
23 Main Medical	G5
24 East Unit B	G5
25 East Unit A	G5
26 Wing 4	G4
38 Rosenkranz	D3
42 Visitor Center	E3
43 House of Hope/Temple Beth	E2
44 Rose Garden	F1
45 Heritage Park	F1
50 Pioneer Park	C7
51c Cafeteria and Conference Rooms A, B, C	F6
52 Machris/Biller Patient and Family Resource Center	G4/G5
58-64 Hope Village Office	D3
66 Familian Research	D4
67 Data Processing/Piness	E6
68 Lippman/Graff	E3
74 Government and Community Relations/Creative Services	B9
76 Pharmacy	F4
83 Halper	F4
84 Familian Science /Women's Health Center	F3
86 Graduate Student Lounge	D8
90 Employee Health Services/New Patient Services	G6
92 Modular	G6
93 Kaplan Black	D4
94 Modular	G7
96 Shapiro	C5
97 Graff Library	C6
98 1 West	D6
99 2 West	D6
100 Volunteer Services	D7
107 Needleman	G4
108 Hilton	C6
109 Furth	C4
110-114 Parson Village	B2
128 Parvin	C3
130 Cooper Auditorium	E2
130 Platt Conference Center	E2
132 Japanese Garden	E3
133 4 West	D7
134 5 West	E7
136 Archives	B6
137 Information Booth	G2
138 6 West	E7
139 Thermal Storage	F7
140 Miller	D4
144 Communications and Public Affairs	A6
147 Clinical and Web Marketing	A6
148 Modular	G7
149 Modular	G7
152 DNA Core Facility Building	A7
157 Warsaw/Medical Office Building	G5
158 Kaplan	G6
160 Brawerman Ambulatory Care	F5
161 Gonda (Goldschmied) Diabetes & Genetic Research Center	E4
162 Fox North	C6
163 Fox South	C7
169 Center for Biomedicine & Genetics (CBG)	C7
170 Quality Risk & Regulatory Management	H4
171 Information Sciences/Biostatistics	H5
172 Helford Clinical Research Hospital	E5
173 Population Sciences	C9
174 Arnold and Mabel Beckman Center	D4
176 Amini Transfusion Medicine Center	H4
Fountain	G4
Golter Gate	F2
Graff Plaza	G3
Sculpture Garden	F3
PRK-A Parking Lot A	H2
PRK-B Parking Lot B	H6
PRK-C Parking Lot C	E9
PRK-D Parking Lot D	B10
PRK-E Parking Lot E	B8
PRK-F Parking Lot F	B6
PRK-G Parking Lot G	B3
PRK-MD Parking - MD	G2 & H5
PRK-VIS Parking - Patient/Visitor	H3
PRK-VAL Parking - Valet	G4 & E5

2240 Buena Vista, Irwindale, CA 91706

Bldg. 175 — FLASH = Facilities, Logistics and Support Hub

Administration — VP Facilities, Design and Construction
 Biomedical Instrumentation Services (BIS)
 Donor Relations
 Facilities Development
 Facilities Maintenance Services

Facilities Management
 Corporate Real Estate,
 Campus Planning
 Facilities Contract Administration
 Mail Room

Occupational Safety and Health
 Print Shop
 Research Storeroom
 Security
 Shipping and Receiving

800 Royal Oaks Drive, Monrovia, CA 91016

Bldg. 556 — Monrovia Administrative Center

Central Processing
 Corporate Accounting
 Finance
 Human Resources
 Information Sciences

Information Technology Services
 Managed Care
 Patient Business Services
 Purchasing

Corporate Real Estate and the Office of Admissions and Student Services
www.cityofhope.org/gradhousing

