

The Pointe

Resident Handbook

The Pointe

501 Vairo Blvd.

State College, PA 16803

814-231-6900

statecollege@edrtrust.com

Introduction

Welcome to The Pointe! We hope your stay here is a wonderful experience! Please read the entire handbook and familiarize yourself with all the tips and helpful hints enclosed.

Telephone Directory

Office (814) 231-6900

Fax (814) 231-6904

statecollege@edrtrust.com

Staff

Introduction

The Pointe provides professional on-site management with 24-hour emergency maintenance. The staff is on call to handle emergency situations, assuring an uninterrupted level of quality service. Along with our 24 hour maintenance, the office employs student members (Community Assistant) to work closely with our residents to maintain communications between the residents and the management team. Our CAs spend time with the residents, getting to know them on a personal level and understanding their needs and Getting our residents involved in their community and enhancing their total college experience!

The Community Manager

The primary role of the Community Manager is to supervise all professional staff members and oversee the operation of the property.

The Senior Community Assistant

The Senior Community Assistant supervises the Community Assistant Staff and assists the Community Manager in managing the property. The Senior Community Assistant will work office hours in the property office. If you have questions or concerns that you would like to discuss with the Senior Community Assistant, you should schedule a meeting with him/her during office hours. The Senior Community Assistant, as a part of the Community Assistant staff, will be available as a resource person, a facilitator, and an advisor.

The Community Assistant

Community Assistants (CAs) are student members of the staff who work most closely with the residents. As a staff member, CAs work to maintain communications between management and residents and assist in a multitude of administrative tasks. The majority of the Community Assistants' responsibilities involve direct contact with residents. One of the most important CA responsibilities is to be available to, and spend time with, all residents. Basic duties include maintaining communication between Management and the residents, as well as implementation of policies, procedures and programming. In addition, the Community Assistant is responsible for the development of a residential community that enhances the total college experience and facilitates resident growth.

The Maintenance Manager

Maintains the facilities and grounds, responds to maintenance requests, provides general upkeep of the apartments/suites and supervises the maintenance team.

Residents Services Manager

The RSM handles all resident needs from rent and roommate mediation to renewing. The Resident Services Manager is not only available to the residents for answers but also the guarantors. Account questions, assigning your apartment, maintenance follow-up and community events are all a part of the RSM's daily "to-do" list.

Sales and Marketing Manager

The Sales and Marketing Manager is responsible for leasing, all property advertising, building and maintaining university relations and staff training. The Sales and Marketing Manager is always available to answer questions about the lease.

Clubhouse/Community Building

Introduction

The Pointe clubhouse provides the residents with 24-hour access which includes:

- * Computer lab
- * Study lounge
- * Game room with air hockey, pool table and Ping-Pong
- * Indoor 1/2 basketball court for year round enjoyment
- * Resort style pool plaza with large outdoor Gas Grills
- * Tanning bed

The Clubhouse/Community Building Common Area Facilities and Amenities

The clubhouse/community building is the place to go for great amenities. Most of the events and activities hosted by the property take place in and around the clubhouse/community building. All rules governing common area amenities will be enforced by management and are subject to periodic review and revision. The facilities available at the property are for the exclusive use of property residents. A resident must accompany all guests. The maintenance and care of these facilities is every resident's responsibility therefore, abuses may result in facilities closing. Please report all repair needs or problems to the property office.

Building and Patio Furniture

For your comfort while studying, socializing, or watching TV, the property has provided furniture in the clubhouse/community building and patio area. This furniture is meant to stay in the designated areas so that all residents can enjoy its use. Please do not take the public area furniture into your room. There will be a moving charge for removing furniture from any public area. All missing furniture should be reported immediately to property personnel to assist in recovering the missing property.

Business Services

Residents are able to send and receive faxes from the property office. Please see a staff member for details and cost. Residents receiving packages too large for mailboxes should pick them up in the clubhouse/community building. We reserve the right to refuse any package that is too large for our office or is considered suspicious or hazardous in any way. We do not accept any packages from the U.S. Postal Service in our leasing office.

Computer Room

The computer room is located in the clubhouse/community building and has computer terminals with Internet access and printer capabilities. Eating and drinking is not permitted in the computer room. Please report any problems to the office immediately.

Fitness Center

The fitness center is located in the clubhouse/community building. No food is allowed in the fitness center. Please limit drinking to water only. Proper athletic attire is required; shirts and shoes must be worn at all times. Report any maintenance problems to the office staff immediately. Do not repair equipment yourself. Use equipment in the manner in which it was intended. Use of the fitness center is at your own risk. Anyone beginning an exercise program should consult a physician first.

Leasing Office

The Leasing Office is located in the clubhouse/community building. Leasing office staff is available to help residents with renewing resident leases/license agreement, rent payments, answer questions about the lease/license agreement, and address special issues as needed.

Swimming Pool

The pool is open, weather permitting. Please be advised that the pool is not designed for diving. Pool furniture is not to be removed from the designated area. Personal flotation devices or rafts may not be permitted in the pool area. The area may close occasionally for maintenance purposes and during specific property repair projects. Please bring proper ID with you to the pool. Only residents and their guests are permitted to use the pool. Residents must accompany guests at all times.

Your Apartment/Suite

Introduction

All the residents at The Pointe are provided with individual leases! That means, while you and your roommates may share many great times together, you are not responsible for your roommates rent. You will however, have many other shared responsibilities and keeping an open and honest line of communication with your roommates will help to make your year here a good one!

In order to comply with local fire codes (which are created ultimately for your own protection and safety), certain policies apply toward the condition of your apartment/suite. In addition, decorating guidelines have been established in order to prevent damage to the apartment/suites.

- All furnished apartment/suites are to remain furnished with beds on their frames and furniture on the floor (e.g., no beds on top of desks or dressers, no desks or dressers stacked or turned on end). For safety reasons, cinder blocks are not permitted. Furniture may be rearranged in your apartment/suite provided it is returned to its original position prior to check-out.
- No bunk beds, lofts, or waterbeds are permitted.
- No construction, wall partitions, painting, or any similar structures are permitted.
- Dartboards are not permitted due to damage to walls and doors.
- Any alterations or modifications that pose a threat to safety, health, physical apartment/suite damage, comfort of others, etc. are not permitted.
- NO ITEMS ARE PERMITTED ON THE CEILINGS. This includes: nails, stickers (reflective stars), bottle caps, tape and poster putty. Damage to ceilings will result in a repair charge.
- No additions to the original surface are permitted on the doors, windows, blinds, or furniture.
- All decorations must be temporary so as not to permanently deface or damage apartment/suite furnishings.
- Only official property documents may be posted on the exterior of the entrance door.
- For fire safety reasons, candles, incense, space heaters, hot plates, and other combustibles are not allowed in the apartment/suites.
- Please do not put tape of any kind on the carpet or linoleum.
- No decorations are permitted on the windows, including: posters, lights and flags.
- Curtains may be hung on the windows provided that a white background (or the provided blinds) faces the outside of the building.

Dishwasher

In order to reduce maintenance problems with dishwashers, the following guidelines should be used: rinse dishes first (especially if it will be a few days before you run the load), use only powdered automatic dishwasher detergent (no liquid), once a month, pour a cup of distilled vinegar in the dishwasher and run it empty 2-3 times.

Food Waste Disposal

Each apartment is equipped with a food waste disposal in the kitchen sink. Please use common sense when operating this appliance. Care and Operating Instructions: Do not insert hand into disposal. Turn on cold water full flow (water should remain on during complete disposal operation and for a sufficient time after grinding is completed to ensure all waste is flushed away.) Turn the switch to the "On" position to start disposal. Feed the food waste into the disposal while it is running; do not dispose of huge quantities at once! Do not turn off the motor or water until grinding is complete.

Heating and Cooling Unit

Efficiency of your heater is dependent upon complete air circulation. It is important to keep all vents in every room open. In addition, please ensure that return air vents are left unobstructed. If you wish to request a new furnace filter, please submit a maintenance request.

Lights and Fixtures

It is the responsibility of residents to replace all light bulbs.

Smoke Detectors

The smoke detectors in your apartment/suite are very sensitive. When taking a shower, close the bathroom door to ensure the steam does not affect the detector. When cooking, be sure to use the fan above the stove. This could help prevent a grease fire. If your detector makes a beeping sound, it means the battery is low. Complete a work order as soon as possible to have the battery replaced. Any time a smoke detector sounds an alarm, you should respond to it as an emergency and proceed in a safe manner. Never disconnect the smoke detectors. Sometimes you may experience a "false alarm." The smoke detectors can be set off by dust, an insect or just may need routine cleaning. Open all windows to allow fresh air into the apartment/suite.

Toilets

Do not flush paper towels-they do not degrade. Never flush feminine hygiene products, regardless what the packaging states. If your toilet does overflow or clog up, turn off the water supply immediately. There is a water shut-off valve next to

the toilet on the lower left side of the wall. Residents are required to plunge their own toilet prior to calling maintenance. Residents will be responsible for any toilet damages/overflows that are the result of improperly disposed articles.

Washer / Dryers

Laundry facilities are provided for your use. All appliances should only be used in the manner for which they were intended. No dyeing of fabric or other materials is ever permitted. In the event you should need instruction on how to use the machines, please contact your CA/RA.

Window Screens

It is important that the window screens and blinds remain in good functional condition. They are not to be removed, tampered with, and/or detached in any manner.

Policies and Procedures

Introduction

The policies and procedures listed below have been designed to answer any questions or concerns.

Alcohol

The decision to drink and how much is a personal one. Alcohol-related conduct which infringes upon the rights of others is not acceptable under any circumstance. The possession and/or consumption of alcoholic beverages in apartment/suites must comply with local, state, and federal laws and regulations. Alcohol is not permitted in common areas (e.g., pool, stairwell, hallways, parking lots, and clubhouse/community building). The possession of kegs, beer bongs, party balls etc. is prohibited at any location on the premises.

Assault

The threat of physical abuse of any community member or guest will not be tolerated. Threats of any kind, racial or sexual harassment, malicious pranks, or abusive name-calling could result in a breach of lease and could lead to an eviction.

Bicycles

Bicycles should be stored in designated or approved areas. We advise residents to provide their own vandal-proof bike lock and to always lock your frame and wheels to the racks. The property is not responsible for lost or damaged bicycles. Following uniform fire code, bikes should be stored only in areas provided and not inside the building. Any bicycles parked and/or locked in any hallways, stairwell, or clubhouse/community buildings may be removed upon sight and impounded.

Commercial Ventures/Solicitation

The resident agrees to not use his/her apartment/suite for commercial purposes, nor will the resident participate in or encourage door-to-door solicitation in the housing facility. The Internet connection provided as part of the lease/license agreement may not be used for any commercial or profit-making enterprise.

Damages

Residents are responsible for the condition of apartment/suite furnishings and will be billed for all repair and/or replacement costs. Any and all repairs needed within apartment/suites and other areas must be performed by authorized maintenance personnel. Residents will be charged for the repair of any damages for which they or their guests are responsible.

Disruptive Behavior

Residents are expected to act in a manner that will not disturb the academic pursuits or infringe upon the privacy rights, health or safety of other persons. Understand that any activity that has a negative impact on the roommates or neighbors will not be tolerated.

Drugs

It is explicitly illegal to use, possess, manufacture, or sell drugs or other controlled substances in both public and private spaces. Residents using, possessing, or selling drugs will be subject to disciplinary and/or criminal actions, including immediate eviction.

Mistreatment of Staff

Threats, harassment and any other mistreatment of property staff are grounds for disciplinary action, which can include cancellation of lease/license agreement, disciplinary action and criminal prosecution.

Musical Instruments

Within a community environment, it is impossible to allow residents to have electrical instruments or drums on the premises. Remember, your neighbors need to be able to sleep, study, and relax without the excessive noise these instruments create.

Non-Sufficient Funds/Returned Checks

If the property receives a returned check on your behalf, there will be a NSF/Returned check fee charged to your account. After two returned checks, we no longer accept checks on your behalf. All future payments would have to be made by credit/debit card, money order or cashier's check only. Additional fees may apply.

Parking

Parking is limited to residents displaying permits. One parking permit is given to each person upon move-in, only for the car belonging to each resident. Each resident is permitted only one vehicle. The deadline for displaying permits is the first day of classes each semester. It is your responsibility to have the permit displayed on time. Any vehicle parked in a "Tow Zone" and any non-permitted vehicles parked inside the property will be towed without warning. Keep your car locked and your valuables out of sight. The property is not responsible for any damage or loss to your motor vehicle or its contents.

Pets

Residents are prohibited from having animals, except for aquarium bound fish (up to a 10 or 25 gallon capacity, depending on property), in apartment/suites, common areas, or on the premises. Residents may not feed/shelter stray animals. Residents are obligated to inform management of any pets in their apartment so appropriate action can be taken to remove and protect the animal. Failure to comply with this policy could result in a fine up to \$300.00 and possible eviction from the property.

Smoking

Smoking is only permitted in those apartment/suites where roommates have previously agreed to allow tobacco use. Smoking in the clubhouse/community building or other recreational areas is strictly prohibited. All cigarette butts must be disposed of properly.

Vacant bedrooms

Current residents cannot refuse a new roommate as long as there are empty bedrooms in the apartment/suite. It is a violation of your lease/license agreement to tell a potential roommate that you do not have a vacant bedroom in your apartment/suite when in fact one or more bedrooms are unoccupied. If you do not wish to have new roommates you can rent any open bedroom(s) at the current rate.

Vandalism

Willful destruction of property by a resident or guest is a violation of policy and may result in disciplinary action, prosecution and immediate eviction.

Windows

Window screens must be left in place at all times. Residents may not exit an apartment/suite through the windows unless there is a fire. Hangings, partitions, or curtains of any type may not be used in a way that inhibits exit of a bedroom and/or apartment/suite and/or common area in the event of an emergency. Unauthorized entry into any portion of the property via window, roofs, ledges, and locked areas is prohibited.

Resident Services

Introduction

By focusing on the total student experience, life at The Pointe reinforces the student's educational goals, as well as our commitment to community service and development. Through cultural and development programs coordinated by the staff of The Pointe, residents can participate in a wide variety of activities, including nutrition and fitness seminars, community outreach programs, and classes on career planning, time management, study skills and more

Mail

Each resident is assigned a mailbox and key. Mail is delivered daily by the United States Post Office with the exception of Sundays and Federal Holidays You will need to bring a photo ID and sign for any package at the property office during regular business hours. . We do not accept any packages from the U.S. Postal Service in our leasing office.

Social Activities

One of the best parts about living with us is the social atmosphere. From the beginning of the year, we like to emphasize a community spirit. The CA/RA staff does the largest part to facilitate this for residents by sponsoring programs, including pool parties, bowling, movie nights, and much more. Residents who would like to volunteer to assist with functions should talk to their CA/RA.

Community Living

Introduction

The community living section will give you general guidelines and tips on living and getting along with your roommates.

Learning to live in a community environment requires maturity, an examination of values, and assessing how one's behavior affects others. The specific rules and regulations that exist at the property are detailed in the Rules and Regulations section of your lease/license agreement and this Handbook. Take time to review your lease/license agreement and familiarize yourself with the rules and regulations. You and your guests are responsible for following them. Failure to do so may result in disciplinary action including termination of residency.

The underlying assumption at the property is that residents have the capacity and desire to be self-directing and responsible members of their community. Residents enter the community as young adults who are responsible and in search of opportunities for development and learning. Your apartment/suite is yours to use, but not to abuse. You have the freedom to make it work for you, coupled with the responsibility to keep it working for others.

Tips for living with roommates

- Treat your roommates as equals. Don't give orders, make unreasonable demands, or expect favors. Try to put yourself in the shoes of your roommate to determine if what you are doing (or not doing!) is reasonable.
- Respect your roommates' right to privacy. Don't pry into their private affairs or expect to share in their activities unless invited.
- Keep borrowing to an absolute minimum.
- Avoid trying to "reform" or correct your roommate(s). Don't expect them to conform to your standards or accept your beliefs.
- Work out mutually agreeable divisions of chores. Don't wait for your roommate to take care of the housekeeping.
- Make a sincere effort to be friendly. Don't withdraw into a shell or forget common courtesy, which is unfortunately not "common" enough!
- Accept routine inconvenience without complaint. Don't gripe continuously about little annoyances that are insignificant. If they are significant, talk to your roommate right away, and not to anyone else.
- Keep your promises and commitments without exception. Don't break appointments or renege on agreements.
- Respect the efforts of others to study. Don't cause interruptions or make unnecessary noise.
- Prepare and live with a realistic budget. Don't overspend during the month and have little or no money left to pay your portion of the apartment/suite bills.
- If you have a disagreement with a roommate, talk about it as soon as possible. Do not let your anger or frustration build up until you explode.
- Have a discussion and agree to boundaries about various relevant items.

Safety and Emergency Procedures

Introduction

Safety and Emergency procedure are written for your wellbeing. Please review all the procedures below.

Safety and Emergency Procedures

The property has a strong commitment to safety; to make it work, you must also have this commitment. We have adopted instructions and procedures to follow in emergency situations; please be aware of these and understand their importance.

We work closely with local police and fire departments and are constantly evaluated to ensure that we continue to provide the safest living environment possible. Please respect these regulations as you would any others. If you do not understand any of these regulations and suggestions, please ask your CA/RA for clarification. Please think safety at all times.

Fire Safety

Fire warning devices and safety equipment are to be used only in case of emergency. The sounding of a fire alarm should be taken seriously and residents should proceed according to the instruction posted in and about the property. The intentional sounding of an alarm outside of an emergency situation will be considered a criminal offense and the person or persons responsible will be treated accordingly.

Multiple outlet "octopus" plugs are not permitted. Surge protector power strips with circuit breakers are permitted. Live holiday decorations such as trees/wreaths are prohibited. Hot plates, candles, incense, space heaters, cooking grills, lighter fluid, and other combustibles are prohibited due to the increased risk of fire hazard. For more information, please refer to the Rules & Regulations portion of your lease/license agreement.

If there is a fire or the alarm sounds, feel your door with the back of your hand before exiting. If it is cool, exit the room, close the door, and proceed to evacuate the building. If the door is hot, don't open it; fill any cracks with wet towels, signal from your room by hanging a sheet out your window and wait to be rescued by the fire department. Upon leaving your apartment/suite, close your door. If smoke is present in the breezeways, lie down and crawl to safety; fresh air will be near the floor.

After you have exited, please be sure to move away from the building in order to avoid falling debris and to give the fire department personnel room to operate. Notify a member of the property staff upon exiting the building. The fire department will give an "all clear" when it is safe to re-enter the building. Finally, for safety sake, always let your roommate know where you are, a practice commonly known as the buddy system.

In the event of fire, residents should proceed away from the property and meet in the parking lot at the furthest point from your building. You are required by law to evacuate the buildings when the alarm sounds. Failure to do so is not only dangerous and illegal, but it also may result in criminal prosecution and the initiation of eviction proceedings. Persons involved in tampering with smoke detectors, extinguishers, sprinklers, or any of the protective casings around the fire safety equipment will be subject to criminal prosecution. Upon your exit, please report any information that you know to the CA/RA (e.g., the location of the fire).

Winter Storm

In areas where winter storms can be particularly severe, you should begin making plans in late fall for the coming winter. We recommend having the following items on hand before the storm season arrives: battery operated radio and spare batteries, fully charged cellular phone, flashlights with spare batteries, snow and ice removal equipment, fully stocked first aid kit.

Courtesy Personnel

The property maintains patrols to walk the property each night in order to deter any potential problems. These employees are equipped with walkie-talkies and/or cellular phones for communication with the property's personnel.

Your apartment/suite has a dead bolt lock so that it cannot be opened without a key. Please keep your room door locked at all times.

SAFETY TIPS:

- Do not walk alone after dark. Get someone from your building to walk with you.
- Do not prop open any doors. Do not open doors for strangers.
- Lock the dead bolt on your door at all times. When you leave your apartment/suite, remember to lock your door, this applies even when you leave for only a minute. Always carry your apartment/suite key with you. If your apartment/suite key is lost or stolen, please report it to the property office so the lock may be changed.
- Use the one-way door viewer before opening the door to let in a guest. Never open your door to someone you don't

know. Report suspicious-looking persons The Pointe Office.

- If you see an unsafe feature on our property (for example, an EXIT light out), please notify property personnel immediately.

Tips on Preventing Auto Crime

- Be alert and use common sense.
- Roll up windows. Lock your car.
- Never hide a spare key in your car.
- Never leave CD's, packages, purses, or other valuables in plain sight.
- Approach your car from behind on the passenger side while giving the impression that you are just passing by. Walk past the passenger side and look into the car. Check the back seat. Then proceed to the driver's door.
- Carry your key ring in your hand while walking to your car, whether in daylight or dark.
- As soon as you get in the car, lock the doors.
- If someone is in your car or loitering around it, call the police or security. **DO NOT confront the stranger.**

Personal Property Insurance

Please be aware that the property takes many precautions to maintain the safest living environment possible, but **we are not liable for any losses or damages that may occur to your personal property.** If you are a dependent, you may be covered under your guardian's personal property insurance.

The property takes many precautionary measures in attempting to aid the well-being of our residents. We strongly urging you to keep your apartment/suite and bedroom locked at all times. **We strongly recommend that you obtain personal property insurance for all of your valuables.**

NON-LIABILITY OF OWNER. Owner, its officers, agents and employees, shall not be liable in any manner for any loss, injury, or damage to Tenant, its agents, guests, and licensees, including but not limited to, acts of theft, burglary, vandalism and assault. Tenant assumes all risk of loss or damage of Tenant's property within the Property, which may be caused by water leakage, fire, windstorm, explosion, or other cause, or by the act of omission of any other harmless Owner, its officers, agents and employees from and against any and all claims for injury, loss, or damages to person or property, regardless of cause, arising out of or resulting from damage, injury or loss alleged to have been sustained by Tenant; without in any way limiting or restricting the generality of the above, Owner shall not be liable for any claims arising from acts of theft, vandalism, assault and other criminal activity committed on the Property.

For the purpose of this paragraph, Owner shall include Education Reality Trust, Inc., Allen & O'Hara Education Services, Inc., its officers, agents and employees.

Thank you for taking time to read the property's Resident Handbook. Please remember that you are an important part of our community and we hope you invest time and interest in keeping our property a great place to live!