

Chapman University

A Guide to Living Off-Campus



Office of Housing and Residence Life
Davis Community Center
One University Drive, Orange, CA 92866

Phone: 714-997-6603

Fax: 714-532-6029

E-mail: bangsil@chapman.edu



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Chapman University Guide to Off-Campus Housing

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Off-Campus Housing Referral Program

Chapman University Off-Campus Housing Referral Program is only a referral service provided by the University. Chapman does not investigate, endorse, nor guarantee the accuracy of any listing referrals, the quality of the facility listed or the listed individuals, the companies or firms listed on our Off-Campus Housing website. Any agreement you may enter into is solely between or amongst the involved parties. A listing in our website does not indicate University approval or endorsement of any kind. The Off-Campus Housing Program is unable to secure an apartment on your behalf.



Chapman University complies with Fair Housing Amendments Act which specifically states that Federal Law Prohibits the discrimination of refusal to rent on the basis of color, race, religion, sex, familial status, national origin, or people with disabilities. The Act applies to sales, rentals, or leases of housing, including residential lots.

➤ Contact Information

Our website is available 24 hours a day, 7 days a week, and can be found at:

<http://www.chapman.edu/studentLife/resLife/offcampus.asp>.

For matters concerning the Off-Campus Housing Referral Program please call our office at 714-997-6603, fax us at 714-532-2059, email us at reslife@chapman.edu, or write to:

Off Campus Housing Referral Program
C/O Office of Housing and Residence Life
One University Drive
Orange, California 92866

Types of Accommodations

➤ **Vacant Listings**

Apartment: In Orange, there are numerous old homes and fairly new apartment buildings which have been converted to duplexes, triplexes, or apartments having four or more units. Most apartments are usually self-contained, that is, they have their own entrance, bathroom and kitchen. The size is usually defined by the number of bedrooms. Some apartment complexes and high rise buildings offer more elaborate accommodations. These may have hundreds of units and offer amenities such as a swimming pool, tennis court, clubhouse, and on-site managers. These managers almost always require a one-year lease, though it is possible to find leases for at least six months. Rental applications are screened carefully, and a deposit of \$500-\$1,200. Sometimes one months rent is recommended with applications accepted “with conditions”.

- **One Bedroom:** These apartments have a separate bedroom, bathroom, kitchen, and living room. Some are large enough to accommodate two tenants.
- **Two + Bedrooms:** Typically has the same features as a one bedroom with an additional bedroom(s) and sometimes an additional bedroom(s) or half bath.

Condo: A privately owned unit within a multiunit condominium-complex available for rent. These units are generally more stylish and are located in secured buildings, offering amenities such as a swimming pool, tennis court, clubhouse, and on-site resident managers. The owner/manager almost always require a lease. The length of the lease could range from three months up to one-year. Rental applications are screened carefully, and a sizable deposit of a maximum of one month’s rent is normally required.



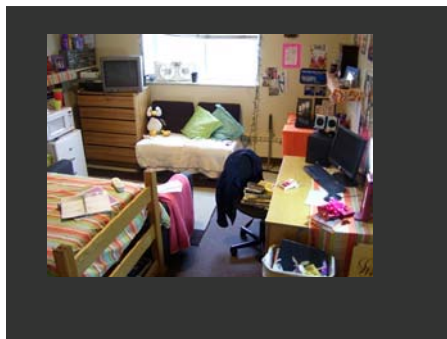
Duplex: A house divided into two living units, usually having separate entrances; or an apartment with rooms on two floors that are connected by a staircase.

Guest House: A housing unit located in the premises of another person's home; generally a detached one bedroom/one bath unit. These listings may also be referred to as a cottage. Amenities will vary.

House: Like the apartment complexes and high rises, rental homes are usually more suited for families, although many homeowners will rent to groups of students. You will usually be asked to sign at least a six-month lease and deposit of a maximum of one month's rent.

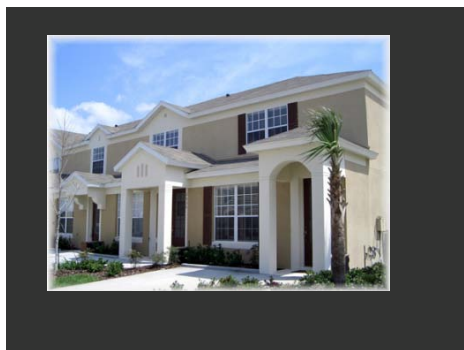
Studio: These units may be in apartment buildings or at private residences. These usually have no separate bedroom. There is only one room for living and sleeping, a bathroom, and a small kitchen. The kitchen may have a hot plate rather than a full stove.

Room in Private Home: These are usually located in a private home, condominium, or apartment. These rooms are normally furnished and usually include use of the kitchen. You might find that some units have a private bath and private entrance, or share one with the homeowner. You will need to ask what is included in your rent and what rules you may have to follow. It is recommended that you do not rent a room unless you are able to live by the house rules. A homeowner is required by law to have a written lease with the renter.



Room for Service: These types of accommodations are made by owners who are looking for some live-in help. You may be required to help in some of the various household duties like housekeeping, companionship, or babysitting in exchange for reduced rent, or rent-free in some cases. Usually, these types of accommodations are quite helpful for students who live on very limited budgets, but are willing to work in exchange for living arrangements that are more advantageous than what they would be able to afford.

Town House: This type of accommodation is similar to an apartment, condo, or house. Typically two or sometimes three stories that is usually connected to another unit.



Helpful Hints for Apartment Hunters

This booklet offers information on things to consider when working with apartment managers. Also included is a list of several questions that might be helpful when looking at a prospective apartment or house. Utilize the questions on following page when interviewing apartment managers.

Things to watch for in apartment Managers

(From the Arizona Apartment Association)

When you rent an apartment, you rent services along with it. The person responsible for these services should be a capable, professional apartment manager. The kind of treatment you receive when looking for an apartment is the best indication of the service you will be given as a resident.

Searching for an apartment begins with the first phone contact. The manager should be willing to answer a few intelligent, specific preliminary questions and give you directions to the unit. If the manager is abrupt, long winded, or sounds uninformed, you can assume he/she will be the same the day the heater breaks down. Expect to be asked for your name and a time that you can arrive to view the apartment. The manager's initial capabilities are an indication of the efficient time management.

Enthusiasm is a valuable trait for a manager to have, but do not be carried away by his/her excitement. A good manager will know their competition, and make honest comparisons without being derogatory. Flexibility is a characteristic of a manager who is in command. If you suggest something out of the ordinary – painting a wall, perhaps – the manager should be able to say yes or no within a reasonable amount of time. Be cautious of the manager who promises to fulfill your every request. Chances are that they are desperately making idle promises they hope will be forgotten as soon as you sign a lease.



What to Look for in a Housing Rental

Before signing a lease, paying a deposit, or agreeing to rent anything, check the property very carefully. Your landlord may not show you the thing he/she does not want you to see. Take the list of questions below when you go to look at any available rental. If the landlord refuses to be perfectly frank about your concerns, take heed. You may also want to jot down some things while looking to help you make a decision.

1. Can I afford it?
2. Who pays the utilities?
3. Who pays for cable TV? Is it mandatory?
4. Is the place furnished?
5. Who controls the heat?
6. Is parking space available? Is there a cost?
7. What are the rules on guests and visitors?
8. Are pets allowed? What are the restrictions?
9. Is there storage space?
10. Is there enough closet space?
11. Is there adequate outside lighting?
12. Are all locks working?
13. Are there enough lights and electrical outlets?
14. Who is responsible for yard care?
15. Is redecorating allowed? How much?
16. Are there laundry facilities in or near the building?

Housing Rental Search Sites

Chapman University is located in the city of Orange in Orange County. You may want to include surrounding cities in your Off-Campus rental Search, such as Tustin, Fullerton, Anaheim, Anaheim Hills, Placentia, Yorba Linda, Santa Ana and Irvine.

Chapman University Housing and Residence Life Off-Campus Rentals
Apartment Finder
Ricci Realty
Rentals.com
For Rent Magazine
Rent.com
Orange County Rental Homes
Orange County Craigslist (Housing)
Orange County Register Newspaper (online)
Apartments.com
Zillow.com

Budget and Additional Costs

Your rent may not cover all monthly utilities. Check with your landlord and find out what utilities are included with the rent payment. Be sure to ask the following:

- Water
- Electricity
- Natural gas
- Cable
- Trash disposal
- Telephone and Internet



Water, trash and sewer may be mailed to you separately and billed through a third party, but can be paid with rent or might have to mail separately. Check with your landlord and find out what utilities are included with the rent payment. Also, ask if any of the utilities require a deposit.

Essential information to obtain before signing your lease:

- When is the rent due? Is there a charge for late payments?
- What deposit and fees are required?
- Is subletting permitted? Is there a fee for subletting?
- Can the rent be increased if the number of tenants increases?
- Do your roommates have to be approved by the landlord?
- Can the lease be terminated for illness, academic failure, or other problems?



Leases

Leases are legally binding documents and should be read carefully before signing. Oral leases are also legal binding, although harder to prove in court. Always put your lease in writing. A written agreement protects you and the landlord by defining rental terms, rules and expectations.



Lease Terms You Might Need to Know

Civil: Non-criminal legal matters generally relating to the rights of private individuals. Most housing disputes are handled in civil courts rather than criminal courts especially+2 proceedings.

Constructive Eviction: Take place when a landlord makes a property uninhabitable or unusable for the original purposes in which the lease was signed. For example a tenant may vacate a property because housing standards are not being met.

Default: Failure to fulfill a legal obligation such as making a required appearance at a court case or paying the agreed upon rent amount.

Mitigate: Making compromise to avoid legal action.

There are some common issues that should be specified in a lease:

- x The amount of rent
- x The length of the rental period
- x The amount of the security deposit
- x Who is responsible for repairs
- x Whether subleasing is allowed, and under what terms
- x When a landlord may enter your property
- x Always accompany pictures with move-in inspection form.

~GET ALL AGREEMENTS IN WRITING!~

Negotiating a Lease

Strategies – Most likely, your demands will meet some opposition, so it is important to give some thought to your negotiating strategies (only private landlords).

Use of information – The better informed you are, the more confident and assertive you can be when making a request. Planning ahead and researching your options is very important.

Collaboration – Playing on the mutual benefits theme, make some offers: “If you replace this broken old oven, I’ll take it to the dump for you” (Private landlords).

What If’s – A “what if” question followed by a respectful silence can do wonders. For example:

- “What if I do the painting...”
- “What if we put down a larger deposit...”

Landlord Expectations

- Make sure your property is livable and complies with all building, fire and housing codes.
- Make and pay for repairs due to ordinary wear and tear.
- Refrain from turning off a tenant’s water, electricity or gas.
- Provide written notice to tenants when ownership of the property is transferred to a new landlord.
- Before ending the rental agreement, the landlord must give proper notice to the tenant and, in the case of an eviction, follow proper legal procedure.
- Not unlawfully discriminate.
- Not raise the rent or change any other lease provisions without giving the tenant proper notice.

Attend to Repairs

- Your lease should state which repairs are your responsibility and which are the landlord’s. If you live with one or more people, you should select a spokesperson that will be responsible for contacting the landlord and requesting repairs.
- Ordinary wear and tear and damages due to natural forces (e.g. weather) should be the responsibility of the landlord.
- You should pay for damages caused by you and your guests.
- When repairs are necessary, ask the landlord to make repairs within a reasonable period of time. If repairs are not made, make a written request for the necessary repairs and keep a copy of the letter/email.
- If the dwelling becomes unsafe due to the repair problems, contact your community manager, regional manager or owner.
- You should recognize and report small maintenance problems as soon as possible. Fixing these quickly can help avoid bigger and more costly repairs.

Eviction

A landlord may not remove you from the property or lock you out without a court order. The landlord may begin eviction proceedings if a tenant:

- Violates the term of the lease
- Injures the leaser or another tenant
- Fails to pay rent
- Allows drug-related criminal activity on the premises
- Fails to vacate at the end of the lease term
- Damages property

The tenant will receive a notice that an eviction lawsuit has been filed and will have the opportunity to be heard in court before any eviction.

Terminating Your Lease Early Possibilities

A voluntary early termination of a lease can occur at any time if the landlord and tenant mutually agree to such termination. Tenants are legally responsible for rent until the premises are re-rented or the lease has expired. The tenant may be liable for the landlord's reasonable costs for re-renting – it depends on the terms of the lease. It is strongly recommended that you seek legal advice before pursuing an early termination of your lease.

Renter's Insurance

There are two main reasons for obtaining rental insurance for your home. First, and most obvious, is to protect your property against theft and damage. Some policies will cover theft of your property from your home and your place of work. Damage can be from a flood, fire, storms, etc. Specific coverage will depend on your particular policy.

The second reason to get a policy is for the liability coverage, to protect you from a civil suit based on your negligence. An example of this is if you light a candle in a friend's apartment and it set the drapes, and consequently the apartment, on fire. Your friend may choose to sue you for damages, and your policy could cover you up to its limit. Some policies also pay medical damages in case your friend suffered injury from the fire.

For information go to the popular website for Southern California renters:

<http://www.erenterplan.com/>

Important Considerations

Every policy is slightly different. Shop around for the policy that meets your needs. Determine how much protection you need by talking to an insurance agent but do not overbuy! Prices vary from company to company and so does protection. Many local agents carry policies from several different insurance companies, so shop for the best deal.

Deductible:

Most policies have a deductible. This is a specific amount deducted from every claim file. For example, if your \$400 camera is stolen, and you have a \$100 deductible, you will receive \$300 in your adjustment. The purpose of this clause is to eliminate the paperwork for small claims. Unfortunately, the insurance companies and students may have different ideas of what is small claim. It is a good idea to shop around because deductibles can vary from \$50 to over \$250. Some policies have a \$100 damage clause and a \$250 deductible for theft-that can make a difference if you own something worth \$200 and it is stolen.

Liability:

Liability coverage can range from \$100,000 to \$300,000. In most cases, more coverage is better. Check to see if your policy will cover your attorney costs in a civil suit, and/or medical damages to those who are injured due to your negligence.

Minimum Coverage:

Some policies won't cover your property for less than a specific amount. Usually the minimum range is between \$8,000 and \$10,000.

Total Package Price:

It is very difficult to quote prices because of the number of variables involved in rental policies. The best advice is to do some comparison shopping. You may want to check with the Better Business Bureau to get more information on a particular agent.

Roommates:

Each person will have to get their own policy to cover personal property and liability. Some companies will not write a policy for three non-related people living together.

Variables that Can Affect Your Rates:

- If you live in or out of city limits
- If the structure is frame or brick, how much theft and fire protection the home has (e.g., dead bolts, smoke detectors, etc.)
- Student or non-student status, and sometimes marital status
- If you live in a complex with four or more units
- If you have other policies with the company (e.g., auto insurance)
- How much property and liability coverage you want or need. Policies can be fitted to your specific needs.

The Importance of Credit Reports

Credit reports are looked at every time you apply for any type of loan. A mistake in your credit report can cost you a mortgage, a student loan, an insurance policy, or even a place to live. Although mistakes in credit reports are rare, it's a good idea to get a copy of yours and review it. According to the Fair credit Reporting Act, credit bureaus are required to give you a free copy of your credit report on request if you've been denied credit within the past 60 days.

When you get your credit report, be sure to check the following:

1. Name
2. Address
3. Phone Number
4. Social Security Number
5. Marital Status
6. Employment Information
7. Credit Accounts
8. Account Histories

If there is anything that is incorrect or no longer current, complete the “request for reinvestigation” form or call the toll free numbers to each credit bureau – both should be included in the report.

It's a good idea to cancel credit cards that you no longer use. All credit available to you counts as outstanding credit and may affect your ability to get a loan.



Major credit bureaus and how to reach them:

Experian (formerly TRW) 1-800-392-1122

Equifax 1-800-685-1111

Trans Union 1-800-851-2674

Students Guide to Fair Housing

There are both state and federal laws which prohibit discrimination in housing. Those laws prohibit discrimination in housing based on RACE, COLOR, RELIGION, NATURAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, HANDICAP, AND FAMILIAL STATUS (families with children under the age of 18). All of the following are prohibited under fair housing laws if based on any of the above factors:

TO REFUSE TO SHOW, RENT, OR LEASE A DWELLING.

- This includes representing that the dwelling is not available when in fact it is. TO IMPOSE UNEQUAL TERMS, CONDITIONS OR PRIVILEGES OF HOUSING.
- Quoting a rental price or security deposit higher than that paid by tenants who are of another race, color, creed, national origin, TO SEPARATE, SEGREGATE OR “STEER” IN HOUSING.

TO HARASS, THREATEN, OR RETALIATE AGAINST SOMEONE BECAUSE OF RACE, RELIGION, ETC. BECAUSE A PERSON EXERCISED FAIR HOUSING RIGHTS, REFUSED TO VIOLATE THE LAW OR COOPERATED IN A FAIR HOUSING INVESTIGATION OR HEARING.

TO PUBLISH DISCRIMINATORY ADS, MAKE INQUIRIES OR KEEP RECORDS ON THE BASIS OF RACE, COLOR, CREED, ETC.

TO DISCRIMINATE AGAINST FAMILIES WITH CHILDREN.

FAILING TO MAKE REASONABLE ACCOMMODATION IN RULES, POLICIES, PRACTICES OR SERVICES TO ACCOMMODATE THE HANDICAPPED.



Moving In

Moving in to your new place can be an exciting and stressful time. Between arranging furniture, getting all the utilities hooked up, and battling it out with your roommates for the best room, there is a lot to consider. Here is some helpful information to make the process easier.

Changing Your Address

Changing your address is a relatively simple process and should be one of the first steps you take when moving into your new place. We recommend doing it online through the U.S.

Postal Service website: (usps.com/movers/guide/), but you can also pick up a form at the closest post office and submit it to them directly or print one off and mail it. NOTE: If you choose to fill out the form online, you may be required to provide a valid e-mail address and credit card number for security and verification purposes.

Voter Registration

Moving in is also a great time to register to vote or update your current voter registration information. You can find the registration form online. Once it has been filled out, drop it in the mailbox and the County Clerk and Recorder will handle the rest!

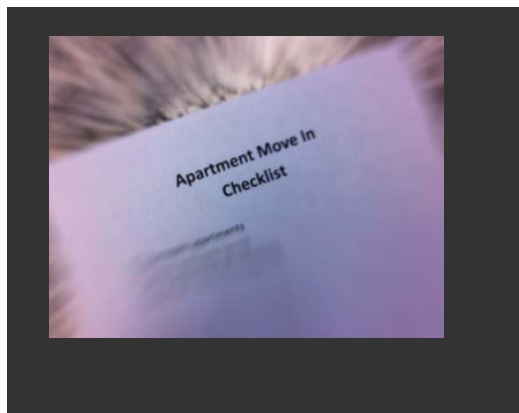
City Ordinances

Check out the website for your city to view City Ordinances for Trash/Recycling, Weeds, Noise, Occupancy, Pets, Public Nuisance, and Nuisance Gathering!

***For people moving to the City of Orange, hometown to Chapman University, it is recommended you visit the city of Orange homepage at http://www.cityoforange.org/about/new_to_the_city.asp for additional information about City Ordinances.

Change of Address – Who to Notify

1. Accountant/tax preparer, Alumni associations, attorneys
2. Babysitter/child care provider, Banks (auto loans, checking accounts, credit cards, home equity, IRA's, mortgage, safe deposit box, savings account)
3. Cell phone provider, Childcare/daycare, Courts (especially for traffic tickets or local disputes), Credit bureaus, Credit card issuers
4. Dentist, Department of Motor Vehicles, Doctor
5. Family members and friends
6. Health clubs, House of worship
7. Insurance providers (auto, health, life, other vehicles), IRS (form 8822)
8. Luggage tags (replace existing ones)
9. Magazine subscriptions
10. New employer, Newspaper subscriptions
11. Old employer
12. Passport, Pharmacy, Physician (get referral for new location), Post Office, Professional organizations
13. Retirement plan holders, Return address label (order new ones)
14. Schools (get copies of transcripts), Social Security Administration
15. Veterinarian- get vet records and recommendations



Moving Out

Deposit:

Always give written 30 day notice and get a receipt or copy.

Under California security deposit law, the landlord has 21 days after move out date to allocate for the security deposit.

The landlord can charge their tenant for any damages to the premises as long as they provide the tenant with an itemized statement within the time period specified in the lease. The itemized statement will include invoices from outside vendors and outline:

- Unpaid rent or utility bill owed by the tenant
- Payment for damages to the premises beyond “normal wear and tear”
- Any cleaning which the tenant agreed to in the lease
- Any other breach of the lease that causes financial damage to the landlord
- You can request copies of invoices

If the damages are more than the security deposit, the landlord may sue the tenant to recover those damages, or may turn the matter over to collections.

If the tenant has fulfilled all the terms of the lease (including proper termination), has paid rent in full and on time, and has caused no damage beyond normal wear and tear, then the tenant is entitled to the return of the full security deposit. (Always reference the lease agreement for any additional charges.)

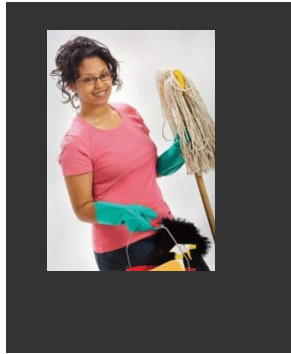
Normal wear and tear means deterioration that is not due to tenant’s negligence, i.e. delaminating of cabinets faces, cracked paint.

Fill out a rental move-in inspection form. Be sure to inspect the housing unit thoroughly and mark any damages that can be found. Do a walk-through with the landlord (if possible) and complete the move-in form together. It is a good idea to have someone else like a friend or parent with you in case you miss something. Always take pictures that show the date and time.

Thorough Cleaning

You will have a better chance of having your deposit refunded if you leave the unit clean and in good repair. The following are suggestions of things to do in order to prepare for leaving the unit:

- Clean the refrigerator and defrost the freezer.
- Clean the stove, and oven.
- Empty out all cabinets and closets.
- Thoroughly clean bathrooms.
- Leave working light bulbs in all fixtures.



Roommates

Potential roommate conflicts can be difficult to successfully navigate, but in the long run it is worth it to try for a healthy living environment. Here is some knowledge on the larger issues pertaining to living with roommates, including legal issues and informing students of their rights and responsibilities. There is a student contract along with tips for living together in comfort. Even after following the perfected guidelines and tips below, sometimes things go wrong. See below for the rules on “fair fighting”.

General Roommate Knowledge

The selection of your roommate(s) should not be taken for granted or treated lightly. There are legal, financial, and personal implications that affect people living together. The following information explains the rights and responsibilities of having and being a good roommate.

Take the initiative. It is always a smart idea to become acquainted with your roommate(s) as to prove an open and honest environment. This means becoming comfortable enough with your roommate(s) to be assertive about your needs, as well as respecting their needs. When you appreciate and understand each other’s needs (which includes an understanding of backgrounds, attitudes, habits, and moods), you will be ready to talk about roommate expectations.

This process involves actively talking and listening to each other. As hard as it can be, listening is a very important aspect. Remember, the listener is just as responsible for communication as the speaker is. Just as you want to be understood and appreciated, it is your responsibility to listen and clarify certain points. This way you understand and appreciate your roommates’ needs just as they do yours. Understanding what you both expect early on can minimize or eliminate problems later.

Roommate Rights and Responsibilities

The following issues represent areas where conflict has been known to occur amongst roommates. The list below contains discussion points that we suggest you discuss with your new roommate(s). As the discussion process, consider developing a list of mutual roommate expectations.



Finances

How will the rent be paid? Will one person collect the money and write a check, or does everyone write a check for his/her share of the rent? What is the opinion of the Landlord on this subject? What are the consequences when the rent is late?

Do Not Disturb

What are your needs concerning privacy? How do the needs of your roommate(s) differ?

Quiet Please!

What is your definition of noise? What time should noise be minimized for study or sleep? Should there be study hours? How loud is too loud?

Pets

Are pets allowed? In what areas are they permitted? Who is responsible? Are they registered? Does anyone have allergies?

The smoker's match

How do you feel about smoking? In what areas is smoking permitted? Is it permitted?

Alcohol

How do you feel about drinking? When is it acceptable? Weekends v. week days?: Are any roommates underage?

Cleaning

What are your standards of cleanliness? Who is responsible and for what areas? How should the workload be divided? Will a rotating weekly schedule work or will individual duties work better?

Messages

How should telephone/general messages be kept? How do you respond to a roommate's calls?

Safety Measures

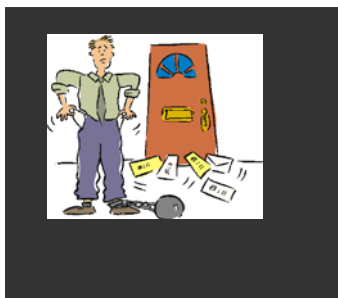
What about security? When should the doors be locked? Should there be an extra key and if so, where should it be kept? What about neighbors?

All for one, or one for all?

If a roommate should move out early, should he/she be responsible for costs? If a deposit was paid, when and how will it be returned? Should the leaving roommate find a replacement renter? How much notice should be given? Who will be responsible for the rent?

Bills/Deposits

How much and who will pay for deposits, telephone, and other utilities? In whose name should they be listed? Who is responsible for collecting/paying the bills?



Groceries

How and who will buy groceries? Will it be collective or individual? If collectively, how much money will be budgeted for food? Will there be a system? If individually, how will you identify who bought what items? Will meals be eaten together or separately? May roommates borrow food from one another? Who will replace the items?

Personal Belongings

What rules will there be concerning personal items? Will sharing and borrowing be allowed? Are certain items off limits? Will the television/stereo be shared? Will permission be allowed for all items or certain ones?



We Need to Talk

Questions to keep in mind:

How do you feel about overnight guests?

How often may guests stay and for how long?

Where may guests sleep?

Are there rules about guests and food? Who will clean up?

Who is responsible for the guest when no one is home?

Is there a difference between guests and boyfriends/girlfriends?

- How often can they stay?
- Are there ground rules?

When do guests become classified as additional roommates who must share in the rent and household duties?

- Is permission needed from the other roommates or the landlord before additional roommates move in?



Communication Problems

No matter how hard we try, communication sometimes breaks down. Here are some clues that you have a breakdown of communication on your hands:

- Your roommates are not speaking
- They leave when you enter
- They complain to your friends
- They get angry over trivial matters

These are just a few signs that trouble is brewing. Take the initiative by confronting your roommates to try and understand what the problem may be. It could just be a small issue that could easily be resolved, or it could be a large matter that everyone must work together to solve.

Nine Steps in Resolving a Conflict

1. Everyone involved in the conflict should find a time to convene together.
2. Each roommate should take a turn in describing his-her perception of the situation-how each person feels individually and what each person needs.
3. Work together to come to an agreement about the situation.
4. Everyone should agree to compromise to assist in developing a solution.
5. Devise a solution that is acceptable to everyone. If an agreement cannot be reached amongst yourselves, call in an unbiased third party for suggestions.
6. Talk about the changes that need to take place in order to resolve the problem.
7. Devise a plan of action and set a timetable.
8. Make sure everyone is committed to the plan, including implementing whatever personal changes necessary.
9. Set a future date to evaluate the situation and negotiate if necessary.

The key to successful conflict management is communication on an equal level. Avoid behavior that will continue to breakup communication.

Take responsibility for keeping things set and hold the tone of the discussion by your example.

Rules for Fair Fighting

1. **Start Smart** – Set a time to discuss the conflict that is convenient for everyone. A good friendly approach could be, “I feel like we need to talk about what is going on. When do you have time to work things out?”
2. **Everyone involved has equal rights to be heard.**
3. **Set aside your desire to “win”** – Winning an argument is not the same as succeeding. Success in conflict management is where you and everyone involved all find an agreeable solution.
4. **Create an open environment so everyone has the ability to speak freely.**
5. **Avoid playing the blame game.**
6. **Be task oriented and stick to the topic.**
7. **Avoid generalizations or blanket remarks** – avoid such statements as, “You never do this or that.” A more constructive approach would be, “you have not managed to do your share of this or that during the past weeks.”
8. **Talk about possible action changes and avoid personal attacks** – Personal attacks will lead to hostility and destroy communication of productive ideas.
9. **Do not team up against roommates.**



Roommate Combinations That Do Not Work

Even close friends find that they cannot live together. It is better to save a friendship than force a living arrangement. If you and your roommates have made an honest but unsuccessful effort, you may decide that you cannot live together. It may be better to part company than to continue living in an uncomfortable situation. An uncomfortable living situation can lead to a decrease in school attendance, homework completion, and health. Before coming to a finite conclusion, consider consulting outside help, especially on legal matters.

Remember...

The majority of leases bind roommates to JOINT and SEVERAL liabilities. Under the clause, if a roommate moves out, the others assume responsibility for his/her payment and damages. (* See sample Roommate Agreement at the end of this document). A written agreement insures that all parties accept the living situation and possible solutions.

Good Neighbor Tips

Sometimes conflicts come up between neighbors. These problems usually arise because the two households do not have a good communication system developed to assist them in cooperatively resolving their dispute.

The most common types of neighborhood conflicts are:

- Noise and nuisance complaints, i.e. parties, vehicles, etc.
- Parking problems
- Over-occupancy concerns
- Animal disturbances
- Property maintenance/upkeep (or lack thereof)

Getting to know people who seem different than you can be challenging, even to the most outgoing neighbor, so here are some smart neighboring tips:

Introduce yourself, meet your neighbors: If your neighbor knows your name, major, where you are from, etc., they will start to see you as the unique individual that you are...and not “just another student.”

Keep your neighbors informed: Contact your neighbors before undertaking something that may affect them like hosting a party, building a fence, or getting a dog.

Be considerate and aware of neighborhood expectations: Know local laws, HOA covenants, and general expectations of the neighborhood.

Party Responsibly: Talk with your neighbors before you throw a party. Give them your phone number so they can contact you first if they think the party is getting out of control.

Be Aware of Differences: Age, faith, ethnic background, and family status can drastically affect how one goes about their daily life.

Handle problems politely: If your neighbors do something that bothers you, let them know as soon as possible. If you think your neighbors make unreasonable complaints or don't like you, keep in mind that your neighbors may have suffered from problems with a previous renter. Be patient and polite.



Safety

~~It is always better to be safe than sorry.~~

Tips to protect yourself and your property:

When you are at your house/apartment:

Lock your doors and windows, even when you are inside your home or just stepping out for a short while. It takes a thief ten seconds or less to enter an open room and steal your property.

Keep emergency numbers by your phone.

Do not leave messages on your door indicating that you are away and when you will return (including your schedule).

If someone asks to use your phone for an emergency call, offer to telephone for them instead of allowing them access to your home.

Do not put your address on your key ring.

Know your neighbors.

Do not leave keys in hiding places. Thieves will find them.



When you are leaving for breaks:

- Thieves know the college schedule, so make your place look lived in.
- Tell your neighbors that you'll be out of town and ask them to keep an eye out. Keep all windows and doors secured.
- Store electronic equipment and small valuables (jewelry) in a safe place.
- Cancel your newspaper so it doesn't pile up outside your house.
- Contact the post office and have them hold your mail while you are away.
- Have a timer for lights so that your house looks occupied, even while you are gone.
- If your neighbors have an extra vehicle, ask if they are willing to park in your driveway.
- Keep your heat on (during winter months) so pipes don't break. Coming back to a flood would be a bummer, not to mention a costly mistake.

When you are walking:

- Avoid walking alone at night.
- Change your routines.
- Keep to well-lit commonly traveled routes.
- Avoid shortcuts and dark, isolated areas.
- Walk purposefully, know where you are going, and project a confident image.
- If you feel threatened, cross the street, locate an emergency phone, or enter a store or place of business even if you have just left.
- Have your door keys ready; carry them in your pockets, not buried in a purse or backpack.
- When walking to your car, don't hit the unlock button until you are in close proximity.

Fire Safety

Housing Standards: Smoke detectors must be installed in each story of the dwelling, in all bedrooms, and in halls and areas that are in the immediate vicinity of the bedrooms.

Fire Prevention:

Make sure smoke detectors are working properly. Test the batteries at least once a month and install new ones at least once a semester.

DO NOT remove batteries from smoke detectors to prevent false alarms.

Know at least two ways out of every room.

Make an escape plan in case of emergencies and if possible practice it at least once.

Purchase collapsible escape ladders for upper floor windows and know how to use them.

Don't overload outlets.

Don't leave lit candles or incense unattended. Make sure candles aren't in the vicinity of anything flammable including drapes, posters, or fabrics.

Don't leave food unattended on the stove or in the microwave and make sure all burners are turned off before leaving the house.

Make sure cigarettes are fully extinguished, and when smoking, use a sturdy, nontipping ashtray. DON'T smoke in bed.

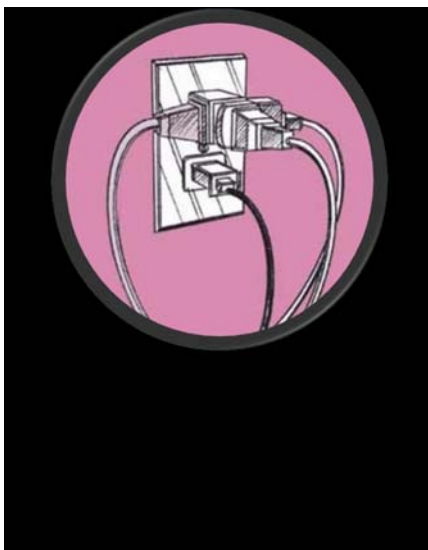
Be very careful with space heaters and keep flammable items at least 3 feet away from water heaters, heaters, furnaces and fireplaces (that includes furniture!).

Keep a fire extinguisher near the kitchen.

Make sure the wattage in light bulb matches the correct wattage for the fixtures.

Don't run the dryer without a lint trap. Clean the lint trap regularly.

Keep your electrical wiring in good condition. Have wire replaced if it is frayed or cracked. If you are renting, it is your landlord's responsibility to keep the wiring up to date. Let them know if there are any issues.



In Case of Fire:

Never ignore a fire alarm. Leave at once and close all doors behind you on your way out.

Once you are out of harm's way call 911 immediately.

Use the stairs. DO NOT take the elevator.

Test every door for heat. If a door feels hot or you see smoke seeping out, DO NOT OPEN IT.

Crawl low in smoke.

If possible, cover your mouth with a cloth to avoid inhaling smoke or gases. Many people who die in fires actually die from smoke inhalation, not from the flames.

Don't go back in, no matter what!

If a fire starts while cooking, put a lid over the burning pan or use the fire extinguisher. Never pour water on grease fires.

If you are trapped in your home DON'T PANIC! Close your door and seal off any cracks with wet towels. As soon as you are able, call the fire department and give your name, address, and location in the building or house. If possible open a window for air and signal for help. DON'T JUMP! Wait for help to arrive.



➤ Schools in the Area

For more information on elementary, intermediate and high schools in Orange, please contact the Orange Unified School District at 714-628-4000.

➤ Transportation

Amtrak 800-USA-RAIL

<http://www.amtrak.com/servlet/ContentServer?pagename=Amtrak/HomePage>

Bus Service 714-636-7433

Orange County Transportation Authority 714-560-6282

<http://www.octa.net/bus-service.aspx>

➤ Shopping Centers

The Block at Orange

<http://www.simon.com/mall/default.aspx?ID=1236>

Brea Mall

<http://www.simon.com/mall/default.aspx?ID=233>

Fashion Island 949-721-2000

<http://www.shopfashionisland.com/>

Irvine Spectrum Center 949-753-5180

<http://www.shopirvinespectrumcenter.com/>

The LAB 714-966-6661

<http://www.thelab.com/>

The Market Place 714-730-4124

<http://www.shophemarketplace.com/>

South Coast Plaza 800-782-8888

<http://www.south-coast-plaza.com/>

The Village at Orange 714-998-1521

Westfield Mainplace Shopping Center 714-547-7800

<http://www.westfield.com/mainplace/>

➤ Important Phone Numbers

Orange Fire Department
176 S. Grand St
(714) 288-2500

Orange Police Department
1107 N. Batavia
(714) 744-7390 (for non-emergencies)

➤ Emergency Services

St. Joseph Hospital of Orange 714-633-9111
1100 West Stewart Drive Orange, CA 92868



Chapman Medical Center 714-633-0011
2601 East Chapman Ave. Orange, CA 92869



Many thanks to our colleagues who provided much of the information to compile this guide!

References

- University of Hawaii <https://www.housing.hawaii.edu/och/>
Colorado State University, *Off Campus Life* <http://ocssral.colostate.edu/off-campus-housing.aspx>
St. Edwards University <http://www.stedwards.edu/reslife/index.htm>
University of Vermont http://www.uvm.edu/student_life/?Page=housing.html

Roommate Agreement

Bedroom Cleanliness:

How will the shared space be cleaned?

Is it ok to leave (dirty or clean) clothes on the floor?

Other: _____

Sharing: It is ok for my roommates to use the following items:

	Yes	No	Ask First
TV	___	___	___
Bed	___	___	___
Stereo	___	___	___
Appliances	___	___	___
Clothes	___	___	___
Food	___	___	___
Video Games	___	___	___
Sports Equipment	___	___	___
Others	___	___	___

If "ask first" was selected, how would you like your roommates to ask you (text message, written note, verbally, etc)

Visitors and Guests:

How and when do we want to be notified about guests?

During the day?

Overnight? _____

Guests of a different sex?

Other concerns: _____

Study Habits, Sleep and Noise:

- x Do you prefer studying in the room:
- x When studying noise levels should be:
- x Studying Time/Quiet Hours:
- x How will I let my roommate know that I would like it to be a little quieter? (Demonstrate!)

Waking up early: What if one or more of us has to wake up early?

What should we do about Hairdryers? Shower? Lights? Other:

Coming Home Late: If my roommate(s) come home after 1 or more of us are sleeping, it is ok to: Yes No

- x Turn on desk lamps or phone flashlights but not overhead lights: _____

- x Leave the bathroom door open with lights on _____

- x Use appliances like the microwave that might make noise _____

- x Use entertainment (radio, television, etc) with headphones _____

- x Use laptop with headphones _____

- x Have guests over quietly _____

Other:

Bathroom Cleaning: How often should bathroom items be cleaned?

	Once a week	More than once a week	Other
Shower	_____	_____	_____
Toilet	_____	_____	_____
Sink	_____	_____	_____
Floor	_____	_____	_____

How will we manage a fair rotation of duties among roommates?

How will we decide how to purchase cleaning products in a fair and equitable way?

How will we manage purchasing toilet paper in a fair and equitable way?

Intimacy: Please discuss how you will handle the topic of sex/intimacy in your living space

Will Sex be allowed in the bedroom? _____

Will Sex be allowed in the bathroom? _____

If yes, under what circumstances? And how will the roommate inform the others that the room is "off limits"?

Will other types of intimacy be allowed in the bedroom (i.e. groping, making out, etc)? _____

Will other types of intimacy be allowed the presence of other roommates? _____

Conduct Code Violations: *Please discuss the following:*

According to the Chapman Conduct code, certain items are not permitted in your residence hall room marijuana & paraphernalia, candles, alcohol (if anyone present is under 21), and weapons to name a few. These items if found in shared space in your residence will be the responsibility of ALL RESIDENTS of ROOM, and potentially all residents will have implications through the Chapman conduct system. What is the agreement about these items?

Sign that you understand _____

Conflicts: *please outline how you plan on addressing conflict that might arise between roommates*

We have decided to handle any conflicts that come up between roommates in the following manner: (For example hold a roommate meeting, ask the RA to help us, leave a written note(not recommended!), etc)

This is an agreement among current residents of this room. I understand that if any part of this agreement no longer works for all members of the room, or if any one moves in or out of this room, I will engage in another discussion about it with all roommates.

Signature. _____ Date _____

Signature. _____ Date _____

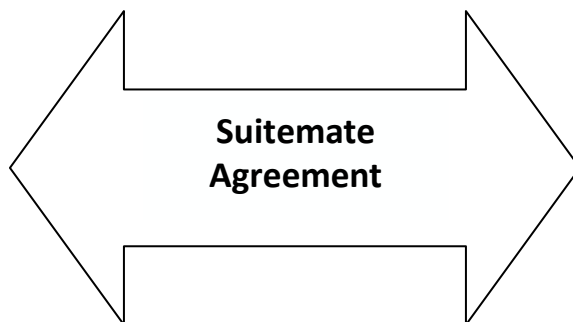
Signature. _____ Date _____

RA Signature. _____ Date _____

Additional Notes:

Please attach any cleaning schedule, or any other agreement you come up with!

Room #
1. _____
2. _____
3. _____



Room #
1. _____
2. _____
3. _____

Sharing with Suitemates:

It is ok for my suitemates to use the following items:	Yes	No	Ask First
TV	___	___	___
Bed	___	___	___
Stereo	___	___	___
Appliances	___	___	___
Clothes	___	___	___
Food	___	___	___
Video Games	___	___	___
Sports Equipment	___	___	___
Others	___	___	___

Visiting:

Can suitemates walk into our room through connected bathroom or always use front door?

Can guests of suitemates use any of our items or enter each other's rooms when residents are not present?

Suited Bathroom Cleaning: How often should the following bathroom items be cleaned?

	Once a week	More than once a week	Other
Shower	_____	_____	_____
Toilet	_____	_____	_____
Sink	_____	_____	_____
Floor	_____	_____	_____

How will we manage a fair rotation of duties among suitemates?

Dealing with Conflicts and Concerns:

We have decided to handle any conflicts that come up between suitemates in the following manner:



Commuter Meal Plans

for Students, Faculty and Staff

Chapman University Restaurant Services offers quality, variety, convenience and flexibility. Several meal plan options are available to meet the diverse needs of all Chapman students, faculty and staff. Select any of the

following meal plans good for use at all Chapman Restaurants and Randall Dining Commons. Not only do the plans provide savings, they are tax exempt unlike cash, debit and credit card purchases.

All three platinum plans are recommended for commuting students, faculty and staff who prefer to eat all their meals a la carte in the retail restaurants.

PLATINUM PLAN A \$625

This plan includes \$685 Panther Bucks - a 9.6% savings.

PLATINUM PLAN B \$310

This plan includes \$335 Panther Bucks - an 8% savings.

PLATINUM PLAN C \$105

This plan includes \$110 Panther Bucks - a 5% savings.

The gold and silver plans are recommended for commuting students, faculty and staff who would like to enjoy the all-you-care-to-eat dining in Randall, and still have the flexibility to enjoy other retail restaurants on campus.

GOLD PLAN \$621

This plan includes 75 meals and \$100 Panther Bucks.

SILVER PLAN \$238

This plan includes 25 meals and \$50 Panther Bucks.

Declining Balance Option

Deposit \$500, \$400, \$300, \$200 or \$25

Please note all Platinum, Gold and Silver plans expire May 20, 2012. Declining Balance options carry over year to year. For more information please visit the Chapman University Business Office.

Return the completed order form to:
Chapman University Restaurant Services c/o
Business Office
Bhathal Student Services Center
1 University Drive
Orange, CA 92866

I would like to order the plan below:

- Platinum Plan A
 - Platinum Plan B
 - Platinum Plan C
 - Gold Plan
 - Silver Plan
 - Declining Balance Option
- Circle amount of purchase:
\$500 \$400 \$300 \$200 or \$25

Name of User: _____

Chapman I.D.#: _____

Address: _____

City: _____

State: _____ Zip: _____

Method of Payment:

- Visa
- Mastercard
- Discover
- American Express
- Check or Money Order payable to Chapman University.

Name on Card: _____

Account #: _____

Expiration Date: _____

Signature: _____



Please note all Platinum, Gold, and Silver plans expire on May 20, 2012. Declining Balance options carry over year to year.

Questions? Call (714) 997- 6616