Housing & Residence Life

Academic Year 2026-2027

Housing Handbook

Contact Information

Phone: (323) 343-4800 | **Email:** askhousing@calstatela.edu

Address: 5500 Paseo Rancho Castilla, Los Angeles, CA 90032

Website: calstatela.edu/housing

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Welcome Letter

Welcome home, Golden Eagles! Whether you are joining us as a first time resident or are one of our returning eagles, we are excited that you decided to call Cal State LA home. Being part of our residential community provides you with opportunities to explore diverse perspectives and connect with fellow students in meaningful ways beyond the classroom. Our on-campus living encourages autonomy and the development of interpersonal relationships, along with the convenience of residing on campus. We encourage you to share your experiences, embrace different perspectives with an open mind, and contribute to meaningful solutions.

Within your community, there are Resident Assistants (RA) and Residence Life Professional Staff. The RA is a student leader who has been trained in campus resources and can provide strategies to help you thrive within community expectations while serving as an excellent support system during your time as a resident. The Residence Life professional staff are an integral resource in providing crisis and emergency responses, supporting community issues as they arise and foster learning within the community. The Residence Life team cares about your safety, wellbeing, and success, and we are here for you!

Our team is committed to creating and nourishing a living community where you make lifelong friends, discover new interests and passions, and excel academically. We encourage you to get to know your Resident Advisor, get involved in the Residence Hall Association (RHA), and connect with a Residence Life Coordinator. Take initiative to attend a program/event, join someone for a meal in the dining hall, or workout in the housing gym while meeting new and returning residents. We have many opportunities for you to get involved, create lifelong friends, and have your experience in housing to be an enjoyable and memorable one. Remember to reach out if you need support or offer a helping gesture to a peer when possible. Each of you are a part of this community, and our community thrives on our collective efforts.

We are excited and are looking forward to seeing you soon!

Sincerely,

Elba Mandujano

Elba Mandujano
Associate Director, Residence Life



How to use this document

This handbook outlines services, expectations, and community standards for all Cal State LA Housing residents. It supports the 2026-2027 Student Housing License Agreement and includes important policies you agreed to when signing your contract.

This is your home for the next year. By signing your Student Housing License Agreement, you are indicating that you are an adult who is mature and capable of handling the opportunity and responsibilities of living in a shared community, addressing someone who is violating your rights, being accountable for your behavior and recognizing the compromises necessary when living with other people. In adult life, all rights have corresponding responsibilities. You are responsible for your actions within a community and how those actions affect others. Be responsible and considerate of your community. Behaviors that do not adhere to the policies outlined in this document may result in judicial action, eviction, or paying restitution.

Before Move-In

- Read this guide and get familiar with your responsibilities.
- Bring it to your first-floor meeting.

After Move-In

- Complete your Room Condition or Apartment Condition Report RCR/ACR within 72 hours of moving in.
- Discuss community living expectations with your RA and roommates.
- Complete your Roommate Agreement.

Top 5 Things to Know

1. **Check Your Cal State LA Email Often**
   We send important Housing updates, reminders, and newsletters to your university email. Don't miss out! Residents are responsible for regularly monitoring their university-issued email account and promptly reviewing all official communications. Failure to check and respond to email notifications does not exempt a resident from meeting deadlines, complying with policies, or fulfilling assigned responsibilities.
2. **Your RA Is Your First Resource**
   Questions? Concerns? Need help navigating campus life? Reach out to your Resident Assistant; they're here to support you and connect you with resources.
3. **Use Your Meal Plan & Dining Dollars**
   Enjoy all-you-can-eat meals at Village Commons and grab snacks or drinks from the Village Market using your Dining Dollars. Don't forget to use them; they don't roll over!
4. **Lockouts Happen; Be Prepared**
   You get one free lockout per academic year. After that, fees may apply. Always carry your key or One Card!

5. **Respect the Community**
   Living here means shared spaces, shared responsibility. Keep your area clean, be mindful of noise, and follow housing policies.

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1. Housing and Residence Life Staff

Housing Office Contact Information

Contact	Info
E-mail	askhousing@calstatela.edu
Phone	323-343-4800
Mailing Address	5500 Paseo Rancho Castilla Los Angeles, CA 90032
Social Media	**Instagram:** @CalStateLAHousing **Facebook:** @CalStateLAHousing **Threads:** @CalStateLAHousing **X:** @CalStateLAHSG **YouTube:** Cal State LA Housing

Office Hours

Location	Office Hours
Main Office: South Village Administration, Tower 2	**Monday-Friday:** 8 a.m.-5 p.m.
Apartments: Phase II Office	**Monday-Friday:** 9 a.m.-6 p.m.

Department Overview

Cal State LA Housing and Residence Life is made up of three units that work together to create a safe, welcoming, and supportive residential experience:

Business Operations

Oversees general housing questions, housing applications, contracts, payments, key and card access, and check-in/checkout.

Facilities Management
Maintains residential buildings, public areas, and responds to work orders for repairs and maintenance.

Residence Life
Provides resident support through programs, leadership development, crisis response, and community building.

RA Duty Hours and Contact

Location	RA on Duty Hours	Phone Number
South Village	**Weekdays:** 5 p.m.-8 a.m.	**SV Tower 1:** 323-303-2327 **SV Tower 2:** 213-552-1449 **SV Tower 3:** 323-308-8206
	Weekends: Friday 5 p.m. to Monday 8 a.m.	
Apartments	**Weekdays:** 6 p.m.-9 a.m.	**Apartments:** 323-791-4056
	Weekends: Friday 6 p.m. to Monday 9 a.m.	

Hours are subject to change.

Residence Life Team
The Residence Life team is here to support you throughout the year. From building community to responding to emergencies, our staff is committed to your academic and social success, safety, and sense of belonging.

Residence Life Coordinator (RLC)

RLCs are full-time, live-in professional staff who supervise Resident Assistants (RAs) and oversee student conduct, crisis response, and community programming. They also advise the Residence Hall Association (RHA) and manage Special Interest Communities. If you're facing a challenge or need guidance, your RLC is a great resource.

Resident Assistant (RA)

RAs are student leaders who live in the community. They serve as live-in peer support, responsible for group facilitation, policy enforcement, and engaging in community development by providing programs in their area. They are the day-to-day contact person for residents and are responsible for facilitating community building, resolving conflicts, and maintaining University and Housing policies. Your RA is your go-to person for questions about housing, resolving roommate conflicts, and finding campus resources.

Residence Hall Association (RHA)

RHA is a resident-led organization that represents Licensees and helps shape the on-campus experience. RHA members plan social events, voice resident concerns, and foster leadership, inclusion, and collaboration.
All Licensees are encouraged to get involved.

Learn more about RHA here.

Meet the Team

Want to learn more about your support network in Housing? Visit our "Meet the Team" team page here.

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2. Safety and Emergency Procedures

Your safety is our top priority. This commitment requires the cooperation and active participation of all members of our residential community. While no community is completely free from risk, Cal State LA Housing and Residence Life emphasizes the importance of shared responsibility in maintaining a secure environment. Our policies and procedures in the Housing Handbook are designed with student safety in mind. Adherence to these policies is another avenue wherein Licensees can take joint responsibility for their safety and security within Housing.

General Safety Expectations

- Follow all Housing policies and University emergency procedures.
- Report suspicious activity to the RA on Duty or Public Safety.
- Never prop open exterior doors or allow strangers into the building.
- Always Carry your One Card, and any other form of identification.

Emergency Support

Dedicated Safety Office

Community Safety officers (CSOs) regularly facilitate community rounds in the Housing complex and assist with emergency and policy response. Their office is located on the ground floor of South Village, Tower 2, next to the Community Kitchen.

Department of Public Safety: (323) 343-3700
If at any point you feel unsafe or need medical attention and may need support in getting to a hospital, please contact the Department of Public Safety immediately and report your location.
Department of Public Safety Website.

Eagle Patrol

Eagle Patrol provides 24/7 walking escorts across campus, including to and from Housing.

Call: (323) 343-3700 to request an escort.
Campus Safety Website.

RA on Duty

If you need urgent help outside business hours, contact your community's RA on Duty. Phone numbers are listed in this document, on the website, in the License Agreement, and posted near entryways.

Emergency Notifications

Cal State LA uses a campus-wide text alert system for emergencies. We strongly encourage all Licensees to opt in through their GET account or the campus safety page.

Missing Student Notification

As part of your License Agreement, you will be asked for a missing person's contact and telephone number in the event you are considered missing. This contact may be different from your other emergency contacts.

Students are advised that their contact information will be registered confidentially. This information will be accessible only to authorized campus officials and may not be disclosed except to law enforcement personnel in furtherance of a missing person investigation.

If a student is under 18 and not emancipated, the University must notify a custodial parent or guardian within 24 hours of the determination that the student is missing, in addition to notifying any additional contact person designated by the individual.

If a Licensee is believed to be missing:

- **Contact Public Safety** immediately at (323) 343-3700.
- **Other reporting options:** Student Affairs (323) 343-3100 or the Housing Office at (323) 343-4800. These calls will be referred to the Department of Public Safety.

Earthquake Preparedness

In the event of an earthquake, please remain in your apartment or bedroom and find a secure and sheltered space away from windows and glass. The proper procedure is to drop, cover, and hold until the major event has subsided. Only then should you leave your building.

Based on the type of emergency, it may be necessary to evacuate buildings. Please follow instructions from Cal State LA and Housing and Residence Life staff. The campus uses a public address system that also provides information and instructions. This will provide you with additional direction based on the type of emergency.

Students must comply with the evacuation alarm and the directions of Housing and Residence Life staff. The Evacuation Site for the University Apartments and South Village, Licensees are encouraged to move to the soccer field. A Housing and Residence Life or Cal State LA staff member will give you instructions after your arrival to the evacuation sites. Remain in these designated areas until you are accounted for and given permission to leave the area and re-enter your apartment or bedroom. (See also Section "General Behavioral Responsibilities").

Safety tips

A significant emergency will require the campus and community population to be self-sufficient for several days. The University strongly recommends that students assemble emergency kits for three to five days that include the following: water; food (peanut butter, granola bars, ready to eat fruits and vegetables); flashlight with batteries; necessary medication; jacket; shoes; paper products (toilet paper, feminine supplies); first-aid kit; trash bags; and personal hygiene products.

You should designate an emergency contact person with your family and friends.

Understand that communication and travel to and from campus may be dramatically affected.
In case of an emergency, the University has implemented a text notification system to send official emergency information directly to subscribers' cell phones.

For other emergencies, such as health, pandemic, or environmental hazards, a Cal State LA staff member will provide instructions on protocols.

We hope this information will help you prepare for a large-scale emergency. If you have specific training that would be helpful to staff during an emergency (firefighting, EMT, rescue, etc.) please identify yourself with the Housing and Residence Life staff.

Housing Evacuation Sites

The fire evacuation site for South Village is the soccer field. For University Apartments (Phase I and II), it is the soccer field. For those who are unable to access stairs, please let Housing staff know of your accommodation, and we will assist you on how to access the evacuation site. The evacuation location for GEA is on the grassy median on Mariondale, just South of GEA.

Note: Residents registered with the Office of Students with Disabilities (OSD) should work with OSD to create a personalized emergency support plan and provide a copy to Housing & Residence Life.

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3. Accommodation for Students with Disabilities

Cal State LA Housing and Residence Life works in partnership with the Office for Students with Disabilities (OSD) to provide reasonable accommodations for Licensees with documented disabilities. OSD recommendation does not result in a guaranteed accomodation.

Housing Accommodations

Reasonable accommodation for students with disabilities may be made if space is available and if we can provide the accommodation needed. Students with documented disabilities must register with the Office for Students with Disabilities (OSD). Starting a draft application with OSD or meeting with a counselor does not result in an immediate or guaranteed accommodation.

If you require a Housing accommodation, follow these steps:

1. Register with OSD:
   - **Phone:** 323-343-3140
   - **OSD Website.**
2. Submit any required documentation to OSD by the deadline.
3. If recommended, Housing and OSD will coordinate to meet your accommodation needs, based on availability.

Service and Assistance Animals

Licensees seeking approval to bring a **service animal** or **assistance animal** must complete the OSD approval process and coordinate with Housing before the animal arrives on campus. Please allow a minimum of two weeks for their office to review submitted documentation. Prior to approval, Housing and Residence Life will provide additional information and guidelines.

Service Animals
The American Disabilities Act (ADA) defines a "service animal" as "any guide dog, signal dog or other animal individually trained to do work or perform tasks for the benefit of an individual with a disability." Students must register their service animal with the Office of Students with Disabilities (OSD). As defined by the ADA, service animals are working animals — not pets — and proof of training and/or certification is required at the time of registration.

Assistance Animals
An "assistance animal" is an animal that works, aids or performs tasks for the benefit of the person with a disability, or an animal that provides emotional support that alleviates one or more identified symptoms or effects of a person's disability. Training or certification is not required. Vaccination records are required after the student meets with the Director and completes an Assistance Animal License Agreement.

Important: Do not bring an animal to campus before you receive **written approval** from Housing. A recommendation from OSD is not a written approval from housing. Residents who possess an unauthorized animal are subject to conduct proceedings, fines, and the possible revocation of their assistance with animal recommendation.

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4. Resident Amenities

Dining

Village Commons
Located in South Village, a buffet-style dining hall included with a Meal Plan. Optional to-go box program (with deposit).

Meal Plans
All Licensees are required to have a Meal Plan. Meals are served daily, including breakfast, lunch, and dinner on weekdays, and brunch and dinner on weekends.

More details about the Meal Plans on the Dining Website.

Village Market
Located in South Village, convenience store items such as food items, and made-to-order cold and hot drinks. Dining Dollars, as well as credit and debit cards, can be used at the Village Market. Don't forget to use them, they do not roll over.

More info about Dining on the Website.

Community Amenities

All amenities listed are available to all Licensees, regardless of which housing community they live in.

South Village

Community Kitchen
The shared cooking space in South Village is open daily until 10 P.M. Please note the following:

- Licensees are responsible for cleaning up after use
- Alcohol is not permitted in the kitchen (in anywhere in South Village)
- Any items left in the refrigerator will be disposed of every Sunday

Wellness Zone
Hosted by the Cal State LA Recreation Department, the Wellness Zone features updated fitness equipment, a spin room, and meditation rooms designed to support your physical and mental well-being. Hours vary and can be found on our Housing website.

Learning Center
The Learning Center offers quiet study spaces, group work areas, private conference rooms, and individual study pods. Licensees can reserve a space at no cost by completing this form.

University Apartments

Computer Lab
Located in Phase I, residents can access campus computers and printing.

Game Room
Also located in Phase I, the Game Room provides a recreational space with pool tables, ping pong tables, games, and more. Open Monday through Friday, 12 noon to 10 p.m. and weekends from 1 to 10 p.m. (Hours may vary).

Streaming Services

Licensees can access complimentary streaming of movies and TV shows while connected to the campus network in Housing at movies.calstatela.edu. Content is curated by the Housing team to reflect seasonal themes, events, and student interests. Streaming is available on laptops, tablets, and mobile devices. We recommend using Google Chrome or the Swank app for best performance.

Vending Machines

Beverage and snack machines can be found in the Phase II hallway and in South Village, Tower 2 (by the Mailroom), accessible 24/7. A water machine is located by the Phase I Laundry Room.

We are not responsible for money lost to the vending machines. Please contact the phone number listed on the machine if you experience issues such as lost money or item errors. Housing is not responsible for lost funds or damaged items.

5. Lockouts and Mail

Lockouts

Licensees are expected to carry their key or One Card at all times. If you are locked out, Housing staff can assist you, but repeated lockouts may result in fees or conduct action. Your first lockout is free; additional lockouts will be subject to a charge.

Please note, staff may not be readily available to assist with room entry, and Licensees may be required to wait. This courtesy is provided only to the Licensee assigned to the space. Lockout assistance will not be provided to individuals attempting to access a space to which they are not assigned. We are unable to grant access to individuals who are not assigned to that apartment or bedroom, regardless of their relationship to the Licensee. Be prepared to provide valid photo identification when requesting assistance with a lockout.

Courtesy Lockout

Each Licensee receives one free lockout per academic year. Pricing can be found in the License Agreement, located on our Policies and Forms website.

During Business Hours

Visit the Housing Office (South Village Tower 2 or Phase II Office) to check out a temporary key or keycard. It must be returned within 15 minutes to avoid fees.

After Hours

Call the RA on Duty for assistance:

- **Apartments:** (323) 791-4056
- **Tower 1:** (323) 303-2327
- **Tower 2:** (213) 552-1449
- **Tower 3:** (323) 308-8206

Please check if a roommate or housemate is available to let you in before calling staff. You must present a valid photo ID, and staff cannot unlock rooms for individuals not assigned to the space.

Mail and Packages

Mailing Addresses

Apartment Residents (Phase I, II, GEA)	South Village Residents
5300 Paseo Rancho Castilla Apt # Los Angeles, CA 90032	5500 Paseo Rancho Castilla Room SV # Los Angeles, CA 90032

The Post Office only recognizes the main street address for Housing and Residence Life.

Pickup Process

- Licensees receive an email notification when a package arrives for them. *Licensees are strongly encouraged to check with the Mailroom for mail and packages frequently.*
- Packages will only be released to the Licensee listed, with valid ID. *Only current Licensees are eligible to receive mail and packages through Housing and Residence Life.*

- Please wait for the official Housing email notification to pick up your package, even if you've received a third-party notification. *You will not be able to pick up any item until it's been processed by the Housing Mailroom staff.*

Important Notes

- All mail and packages must be picked up within 10 business days with proper identification. At the end of 10 business days, unclaimed packages will be returned to the sender. ***Perishable items will not be accepted by Housing and Residence Life and will be turned away; coordinate directly with couriers for food or grocery orders.***
- The US Postal Service (USPS) will deliver mail once per day, except on Sundays and holidays observed by the USPS or the University. Based on this schedule, Housing and Residence Life makes every effort to scan and check in mail every day by 5 p.m.
- All mail and packages must have a current Licensee's full name as it would appear on their One Card, driver's license, or passport. If the package is addressed to someone other than the Licensee, it must indicate, c/o or "Attention (Licensee's name)." Mail that does not bear the full name of a current Licensee will be returned to the sender.
- **Mail and packages should not be sent prior to your move-in date. Items addressed to non-residents will be returned.**
- Items delivered by third parties such as Amazon, SheIn, etc. - that are not delivered to the Mailroom staff are not the responsibility of Housing and Residence Life. Items stolen or misplaced should instead be reported to the courier service in question.
- Housing and Residence Life is not responsible for any items delivered outside of the Mailroom hours of operation.

For hours of operation, please visit our Contact page website.

Mail Forwarding

Upon moving out, submit the online Mail Forwarding Request Form. First-class mail will be forwarded for four (4) weeks only to provide you with time to change your address directly with companies/institutions. Packages cannot be forwarded; they will be returned to sender.

DO NOT submit a change of address with the U.S. Postal Service. (The post office considers 5300 & 5500 Paseo Rancho Castilla business addresses, not individual or residential addresses).

Update your mailing address on Golden Eagle Territory (GET). The University uses the address listed on GET for any University mail, including refunds.

6. Parking

Licensees who bring a vehicle to campus must purchase a valid **Resident Parking Permit** to park in designated housing lots. Parking is managed by Cal State LA Parking & Transportation Services.

Parking Enforcement will issue citations to all vehicles that do not have the appropriate permit at all times. Resident Parking Permits can be purchased by logging into your GET account.

Resident Parking

- **Location:** Housing Resident Parking Permits are only valid for parking in Level 1 of Structure C and E, and along the marked spaces on Paseo Rancho Castilla.
- **Permit Required:** A valid **Resident Parking Permit** is required at all times. Permits are virtual and linked to your license plate number.
- **Purchase Instructions:** Log into your **GET** account to buy a permit.
- **Enforcement:** Parking without a valid permit may result in a citation. Parking rules are enforced 24/7.

More information about Resident Parking can be found on the parking website.

Network Policy

Wireless connections are provided in all residential communities. Devices such as phones and laptops can connect directly to the Housing wireless network. Gaming consoles, smart TVs, and other non-standard devices require registration through an IT ticket, which must be resubmitted each semester.

Please note that internet access is not guaranteed and may not be available under all circumstances. By connecting to the Housing network, residents agree to abide by all University policies.

For more information about University wireless network access, please visit the ITS website.

7. Dining Policies

To ensure residents' health and safety, the University asks that the following Dining Hall policies and procedures be followed.

No items are to be removed from dining, this includes, but is not limited to, plates, bowls, cups, silverware, salt and pepper shakers, or napkin holders. This policy also applies to condiments.

Meal Plan Use & Access

- All Licensees must have their Cal State LA ID card, with a clear, visible picture of the Licensee, present to be swiped by the dining hall checker to verify your meal plan in order to receive dining hall access. Licensees may be asked to remove mask/face covering for verification of Cal State LA ID card owner.
- Meal plans are non-transferable and may only be used by the Licensee assigned to the plan. Your Cal State LA ID card may be confiscated by the dining hall staff if found with another Licensee until the original owner comes to claim the card and you will be subject to the Housing conduct process.
- Licensees are to swipe or pay each time they are to enter the dining hall even if they are not going to eat.
- Licensees may access the dining hall without their ID up to three (3) times per semester by completing the Dining Hall Authorization form. After the third occurrence, a valid Cal State LA ID is required for entry, or a meal may be purchased at the standard rate.

Attire: shoes, shirt and pants must be worn at all times inside the dining halls. All Licensees and guests must be dressed appropriately for a dining establishment.

Bottle Refill Policy

Students may enter the dining commons to refill a water bottle without swiping in. A water refill station is available near the entrance for this purpose. Refills of soft drinks or other beverages without an active meal swipe are not permitted.

Behavior, Safety, and Sanitation

To ensure a safe and respectful dining experience for all, Licensees are expected to follow these guidelines:

- Treat dining staff and fellow students with courtesy and respect.
- Follow posted health and safety protocols, especially during high-alert health periods.
- Do not remove food, dishes, or utensils from the dining hall unless authorized.
- Keep personal items off tables during busy hours.
- Outside food, personal mugs, cups, hydro flasks, tumblers, and containers are not permitted in the dining hall for health and sanitation reasons.
- Use a clean plate for each trip to the food stations.
- Do not reach behind sneeze guards or serving areas.
- Always use the designated serving utensil to avoid cross-contamination as many Licensees have food allergies.
- Clear your own plates, cups, and utensils to the dish return station and properly sort waste into labeled trash and compost bins.
- All food must be consumed inside the dining hall. If you cannot dine in, please use the approved to-go program.
- Licensees who wish to both dine in and take food to go must swipe twice. A carabiner will be provided for use during the dine-in portion of the meal. When ready to take food to go, licensees may swipe again to receive a to-go container. To-go containers are for off-premises dining only and may not be used to eat inside the dining hall.

The following behaviors are strictly prohibited:

- Vaping or smoking inside dining facilities or restrooms.
- Wearing roller skates or roller blades inside the dining commons, as this is a safety hazard and has caused past injuries.
- Disruptive or disrespectful behavior toward staff or other guests.
- The dining hall does not allow throwing of food, napkins and plates, etc. inside the dining hall.

Service Animals in Dining Areas

Service animals are welcome in dining spaces in accordance with ADA guidelines. However, for food safety and public health reasons:

- Service animals must remain on the floor at all times
- Animals may not sit on furniture or benches
- Animals must be kept away from food stations or serving areas
- Emotional Support Animals are not allowed in the dining spaces.

Failure to follow these expectations may result in documentation or removal from the dining hall.

There will be some transitional meal periods whereby the dining hall staff needs to transition from one meal period to another, therefore all menu selections will not be available. Menu items may be subject to change.

8. Policies

Communications with Residents

Cal State LA email will serve as one of the primary and official forms of communication to Licensees. A monthly Housing Newsletter with important messages and reminders for Licensees is sent to Cal State LA email address. If Licensees choose to use personal email accounts, please be aware that forwarding emails may result in filtering messages as spam. It is still the responsibility of the Licensee to check their Cal State LA emails for important messages.

Housing & Residence Life emails monthly newsletters with important messages and reminders for Licensees. Another way to keep up to date on the latest from Housing, follow us on our social media channels (see "Contact Information").

Room Change Requests

Licensees may request a room change during designated periods each semester. *Keep in mind, not all requests are guaranteed.*

- During the first week of the fall and spring semesters, Housing & Residence Life will open the room change process and Licensees will have the opportunity to request a room change.
- Requests will be reviewed starting the fourth week.
- If approved, you will be given instructions and will be required to complete your move in 48-hours.

Important Notes About Room Change

Rooms are inspected when a Licensee moves out of a room (see below section). All personal items must be removed from your previous space. Remove trash and clean your room/apartment. Remember to submit work orders for anything that need to be repaired or replaced. You may be responsible for some damages that may have occurred while you live there (normal wear and tear will be considered). Remember to leave room/apartment as it was when you moved in. Do not reconfigure the rooms and move furniture around.

If a room change is requested after this process for non-urgent requests, you may be charged an additional fee.

Inspections & Access

Licensees can expect reasonable privacy of rooms and personal property. The University has the right to enter the premises (Civil Code 1954) for the purposes of emergency, health, safety, maintenance, enforcement of applicable rules and regulations, or for any other lawful purpose to the extent permissible by law. The University shall exercise this right reasonably and with respect for Licensee's privacy and study needs. Fire, Health and Safety inspections are scheduled for each semester.

Occupancy Checks

Occupancy checks are conducted to confirm that Licensees are assigned to the correct space and for safety checks.

A. The University retains the right to transfer its interest and/or obligations under this Agreement. Licensee may not assign or transfer their rights or obligations under this Agreement without the written permission of the University. Licensee may not sub-license or sublet the Premises to, or permit the occupancy of the Premises by, any other person without the written permission of the University.
B. **Occupying roommate space:** Rooms are designed to accommodate several Licensees, entitling each to a reasonable amount of space to store their personal belongings. Licensees in double- or triple-

occupancy rooms are required to share a proportional section of the bedroom and for Licensees in apartments, a portion of the common area as well.

a. **If there is an empty space in a double- or triple-occupancy bedroom, this area must be kept clear and clean so that a new roommate can be assigned and moved in at any time.** Licensees assigned to double occupancy will be assessed the single-occupancy rate each day that they are in violation of this policy. Licensees in triple-occupancy rooms will be assessed a double-occupancy rate each day that they are in violation of this policy. In addition, these Licensees will be subject to disciplinary action up to, and including, termination of their license agreement. If necessary, Housing and Residence Life staff may move Licensees' belongings in order to clear the space for newly assigned Licensees. Non-compliant Licensees may be charged for cleaning and labor charges.

C. In bedrooms, a Licensee may only utilize one of the following items: desk, bed, closet, set of drawers, and a proportional section of the available shelving space. This policy remains in effect even if there is no current roommate occupying the space (this includes pushing two beds together and/or moving items associated with the empty space around the room – desk, drawers, etc.). Ample wall and floor space must be left for all individuals in the bedroom to personalize their space. No furniture may be removed or disassembled without the written consent of the Director of Housing and Residence Life.

D. In common areas within the apartments, Licensees may utilize space in equal proportion to the number of bed spaces in the apartment, with special exceptions regarding the living room and dining room. For example, Licensees are to equally divide kitchen cabinet space, storage room space, hall closets, and bathroom space.

E. In apartments, Licensees should not store personal items such as clothing, computer equipment, exercise machines, etc. in the living or dining room space. Licensees are to limit their personal belongings in these spaces to decorative items such as lamps, pictures, small figurines, etc.

F. As with any communal living environment, individuals must work together to develop reasonable arrangements to ensure all rights are respected.

Housing and Residence Life reserves the right to photograph occupied and unoccupied living spaces without notice.

Roommates & Housemates

A Licensee's roommate preferences will be given consideration; however, the University does not guarantee the assignment of specific roommates or of specific spaces and reserves the right to make or change roommate assignments.

Responsibilities for Moving Out

Moving out of Housing is a formal process and must follow University procedures. Licensees are responsible for properly vacating their space, returning keys, and leaving the unit clean and empty of personal items.

A. Authorized Move-Out

Licensees may move out only under the following conditions:

- At the end of their License Agreement period
- By written approval from Housing
- Through an administrative cancellation as a result of the student participation in the Housing conduct process.

Moving out without approval does not release the Licensee of their financial obligations of their contract. Please refer to the License Agreement, Section 9 for details on expiration, revocation and cancellation.

B. Move-Out Procedures

Licensees must follow all move-out procedures provided by the Housing Office, which include:

1. **Using Inspection OR Express Checkout** (contact the Housing Office if you have questions).
2. **Returning Keys (Apartments Only).** Phase I, II, and GEA Licensees must return the front door and bedroom keys to the Phase II Housing and Residence Life Office or by using the Express Checkout Envelope that can be placed in the key drop box, located under the Phase II Housing Office front counter.
    a. **GEA must return parking remotes, as applicable, to avoid an $80 charge.**

C. Condition of Unit

After checkout, Housing staff will inspect your space. The unit must be left in good, clean condition (normal wear and tear will be considered).

- Trash and food must be discarded.
- Furniture must be returned to its original placement.
- All personal property must be removed, including food and other items from the kitchen and refrigerator.
- Normal wear and tear will be considered, but damage, excessive dirt, or abandoned property may result in charges.

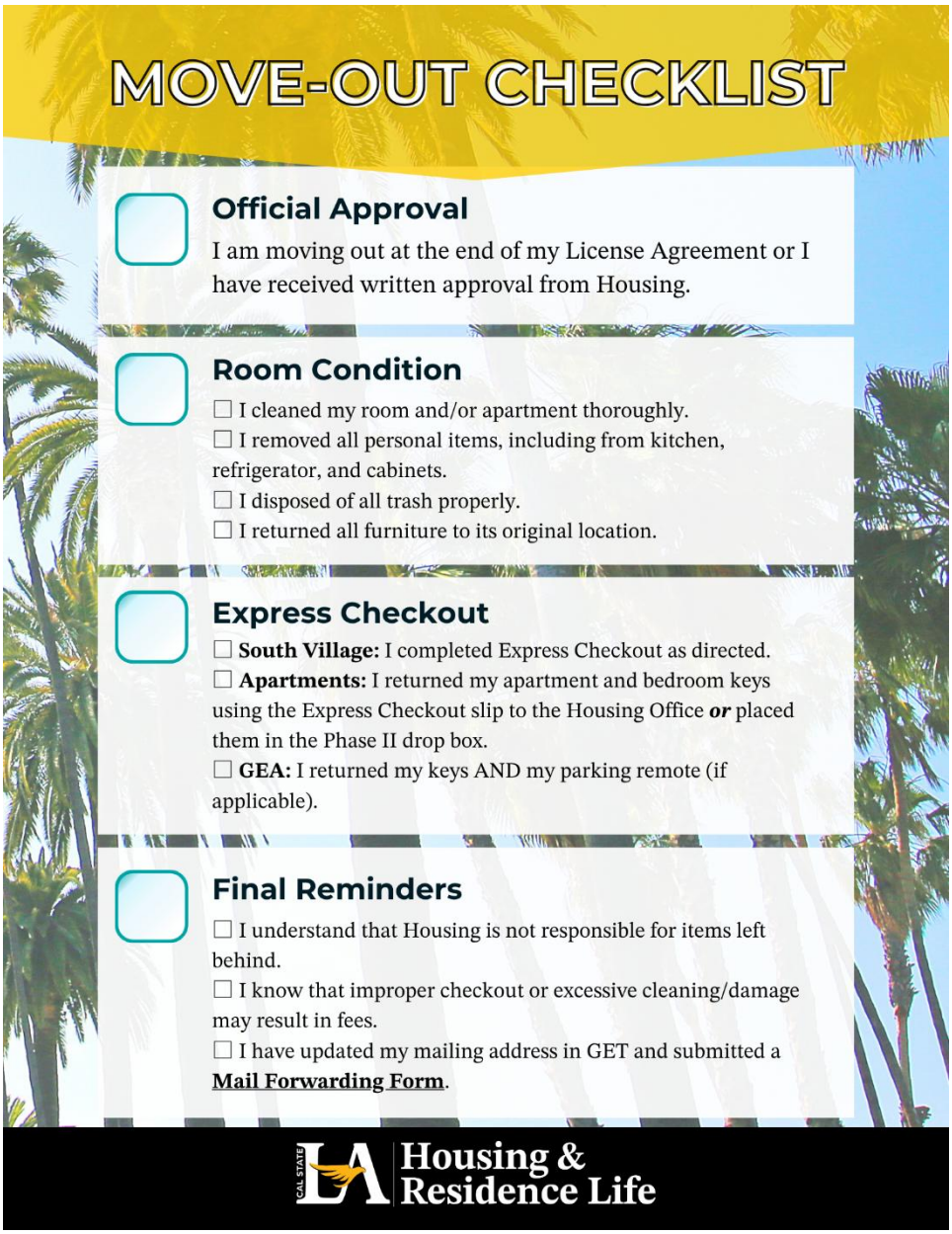
Any property remaining on the premises after checkout may be removed and placed in storage (California Civil Code 2080.9) or disposed of after 15 days. See Section 16 of the Agreement. Housing is not responsible for lost, damaged, or discarded items left in the unit after checkout.

D. Improper Checkout and Damages

Failure to complete a proper checkout may result in the following:

- A $50 improper checkout charge
- Charges for cleaning, repairs, or replacement of missing items
- Charges for key or card replacement
- Deductions from the security deposit, with any remaining balance charged to the student's University account

See the move-out checklist below to make sure you are prepared and following the right procedures. You can also download a printable version here.



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9. Community Standards & Policies

Cal State LA operates a student residential community. In any living situation, there is a need to strike a balance between the rights of the individual and the responsibilities of the community. Housing and Residence Life strives to create an atmosphere conducive to the development of responsible citizens in a community. Licensees are expected to respect and maintain the facilities and equipment rented to them, conduct themselves within acceptable and reasonable standards of good behavior, and take individual responsibility for their actions. Consideration for others is the basic principle that needs to be followed by all Licensees. As valued members of the community, each Licensee possesses individual rights that roommates and other Licensees must respect.

These rights carry a reciprocal responsibility to ensure that these same rights also exist for roommates and other Licensees.

By signing the Student Housing License Agreement, you agree to:

- Take personal responsibility for your actions.
- Respect the rights, safety, and property of others.
- Maintain a clean, safe, and cooperative living environment.
- Abide by all Housing and University conduct policies.

Violations of University policy as outlined in CSU Standards for Student Conduct [Section 41301 of Title V of the California Code of Regulations] will be forwarded to the Student Rights, Responsibilities & Resolutions Officer for additional disciplinary investigation.

If violations are substantiated possible sanctions may include, but are not limited to Disciplinary Probation, Suspension or Expulsion from the University.

Copies of the Standards of Student Conduct and CSU Student Conduct Procedures (Executive Order 1043) are available on the Office of Student Rights, Responsibilities & Resolutions webpage. You can also email them: conduct@calstatela.edu.

All Licensees, guests and visitors are expected to abide by the explicit and implicit intent of the following guidelines. Violation of any policy outlined in this section will result in disciplinary action as detailed in the section entitled "Housing Conduct Process."

Substance Use: Alcohol, Drugs & Paraphernalia

Cal State LA Housing and Residence Life is committed to providing an educational and supportive environment where health and safety are prioritized. As such, all use, possession, and distribution of alcohol and drugs is regulated in accordance with University policies, state and federal law, and the terms of the License Agreement. Violations of any policy below may result in disciplinary action, including loss of Housing privileges, referral to the student conduct process, and/or legal consequences. The Family Educational Rights and Privacy Act (FERPA) permits the University to notify parents or guardians of students under age 21 who violate any law or policy concerning the use or possession of alcohol or controlled substances.

Alcohol

Cal State LA Housing and Residence Life is committed to maintaining an educational and supportive environment where health and safety come first. As such, alcohol is regulated across all Housing communities, in compliance with University policy and California state law. The University is committed to maintaining an environment for its students that is predominantly free of the use of alcoholic beverages and in full compliance with federal and state laws. Students, employees, or visitors who violate laws or University policies concerning alcoholic beverages shall be subject to criminal prosecution and/or institutional sanctions.

South Village

The consumption and use of alcohol is prohibited in the South Village complex and is designated as "dry" or "alcohol-free."

- Alcohol is prohibited in all areas of South Village, regardless of age.

- Guests, even if over 21, may not possess or consume alcohol in South Village rooms, lounges, or surrounding areas.

Apartments (Phase I,II, GEA)

Licensees who are 21 years or older may consume alcohol only within their assigned apartment under the following conditions:

- Alcohol must not be visible or detectable from outside the apartment.
- No alcohol is allowed in any shared/public areas, including patios, balconies, stairwells, or walkways.
- Guests under 21 may not be present when alcohol is being consumed.
- Alcohol may not be provided to anyone under 21.

Prohibited Alcohol-Related Behaviors in All Communities

A. Under no circumstances are alcoholic beverages to be consumed in public areas or Cal State LA apartments that have been designated as under-21 spaces. This includes balconies, landings, the Community Center, recreation areas, sidewalks, etc., except when approved as outlined in the California State University, Los Angeles, Administrative Procedures regarding Alcoholic Beverages (#019). For more information, visit the Administrative Manual Policies and Procedures website.
B. Detectable intoxication of Licensees or guests, and/or the inability to exercise care for one's own safety and/or the safety of others is prohibited.
C. Games of chance, drinking games, contests, and other activities that induce, encourage, or result in the rapid consumption of alcohol are prohibited. This includes, but is not limited to, Quarters, Flip Cup, or King's Cup. Simulating drinking games using water, soda, or other soft drinks is also prohibited.
D. Kegs, bulk containers, beer bongs, and devices designed for rapid consumption of alcohol are prohibited.
E. Possession of visible containers on which alcoholic beverage insignias appear, whether opened or closed (e.g., cups, cans, bottles, cases/boxes), is prohibited anywhere within or on grounds immediately adjacent to the Housing and Residence Life facilities except in an assigned over-21 apartment when the door is closed, and the alcoholic beverage cannot be detected from outside the apartment. If alcohol possession or consumption can be detected from outside the apartment, it is considered public, visible, and in violation of this policy.
F. Providing or selling alcoholic beverages to another person is prohibited.
G. Hosting a gathering with multiple apartments primarily for the consumption of alcoholic beverages where people move from one apartment to another is prohibited. This regulation applies even if all apartments involved are over-21 and within allowable guest limits.
H. Licensees found in violation of the aforementioned policies regarding alcohol use will be asked to dispose of any alcohol present.
I. The Family Education Rights and Privacy Act (FERPA) permits a college or university to let parents of students under the age of 21 know when the student has violated any law or policy concerning the use or possession of alcohol or a controlled substance. More information on the FERPA webpage.

Violations

Any Licensee or guest found violating this policy may be:

- Required to dispose of all alcohol present
- Documented for policy violation and referred to the student conduct process
- Subject to loss of Housing privileges and/or disciplinary action by the University

Violation of any other regulation while under the influence of alcohol is considered an additional infraction of Housing and Residence Life's regulations

Drugs & Drug Paraphernalia

Drugs are defined as the following: any stimulant; intoxicant (including alcohol); nervous system depressant; hallucinogen; other chemical substance, compound, or combination when used to induce an altered state; and any otherwise lawfully available product or substance (such as over the counter or prescription drugs, glue, paint, etc.) used for any purpose other than its intended use.

Prohibited Drug-Related Conduct

A. The unlawful manufacture, distribution, dispensing, possession, use, or sale of, or the attempted manufacture, distribution, dispensing, or sale of controlled substances, identified in federal or state law or regulations is prohibited.
B. Violation of any other regulation while under the influence of a controlled substance is considered an additional infraction of Housing and Residence Life's Regulations.
C. The possession or use of illicit drugs and related materials is expressly prohibited, including medical marijuana. Possession or use of water pipes, bongs, hookahs, or other paraphernalia commonly associated with drug use are also prohibited in the residence halls.
D. The possession or use of a legal substance for any purpose other than the legally intended use is prohibited.
E. The inability to exercise care for one's own safety, the safety of others or the safety of property owned by the university or Licensees due in whole or in part to being under the influence of a controlled substance is considered an infraction of Housing and Residence Life's Regulations.
F. The Family Education Rights and Privacy Act (FERPA) permits a college or university to let parents of students under the age of 21 know when the student has violated any law or policy concerning the use or possession of alcohol or a controlled substance. MMore information on the FERPA webpage.

If you are struggling with substance use, resources and referrals are available through the University Health Center and Counseling & Psychological Services (CAPS). Please reach out for help.

Biohazards

The inappropriate and/or intentional discharge of a biohazard, such as urine, fecal matter, vomit, saliva or other bodily fluid, is a significant health concern that is strictly prohibited on campus. Bodily fluid cleanups must be immediately addressed, as they are a public health issue. Person(s) must not intentionally discharge a bodily fluid into or on a surface that was not meant for that purpose, such as a floor, bed, couch, etc.

Licensees found in violation of this regulation will result in financial charges to their account and participation in the Housing conduct process.

Pest Control & Cleanliness Expectations

Housing Facilities will utilize environmentally appropriate pest-control practices, when possible, to remediate any situation. Licensees play a critical role in preventing and managing pest activity through responsible housekeeping practices.

Reporting a Pest Issue

If you see insects, rodents, or signs of pest activity:

- Submit a Work Order immediately via your Housing Portal.
- Include the location, type of pest (if known), and any contributing factors (e.g., standing water, food spills, trash buildup).

Housing will coordinate appropriate pest control services and follow-up inspections.

Licensee Responsibilities

- Keep your unit clean, especially kitchens and bathrooms (for Apartment Licensees).
- Store all food in sealed containers.
- Take out trash regularly and avoid buildup of clutter.
- Clean up spills immediately, especially sugary liquids or food debris.
- Apartments: Wash dishes promptly; do not leave dirty dishes in the sink or common areas for extended periods of time.

If pest activity is linked to poor housekeeping, Housing may:

- Conduct a mandatory inspection of your space.
- Issue cleaning instructions and deadlines.
- If pest control is required due to the result of cleanliness of the Licensee, those charges are the responsibility of the occupants.

If more aggressive housekeeping is required or if the timeline for cleanup has not been met by the occupant(s) of the room(s), Housing and Residence Life will rectify the adverse health conditions at the expense of the individual(s) responsible.

Assistance Animals-Related Pest Issues

- Approved assistance animals must be properly groomed, and their living areas kept clean.
- Pest activity or infestations caused by a Licensee's animal (approved or otherwise) are the financial and conduct responsibility of the animal owner.

Enforcement

Failure to follow cleanliness standards may result in:

- Mandatory re-inspections.
- Cleaning or pest control fees billed to the student account.
- Referral to the student conduct process.

Housing reserves the right to act quickly in any case involving health or safety concerns with fees billed to the Licensee.

10. Community Responsibilities

Health & Safety Inspections

All Licensees (Licensees) are expected to maintain their unit in a clean and sanitary condition, as determined by the Director of Housing and Residence Life or their designee. To ensure health and safety standards are met, Housing staff will conduct Health and Safety Inspections each semester.

Responsibilities

- The Licensee is responsible for cleaning their assigned space and for any charges not covered by the security deposit due to poor housekeeping or damage caused by the Licensee or their guests.
- If a unit fails inspection, follow-up inspections will occur until the next scheduled Health and Safety Inspection period.
- Licensees are encouraged to create a cleaning schedule via the roommate agreement and keep a copy on file with their RA.

Inspected Areas

Apartments

- Living room
- Kitchen & appliances
- Dining room
- Bathrooms
- Bedrooms
- Patios (if applicable)
- All furniture
- Thermostat, smoke detector, and fire extinguisher

South Village

- Appliances
- Bedroom
- All furniture
- Thermostat, smoke detector, and fire extinguisher

Recommended Cleaning Supplies

We strongly suggest Licensees purchase the following items to maintain the cleanliness of their space (note, some items may not be applicable if living in South Village):

- Broom and dustpan
- Mop
- Sponges (kitchen and bathroom)
- Dish soap and general cleaning products
- Toilet bowl brush

Trash & Debris Policy

- Accumulation of trash or debris in the interior of the apartment or bedroom premises or the exterior of the apartment or bedroom is not allowed.
- The depositing of wastepaper, cans, bottles, or other trash except in receptacles is prohibited.
- Improper trash storage or disposal will result in removal by staff and a cleaning charge billed to all current Licensees of the space.

Failure to comply with cleaning standards can and will resort to cleaning charges to Licensees' accounts and potential participation in the Housing conduct process.

We encourage all Licensees to communicate with their roommates on cleanliness practices. Please review your Roommate Agreement as needed.

Cruelty to Animals

Under California Penal Code §§ 286.5; 596 - 600.5, cruelty to animals in any form is an offense punishable by imprisonment, fine, or both. Cruelty directed toward animals if witnessed, should be immediately reported to a Residence Life staff member or the local law enforcement (police, animal control, etc.) This policy does not prohibit you from defending yourself if needed from an animal.

Elevator Use and Safety

Passenger elevators located within the residence halls are provided for use by Licensees of that building, their guests and departmental staff.

The following actions are prohibited in the residence halls and tower bridge elevators:

- Jumping, rocking, or deliberately shaking the elevator
- Occupying the elevator for purposes other than going up or down (playing games inside, etc)
- Blocking elevator doors from closing or forcing them open
- Pressing multiple floor buttons unnecessarily
- Vandalism or tampering with elevator equipment
- Riding or allowing others to ride on top of or outside the elevator car
- Using emergency features such as the alarm or stop button without cause

Follow posted capacities at all times. Damage or service calls due to overloading or tampering may be considered damage that requires restitution by those found responsible.

If you get stuck in an elevator, do not try to pry the doors open, as it is dangerous, and you may be required to pay for necessary repairs. Use the emergency phone only for help in an emergency situation.

Please note that there are cameras in the elevator for your safety.

11. Facility, Recreation & Grounds Use Responsibilities

Fire Safety

Fire safety is essential to protecting Licensees, staff, and property. All Housing communities follow strict guidelines in accordance with University policy, state law, and local fire code. Licensees are expected to comply with all fire safety regulations at all times.

Flammable Materials and Personal Appliances

All Communities (South Village, Phase I, Phase II, and GEA)

A. Flammable materials shall not be used or stored on the premises. These items include, but are not limited to candles, incense, fireworks, lighter fluid, propane or other gas cylinders, etc.
B. **Cooking appliances** are not permitted in South Village rooms and may not be left unattended in the South Village Community Kitchen, Phase I, Phase II, and GEA. This includes but is not limited to stoves, rice cookers, Crock-Pots, etc.
C. **Personal barbeque and outdoor grills** are prohibited in student apartments, bedrooms, and patios throughout Campus Housing (in South Village, Phase I, II, and GEA).
D. Licensees must not tamper with smoke detectors or fire safety equipment under any circumstance. See the *Tampering with Fire Safety Equipment* section for more details.

South Village Specific Guidelines

E. In **South Village Community Kitchen:** Licensees are required to use the ventilation fan while cooking to reduce the risk of triggering smoke detectors.
    a. If the alarm sounds while a Licensee is cooking, Licensees are expected to:
        i. Quickly remove items from active burners
        ii. Turn off the stove and oven
        iii. Evacuate the building
        iv. Use caution when relocating steaming items or pouring hot water, as **steam can also activate detectors**
F. Hair dryers, irons, straighteners, clothes steamers, etc. are allowed in Community Restrooms only. Usage in the room is not allowed and may cause the fire alarm to sound.

Tampering with Fire Safety Equipment

A. Licensees are strictly prohibited from tampering with any equipment related to emergency systems and the fire alarm system (pull stations, extinguishers, hoses, smoke detectors, sprinklers, emergency exit door alarms, exit signs). Tampering with, removal of, covering, or misuse of fire extinguishers, fire alarms, smoke detectors (including the removal of batteries), emergency evacuation instructions, or unauthorized use of any fire equipment, or door, is a violation of Penal Code 148.4, University, and Housing regulations.
B. Sprinklers associated with residence hall fire safety systems may not be tampered with, including hanging decorations or other objects from them, or within 18" of a sprinkler head. If a sprinkler is set off accidentally or intentionally, the individual(s) involved will be responsible for all costs associated with clean up and damage and will be subject to disciplinary action. Tampering with fire safety equipment will result in a fine to cover all costs associated with repair, replacement and/or clean-up.
    a. Cover sprinkler heads and/or smoke detectors.
    b. Hang items from sprinkler heads and/or smoke detectors.
    c. Otherwise inhibit the function of these items.
        i. Hanging from or covering sprinkler heads may cause the sprinklers to activate, which will lead to large amounts of water damage to occur, monetary fines, and participation in the student conduct process.
        ii. Hanging, covering, attempting to remove, or otherwise deterring the smoke detector from operating as intended will result in monetary fines and participation in the student conduct process.
C. False reports of fire or other dangerous conditions (except those resulting from reasonable error or accident), failure to properly report fires, or interference with the response of University or city officials

to such emergency calls is prohibited. Violators will be prosecuted and subjected to a fine and criminal prosecution.

D. Fire extinguishers should remain on the provided hook when not in use.

E. Decorations that are flammable or fire hazards are prohibited.

F. "Live cut" trees (such as Christmas trees) or other combustible decorations are prohibited in Campus Housing.

G. Any permissible holiday decorations in the apartments or rooms and doors must be made of fireproof materials and be UL-approved (Underwriters Laboratory) for the intended use. More info: ul.com

   a. **Door decorations:** May not exceed 5% of the total door surface.

   b. **Patio/balcony decorations:** Must follow all fire hazard, flammable material, and safety regulations listed above.

Candles & Open Flames

Open flames, candles (lit or unlit), incense, warmers for wax, or oils, for any reason, are prohibited in Housing.

Prohibited Items

The following are **not allowed** in residence halls or apartments, regardless of use or intent:

- Candles (lit or unlit)
- Incense
- Wax or oil warmers (including plug-in or flame-based)
- Open-flame decorative items
- Lanterns, torches, and any item that uses a flame for lighting or scent

This policy applies to both indoor and outdoor areas, including balconies and patios.

Visit the "What to Bring" webpage for more info and downloadable checklists.

Why It Matters

Even when not lit, candles and related items present a significant fire hazard and may trigger smoke alarms. They also pose a risk of accidental ignition or damage to University property.

Enforcement

If prohibited items are found:

- Licensees will be asked to remove the item immediately.
- Repeat violations or refusal to comply may result in conduct action and/or fire safety fines.

Licensees looking for alternatives are encouraged to use battery-operated candles or UL-approved electric diffusers with automatic shutoff features.

Guests

Cal State LA Housing and Residence Life prioritizes community well-being, Licensee safety, and respect for shared spaces. As such, the following guest policies apply to all Housing Licensees:

General Guest Policy

A. A guest is defined as any person not assigned to the specific unit they are entering. This includes other Housing Licensees from different rooms or communities.
B. Guests must abide by all Housing and Residence Life and University policies. Licensees are responsible for their guests' behavior and for any damage caused by their guests (Article 5, Section 42007 of Title 5, California Code of Regulations).
C. Licensees have the basic right to privacy in their assigned room. It is the responsibility of the Licensee who plans to have a guest to inform their housemates and/or roommates prior to the guest's arrival, and to gain approval from their housemates.
D. Guests may not bring pets on Campus Housing property.
E. At no point should guests be left unattended by their host Licensee. Guests should always be in the company of the host Licensee, including but not limited to: individual bedrooms, apartments, and common areas within Campus Housing (including South Village Community Restrooms).

Non-Overnight Guests:

A. Residents may check in non-overnight guests at designated administrative offices during posted business hours.
    a. South Village Residents: South Village Administration Office, Monday-Friday, 8:00AM-5:00PM.
    b. Apartment Residents: Phase II Office, Monday-Saturday, 9:00AM-6:00PM.

Overnight Guests

Guests are not allowed in apartments or bedrooms between the hours of midnight–9 a.m. unless they are approved in advance.

A. Residents hosting overnight guests must obtain prior written approval from HRL at least one week (seven calendar days) before the guest's arrivals; or one week prior to the first day of a university closure if the visit is to occur when the campus is closed for more than one day.
    a. Overnight use of any housing facility such as, but not limited to, sleeping or show facilities, or other facilities generally made available only to residents.
B. Residents must register overnight guests by completing the Guest Visitation Form
    a. Residents confirm that they communicated with their roommates/housemates about guests.
    b. Upon submission, an automated notification is sent to all roommates/housemates regarding the request.
    c. Roommates/housemates who did not consent, can contact Housing & Residence Life for follow-up.
C. The Assistant Director for Residence Life receives and reviews all requests submitted via askreslife@calstatela.edu. The Assistant Director will approve or deny the request via email to the resident's official Cal State LA email account.
D. Upon arrival and departure, the resident host ensures that guest checks in and out appropriately.
    a. South Village residents and their guest will go to the South Village office to check in/out guest at the front desk, Monday through Friday, 8:00am – 5:00pm.
        i. Monday through Friday, 5:00pm- 10:00pm or Saturday and Sunday, 9:00am-10:00pm, a resident can check in their approved guests by contacting the RA on Duty.
    b. Apartment residents and their guest will go to the Phase II office to check in/out guest at the front desk, Monday through Saturday, 9:00am-6:00pm.
        i. Monday through Saturday, 6:00pm-10:00pm, a resident can check in/out their approved guests by contacting the RA on Duty.
    c. Guest check-ins are not permitted after 10:00pm.

E. Failure by Licensee to secure approval for overnight guests shall be grounds for disciplinary action [Article 5, Section 42014 of Title five (5), California Code of Regulations] including being charged the daily rate for each day that a non-approved guest resides in Licensee's apartment.
F. A Licensee may have no more than two approved guests. The length of stay for any guest cannot exceed three (3) consecutive nights in a month and no more than nine (9) nights total per semester.
G. Overnight guests are not permitted during finals week, move-in, or move-out periods.
H. Extended or repeated overnight guest stays, or "cohabitation," are not allowed.

Cohabitation is defined as a guest who spends the night on a regular basis, uses the facilities of the unit (e.g., showering, cooking, storing belongings), or is frequently present without the host Licensee. Cohabitation is not permitted and may result in conduct action.

Limitations

A. Each Licensee is allowed a maximum of two (2) Guests:
    a. **Phase I and II Apartments**: there shall be no more than eight (8) people, including Licensees, allowed in a two-bedroom apartment/patio/balcony at any given time. No more than sixteen (16) people, including Licensees, are allowed in a four (4) bedroom apartment/patio/balcony at any given time.
    b. **GEA:** there shall be no more than four (4) people including the Licensees in the one and two-bedroom apartments, and no more than six (6) people including the Licensees in the suite-style apartments.
    c. **South Village**: there shall be no more than four (4) people in one room at any given time.
B. The following individuals are not permitted as guests:
    a. Persons with a prior Housing ban
    b. Persons currently involved in a conduct case related to Housing
    c. Any individual who has previously been removed from Housing due to policy violations
C. Guest access may be restricted or suspended at any time by Housing and Residence Life for safety or operational reasons.

Laundry Facilities

Laundry rooms are available in each Housing community and are provided for the exclusive use of current Licensees. In South Village, laundry facilities are located on the bottom floor of each tower. In the apartment communities (Phase I, Phase II, and GEA), laundry rooms are located in each building. All Licensees are expected to treat the space, equipment, and one another with respect.

General Guidelines

- Laundry machines do not require coins or a payment app. Laundry fees are included in the Academic Year charges.
- Only **Licensees of the community** where the laundry room is located should use that facility (e.g., South Village Licensees should use the South Village laundry room).
- Do not leave laundry unattended for extended periods of time. It is the responsibility of the Licensee to set up a time and remove clothes in a timely manner. The Housing Office is not responsible for lost, damaged, or stolen items.
- Please remove clothes promptly when finished, and leave machines clean for the next user.
- Report any maintenance or machine issues immediately by submitting a work ticket on the WASH APP. QR codes are posted on every machine.
- Do not overload machines or use excessive detergent, which may cause damage or flooding.
- Do not force washing machine doors open when in operation. This will result in damage to the machine and possible chargers to the residents.

Items Prohibited in Laundry Machines

- Shoes, rugs, backpacks, or any items with plastic, metal, or foam parts
- Large bedding or comforters that exceed machine capacity
- Pet beds, heavily soiled items, or any non-clothing items

Laundry etiquette:

- **Set a timer:** Do not leave your items unattended.
- **Leave the washer door open** after use to prevent mildew and odors.
- **Do not remove others' laundry.** If a machine is in use, wait patiently or use a different one.
- **Clean up spills and lint.** Wipe up any detergent spills and clean the lint trap if using a dryer.
- **Use only the necessary amount of detergent.** Too much soap can damage clothing or machines.

Public Areas

Public areas are generally defined as any residential space excluding residence hall bedrooms and the interiors of apartments and suites.

All public areas, including hallways and walkways, must be kept free of obstructions. Personal items may not be left in the hallways or walkways in residential communities as such items may impede emergency efforts or otherwise be a hazard. Residents must abide by posted use hours.

Engaging in sexual acts in public spaces within the community is strictly prohibited. This behavior is a violation of residential policy and campus policy and could result in disciplinary action.

No one may sleep in public areas. Public areas may be closed at any time by Housing & Residence Life, police/emergency responders, and other approved entities. During these closures, students are not permitted in these spaces.

Noise

Cal State LA Housing and Residence Life is committed to creating a residential environment that supports academic success and student well-being. Licensees are expected to be mindful of their noise levels at all times and to respect the rights of others to live, sleep, and study in a peaceful environment.

Noise (including, but not limited to, stereos, instruments, televisions, gaming systems, and conversations) not associated with daily living should not interfere with the communal nature (including, but not limited to, sleeping or studying) of others at any time.

Quiet Hours

During Quiet Hours, any noise emanating from an apartment, room, or public area is prohibited. Designated Quiet Hours for all other areas are:

- Sunday–Thursday, 10 p.m.-9 a.m.
- Friday and Saturday, midnight to 9 a.m.

Courtesy Hours
Although there are set Quiet Hours, Licensees are expected to be courteous of their noise levels at all times. The need to study supersedes any other activity. These are referred to as "Courtesy Hours."

Final Exam Periods
During Finals Week, a 24-hour Quiet Policy is in effect beginning on Friday at midnight before Finals Week through the end of the last day of Finals.

Do Not Disturb Community
Licensees living in areas designated for the Do Not Disturb: 24-Hour Quiet Hours community are expected to make greater efforts to reduce noise at all times, including but not limited to: daytime hours, weekends, and Break Periods. Licensees are expected to use headphones for television, video games, and music **at all times**, and are expected to minimize conversational noise with roommates, guests, neighbors, etc. Licensees found to not be in compliance with these expectations may be invited to participate in the Student Conduct Process and may be administratively moved from the community.

Additional Guidelines
- Amplified sound, musical instruments, or subwoofers should be used with headphones or at low volume. Music practice rooms are available in the South Village Learning Center between 9 a.m. and 10 p.m.
- Outdoor noise (e.g., patios, balconies, courtyards) should be kept to a minimum, especially during quiet hours.
- Group gatherings must not disrupt neighboring apartments or rooms.

Noxious Odor

A noxious odor is ANY aroma of such intensity that it becomes apparent and/or offensive to others and thus is not permitted. Any odor can become noxious or offensive when it is too strong.

Some examples include but are not limited to:

- Cigarette, cigar, or pipe smoke
- Cannabis or cannabis smoke (see "Drugs" policy)
- Incense (see "Candles and Open Flames" policy)
- Perfume
- Air freshening spray
- Animals (see "Pets and Animals" policy)
- Excessive body odor or poor hygiene
- Excessive dirty laundry
- Excessive trash or unclean living environment
- Excessive food/cooking smells

Licensees are expected to maintain personal hygiene and keep their living space clean and odor-free. If a noxious odor is detected and identified as disruptive or hazardous, Housing and Residence Life staff may intervene and require corrective action. Repeated or severe violations may result in participation in the student conduct process.

Decorating, Alteration to Premises/Property Damage

Licensees are encouraged to personalize their rooms and apartments to create a comfortable living environment. However, decorations must comply with University and Housing policies to ensure safety and prevent property damage.

General Guidelines

- Damage-Free decorating is expected. Use non-damaging adhesives like Command™ strips or poster putty for hanging items.
- Do not use nails, screws, or double-sided foam tape.
- All decorations must be removed at move-out, and surfaces must be restored to original condition.
- Licensees may be charged for any damage to paint, walls, ceilings, or furniture.

Prohibited Items & Practices

- No alterations, improvements, paint, redecorating, installation, or attachment of fixtures may be done to the premises without prior approval. This includes but is not limited to:

    - Paint
    - Tape, including: scotch tape, duct tape, masking tape. The only exception includes painters tape. See the Resident webpage here.
    - Nails, screws, thumbtacks, etc.
    - 3M "Command" Strips/hooks
    - Stickers and decals that damage the paint

Door & Window Decorations

- Exterior doors may not be covered more than 5% due to fire code regulations (see "Fire Safety" section).
- Affixing whiteboards/corkboards to the exterior of the door will result in damages to the door and thus are not approved for use.
- Housing and Residence Life discourages use of Gel Window Clings on painted surfaces as these leave residue/oil stains behind and will result in repainting costs.
- Decorations, signage, flags, sticky notes, etc. may not be posted in windows. Items seen from windows will result in follow up from Housing and Residence Life with requests for immediate removal. Failure to adhere to this policy may result in participation in the student conduct process.
- Items may not be hung from the ceiling due to fire safety concerns and regulations (see "Fire Safety" section).

Understand that even if Licensees are using the recommended materials to avoid damages to their rooms. Using recommended materials does not by default absolve any Licensee from potential charges. Charges will be assessed for damages.

Extension Cords

Licensees may not use extension cords unless they are UL-listed power strips with built-in surge protection. Extension cords or power strips **must not** be daisy-chained (plugged into one another) or routed under rugs, across doorways, or through ceilings. Improper use creates a fire hazard and is a violation of campus safety policy. The following are allowed:

- Equipped with a surge protector
- approved by the Underwriters Laboratory (UL)
- grounded, three-prong
- 12- or 14-gauge wire (typically indicated on the cord)

More information about UL-approved items on their website.

Appliance Restrictions

Licensees are prohibited from bringing the following items to Campus Housing: in-line water purification systems, lofts, portable dishwashers, portable air conditioning units, halogen lamps, and washer or dryers.

Prohibited Items

The following appliances and equipment are not permitted in Campus Housing facilities (including bedrooms, kitchens, common areas, patios, and balconies):

- Personal air conditioning units
- Space heaters
- Halogen lamps
- Extension cords (unless UL-approved with surge protection)
- Hot plates, toaster ovens, electric skillets, and deep fryers (except in apartments where permitted)
- Plug-in air fresheners with open heating elements
- Any appliance with exposed heating coils or that produces an open flame

South Village Residents

- Each room is restricted to one (1) mini-fridge, less than 4-cubic feet, regardless of the number of occupants.
- Licensees may not possess appliances, including but not limited to: microwaves, electric kettles, coffee makers, Keurig machines, hot plates, toaster ovens, air fryers, InstantPots/pressure cookers, slow cookers/Crock Pots, waffle makers, electric grills/griddles, rice cookers, etc.

Apartment Residents (Phase I, Phase II, GEA):

- Apartment Licensees may not possess additional appliances that are provided by Housing, such as minifridges, microwaves, etc.
- Additional appliances (such as kettles, coffee makers, etc.) must be kept and utilized in the kitchen space only. These items may not be kept in the bedrooms.

Access & Security Responsibilities

Licensees are expected to safeguard the security of their personal space and the broader community. This includes properly using and securing keys, One Cards, and access privileges.

Key and One Card Usage

A. Each Licensee is responsible for their set of keys/One Card. Under no circumstances should these be lent to another individual, including roommates or housemates.

B. **Apartments:** Each Licensee is issued a key to their assigned apartment and bedroom. *Please note, access type subject to change.*

C. **South Village:** Requires a One Card to access bedrooms and building entrances.

D. It is a misdemeanor for any person to knowingly duplicate, make, cause to be duplicated, use or have in their possession a key to a building or room without proper authorization (Section 496 of the California Penal Code).

Lost Keys & Lock Changes

A. For security of the community, Licensees should report lost, stolen or damaged keys/One Cards to Housing and Residence Life immediately. Failure to report lost keys/One Cards within one (1) business day are subject to participation in the student conduct process.
B. There is a non-refundable replacement charge for any key lost, stolen or irreparably damaged.
C. Apartments: In case of a lock change, Licensees must exchange and/or re-encode their bedroom/apartment key within 24 hours of the lockset change being performed.
D. **South Village:** One Card replacements are handled by the One Card Office and the replacement card is $5. The lost One Card access will be deactivated. More information on the Golden Eagle One Card website.

Room & Facility Security

A. It is a violation of Campus Housing policy to gain unauthorized entry, make unauthorized use of, or misuse any University property. Entering an apartment or room to which you have not been assigned, and without permission, constitutes trespassing.
B. Windows and sliding glass doors are to remain clear of any items that may restrict emergency access.
C. In the apartments, each Licensee is responsible for securing their bedroom door and windows when not home or when sleeping. In addition, all Licensees must ensure that the front door, windows, and sliding glass doors in common areas are locked and secured before leaving the apartment or when going to sleep. Apartment doors may not be left unlocked to accommodate roommates without keys or to permit access to individuals who are not Licensees.
D. Public areas are for the use of the Licensee only. No one may sleep overnight in public areas. Housing and Residence Life must approve organized functions in public areas in advance. To reserve a space in the Learning Center, Multi-Purpose Room, or Lounge, you can complete the reservation form here.
E. Public passageways are for entering and leaving the premises and are not to be obstructed or used for any other purpose.
F. For reasons of security, no public area exit door is to be propped open at any time.
G. Access to, or storage of, anything in attics or crawl spaces, is prohibited.

Animals, Service Animals & Assistance Animals

Campus Housing adheres to University, state, and federal policies regarding animals in residential facilities. To maintain a safe, inclusive, and sanitary living environment for all Licensees, the following regulations apply.

- Pets are not allowed in Campus Housing at any time. This includes mammals, birds, reptiles, amphibians, and insects, regardless of size or species.
- Fish are permitted in tanks no larger than 10 gallons, and each Licensee may have one tank only.
- Unauthorized animals found in Campus Housing will result in housing conduct action and may be subject to removal by campus staff.
- Guests and visitors may not bring animals into the apartment or bedrooms. Violators are subject to disciplinary action and a fine to cover the cost of any related pest extermination and cleaning as well as participation in the student conduct process. If the owner of the animal cannot be determined, this fine will be divided equally among all Licensees of the apartment (Phase I & II, GEA) and/or rooms (South Village).

- Licensees may not feed stray animals or otherwise encourage animals to stay in or around the complex at any time.

Service Animals and Assistance Animals must be recommended, registered in advance through the Office for Students with Disabilities (OSD), and approved by Housing & Residence Life before being on campus. Please see "Accommodations for Students with Disabilities" for more information.

12. Additional Housing Policies

Transportation & Mobility Devices

The use of in-line skates, roller-skates, scooters, skateboards, bicycles, and other wheeled or motorized transportation devices is prohibited inside Campus Housing buildings, including hallways, lounges, elevators, and stairwells.

- Bicycles are not to obstruct or be parked in public passageways, walkways or in any Campus Housing building.
- Bicycles are not to be locked to or attached to any gate, pole, tree or other Housing and Residence Life equipment.
- Riding bicycles on all campus walkways shall be prohibited pursuant to Section 21113(f) of the California Vehicle Code.
- Mopeds, motorcycles, motor scooters, hover boards, or similar motor-driven vehicles cannot be taken into apartments, bedrooms or the Community Centers for any reason, or operated on sidewalks, patios, or lawns in and around Campus Housing areas. Because of the fire hazards associated with gasoline, Public Safety officers or authorized staff will remove motor-driven vehicles from buildings without notice. Mopeds, as defined in the California Vehicle Code, shall be regarded as motor vehicles.
- In-line skating, roller-skating, skateboarding, or using scooters or hoverboards are prohibited on all campus property.
- All motor vehicles parked in the residential parking lot must have a valid Resident Parking Permit. Information about Resident Parking Permits for motor vehicles may be found on the Housing resident Parking page.
- Badly damaged or inoperable vehicles, as determined by University Police or Parking Enforcement officers, will not be allowed in the residential parking lot for more than two weeks irrespective of permits or registration.
- All vehicles shall conform to and abide with University rules and regulations relating to vehicles. Visit the Cal State LA Parking website to learn more.

Damage

Licensees are responsible for any damage beyond normal wear and tear to their assigned space and shared areas. Damage to Campus Housing, public, or private property is prohibited.

- Licensees will be held accountable for damage, vandalism, or loss to their personal room and assigned furniture.

- Licensees will be charged against their security deposit for any damage to or loss of Campus Housing property in their apartments and/ or bedrooms. If the total monetary amount of damage exceeds the amount of the security deposit, then the difference will be applied to the student account. If the Licensee(s) responsible for the resulting damages cannot be determined, the charges will be divided among all Licensees assigned to the apartment or room at the time the damage occurred.
- Misuse, abuse or destruction of Campus Housing property or property belonging to a member of the University community is prohibited.
- Vandalism to public or private property is prohibited. Licensees will be charged for any damage to or loss of Campus Housing property in their apartments and/or rooms. If the Licensee(s) responsible for the damages cannot be determined, the charges will be divided among all students assigned to the apartment or room.

All charges for damage will be assessed by Housing staff and billed to the student account. Appeals may be submitted in writing within the designated time frame following the charge notification.

Facilities Use

To maintain a safe and respectful living environment, Licensees must adhere to the following regulations regarding facility access and usage:

1. Tampering with or removing blinds, windows or window screens from any part of the building is prohibited.
2. Window painting is not allowed. Please refer to section "Decorating, Alteration to Premises/Property Damage".
3. Licensees are not permitted to climb in or out of apartment or bedroom windows.
4. Unauthorized presence on rooftops, outside ledges, other Licensees' rooms or apartments, or areas marked as restricted within Campus Housing is prohibited. Additionally, unauthorized entrance into and presence in construction sites in the vicinity of Campus Housing is prohibited and grounds for eviction. Both are subject to participation in the student conduct process.
5. Throwing objects or liquids to or from windows, balconies, stairwells, or roofs is prohibited. This includes, but is not limited to, Frisbees, balls, water balloons, food, garbage, and any other items.
6. Using a balcony as a means of entry or exit, or using it to store unsightly articles, garbage or Campus Housing property is not permitted. Sitting on, perching on, or jumping over balcony railings is also prohibited.
7. Shaking, cleaning, hanging or placing any articles from or out of the window, window ledges, balconies, landings, or on roofs is prohibited.
8. Entering or exiting South Village from a designated Emergency Exit is not permitted unless in an emergency.

Maintenance of Premises

A. Licensees shall not install or place any equipment or construction on the grounds or in the buildings. No outside gardens may be constructed or maintained in any area of Housing.
B. No engine or automobile work may be performed on the premises, including in the parking lots.
C. Students are responsible for reporting safety, maintenance, or cleanliness issues to the Housing Office.
D. Please submit a Work Order if experiencing maintenance or facilities issues of any kind such as, but not limited to:
    a. A non-emergency request, such as a damaged wall, missing trash bin, etc.

b. Urgent issues that may result in damage to the premises or jeopardize safety and health. The Licensee must also report the issue directly to the Housing Office.
c. After office hours, Licensee must also contact the RA on Duty.

Pest infestations: Maintenance of the premises includes reporting pest infestations. Licensees should include as much detail as possible, including, but not limited to: exact locations, physical descriptions, if you are experiencing any bites, etc. when submitting their Work Order.

Trash Removal

Licensees are responsible for removing trash and recyclables from their units and disposing of them properly in designated dumpsters or recycling bins located throughout Campus Housing.

- **University Apartments:** Dumpsters are located on the outside perimeter of the Housing loop.
- **South Village:** Trash chutes are available on each floor in South Village.
- **GEA:** Dumpsters are located by the parking area.

The containers are for Licensee use only. Furniture, televisions, computers, electrical items (e-waste) and hazardous materials are not to be disposed of in the trash bins located within Housing. Licensees should make off-site arrangements for removal of these types of items. Failure to comply will result in associated trash-removal costs. At the end of the spring semester, labeled bins are provided for e-waste collection.

Personal items, including furniture, appliances, or electronics, may not be left in or near trash receptacles. Licensees are responsible for proper off-site disposal and may be charged for improper dumping.

Furnishings

To maintain safety, cleanliness, and the condition of Housing-provided furniture, all Licensees must follow these policies:

1. It is prohibited to remove furniture that has been provided by Housing from a room or apartment, including outdoor storage closets. The Licensee is responsible for the care of, and is liable for any damage to, Campus Housing furniture or equipment. Licensee understands that their student account will be charged for any damage, loss or necessary cleaning caused by Licensees or guests.
2. Campus Housing furniture and equipment are not allowed to be taken onto the balcony or patio at any time.
3. Furniture may not block windows, doors or other pathways within the apartment or bedroom.
4. Furniture may not be stacked, assembled atop bricks, bookcases, or other structures not originally designed to support it.
5. No additional furniture or equipment is allowed in the apartment, bedroom, or on the balcony or patio. Additional furnishings are prohibited, including, but not limited to couches, loungers, loveseats, sofas, beds, tables, desks, papasan mattresses, chairs, game tables, dart boards, exercise equipment, large bookshelves, large entertainment centers, kitchen carts, etc.
6. If requesting a bed for medical purposes, please submit a copy of your accommodation request from the Office for Students with Disabilities (OSD).
7. **Apartments:** Personal patio furniture must only be designated patio furniture, not furniture intended for indoor use. This includes but is not limited to couches, tables, chairs, lights, etc. Students found in

violation are subject to participation in the student and housing conduct process and charges to repair or replace indoor furniture that's been damaged.

8. **GEA:** Items are prohibited from being stored outside. GEA does not have personal patios thus the outside space should remain clear of chairs, grills, bikes, excessive plant stands and plants and other personal belongings. GEA Licensees may have a maximum of two outdoor plants per apartment.
9. Licensees or their guests are prohibited from placing furniture, equipment, appliances, or fixtures into the trash receptacles or bins located throughout Housing. Licensees are responsible for the appropriate removal and disposal of all personal items. A charge will be assessed to a Licensee's account for any item found in the trash receptacles or bins that was not properly disposed of and can be traced back to a specific Licensee.

Technology Use & Privacy

Internet Use

Wi-Fi access is provided in all Campus Housing communities as a service through the University's Information Technology Services (ITS). Licensees are expected to use this resource responsibly and in accordance with University technology policies.

1. Users must ensure that their activity does not improperly restrict, inhibit or degrade any other user's use of a Wireless Network Connection, nor represent (in the sole judgment of Housing and Residence Life) an unusually large burden on the network itself. In addition, users must ensure that the user's activity does not improperly restrict, inhibit, disrupt, degrade, or impede the University's ability to deliver and monitor the network services. This includes the setup and use of unauthorized access points also known as "rogue" access points. The installation by and/or use of an outside internet provider is restricted by Housing and Residence Life.
2. You may not modify or tamper with the wireless routers located in your apartment or bedroom. Doing so will disrupt wireless internet for other apartments or bedrooms in your area. You may not connect hubs, routers, print servers, terminal servers, or other networked devices that have not been approved by Housing and Residence Life.

If you are experiencing internet disruptions, please submit a support ticket to ITS through their website.

Recording Devices

The use of cameras, video recording devices, or other electronic means to monitor or record any individual in a manner that violates their reasonable expectation of privacy is strictly prohibited in all Campus Housing facilities. This includes, but is not limited to:

- Recording or monitoring roommates, guests, or other Licensees in shared or private spaces such as bedrooms, bathrooms, living rooms, and balconies, without their prior knowledge and consent.
- Security cameras, baby monitors with video capability, or similar surveillance devices are not permitted in Campus Housing unless approved in advance by Housing and Residence Life for documented safety or accessibility needs.
- Ring/Nest or other smart doorbells, personal exterior cameras, or any other recording device may not be used or installed permanently or temporarily on Campus Housing property.

Licensees found violating this policy may be subject to disciplinary action, including removal of the device, conduct proceedings, and/or termination of their Housing License Agreement.

Solicitation and Posting Guidelines

1. Engaging in door-to-door distribution, advertising, sales, promotion, commercial transactions and/or solicitation of any nature within Campus Housing property including but not limited to apartments, rooms, balconies, buildings and/or on grounds immediately adjacent to Campus Housing is prohibited.
2. Postings that are not approved by Housing are not allowed within Campus Housing or facilities.
3. Only University departments or approved organizations/entities may submit materials for approval to be posted, they must be submitted in advance and approved by Housing.
    a. Posting request submission form can be found here

13. General Behavioral Responsibilities

Complicity and Failure to Report

A. An individual is *complicit* in a policy violation if they are aware of its occurrence and have the ability to report the violation but fail to do so.
B. It is a violation of Housing policy to solicit or assist another person in any act that would subject a Licensee to disciplinary action.
C. Licensees are responsible for reporting any and all observed policy violations and/or breaches of state law.
D. Licensees should not passively remain in the presence of such violations.

Disorderly or Disruptive Conduct

Any behavior that disrupts the administrative, educational, or communal nature of Campus Housing is prohibited. This includes irresponsible, disruptive or dangerous behavior towards persons or property that creates a health or safety problem. This also includes encouraging or provoking others to engage in abusive or irresponsible behavior.

Failure to Comply

A. Licensees and their guests are required to comply with University and/or Housing staff requests when such an official is working within the performance of their duties.
B. Interfering with staff in the performance of their duties is prohibited.
C. Failing to provide required information, documents, records, or identification to University and/or Housing staff is prohibited.

Identification

Licensees and their guests are required to carry and provide appropriate photo identification (e.g., driver's license, One Card) upon request by a University and/or Housing staff performing their duty.
Examples of other prohibited actions include:

- Failure to present ID.

- Presenting fabricated, falsified, or misrepresentative ID.
- Permitting others to use IDs for the purpose of improperly gaining access to Campus Housing, apartment, use of equipment, or any other service.

Falsification

A. Falsifying, forging, altering, or misusing University documents, records, or identification is prohibited.
B. Providing false information to University and/or Housing staff is prohibited.

Emergency Response & Evacuation

All Licensees must evacuate the building within 3 minutes when a fire alarm sounds or upon the direction of a University and/or Housing staff member.

Attempting to re-enter a room, an apartment, or any part of Campus Housing without permission of University and/or Housing staff is prohibited. Referral to University Police for criminal or legal action may also be a consequence for failing to comply with the evacuation policy. Fines are applied to any Licensee found responsible for not vacating a building or re-entering a building during a fire alarm.

Violence, Harassment & Assault

A. Behavior that is physically abusive or constitutes a threat to any member of the community is prohibited. This includes, but is not limited to, physical or sexual assault, verbal threats and/or harassment as legally defined, conducted through all types of communication including phone, email and the internet.
B. Hate Motivated Crimes: Any act of intimidation, harassment, physical force or threat of physical force directed against any person or family, or their property or advocate, motivated either in whole or in part by hostility to their real or perceived race, ethnic background, national origin, religious belief, sex, age, disability, or sexual orientation is prohibited.
C. Individuals found in violation can be subject to action up to, and including, termination and eviction.

More info on the latest Cal State harassment policies here.

Sexual Activity & Misconduct

Any sexual activity in public spaces is prohibited.

Any sexual activity in the presence of others, including roommates, without the affirmative consent of everyone present is prohibited. Sexual activity includes, but is not limited to, masturbation, touching intimate body parts, fondling, intercourse, penetration of any body part, and oral sex.

Sexual Assault & Harassment: Zero Tolerance Policy

A. Sexual harassment towards any person is prohibited. Sexual harassment includes such behavior as unwanted sexual advances, sexual gestures, unwanted requests for sexual favors, creating a hostile or offensive environment, and other unwanted verbal or physical conduct of a sexual nature directed towards another person.
B. Sexual assault, sexual battery or rape of any person is prohibited. This behavior includes any sexual activity that is carried out without the express consent of the parties involved, including, but not limited

to: attempted non-consensual penetration, non-consensual anal intercourse, fellatio, cunnilingus, or the insertion of a foreign object into the vagina, urethra, penis or rectum of another person.

C. Anyone under the influence of alcohol or drugs is incapable of giving consent to sexual activity.

Title IX info here.

Obscene Matter

Display of "obscene matter" as defined in the California Penal Code (section 311), or items which may be disruptive to the community, is prohibited anywhere on campus.

Weapons

Weapons of any kind, including firearms (loaded or unloaded), knives over 2.5 inches, explosives, tasers, and replica weapons are prohibited.

Firearms, stun guns, ammunition, fireworks, explosives, highly flammable materials, weapons of any kind, projectile devices, guns, knives, tasers, swords, hatchets, replica weapons, lasers, or, material, or instrument which poses a risk of damage or injury is strictly prohibited and a violation of university policy and the law. Any item brandished to threaten or cause harm to another individual could be considered a weapon. Definitions (in all cases include, but are not limited to, the following):

Firearms

Any gun, rifle, pistol, BB gun, toy gun, or handgun designed to fire bullets, BB pellets, or shots (including paintballs or darts), regardless of the propellant used. This includes Airsoft guns, ornamental rifles used for ROTC training and, "replica" firearms.

Weapons

Any instrument of combat possessed or carried for the purpose of inflicting or threatening bodily injury, including, but not limited to, blackjacks, slingshots, billy clubs, sandclubs, sandbags, metal knuckles, ninja stars, tasers, and replica weapons (including replica weapons used for classes or student activities).

Knives

Dirks, daggers, ice picks, knives having a fixed blade longer than 2-1/2 inches (California Penal Code 626.10), and replica knives. This does not apply to the lawful use of cutlery and other eating implements used in food preparation and consumption.

Smoking

It is the policy of the California State University (CSU) effective September 1, 2017, that all CSU campuses are 100% smoke- and tobacco-free.

In compliance with the "Smoke and Tobacco Free" policy, the use of cigarettes, cigars, pipes, electronic smoking devices, tobacco products, chew tobacco, tobacco accessories, vaporizing liquids, hookah, or any other tobacco utilization device is prohibited on all Cal State LA properties.

Visit their website for more information on the CSU tobacco policy.

Gambling

Gambling is prohibited. Games ending in profit, monetary or otherwise, are not allowed.

Theft

A. Theft of University and/or Campus Housing property, or property belonging to a member of the University community, is prohibited.
B. Thefts should be immediately reported to the University Police at 323-343-3700.
C. Unauthorized use of food, internet services, phone services, or personal property will be considered theft and a violation of policy.

Piracy

Television and radio antennas are not to be affixed to the roof of the premises or placed outside windows. No exterior wire, aerials, signs, or similar objects are to be erected. Please refer to Cal State LA Information Technology Services (ITS) for all restrictions.

More information on the ITS website.

14. Housing Conduct Process

The Office of Housing and Residence Life is committed to fostering a residential community where all individuals feel respected, valued, and empowered to learn from their experiences. We take an educational approach to student conduct by working with residents to reflect on their decisions, build accountability, and develop the skills necessary to thrive in a shared living environment. When a resident violates housing policies, Housing and Residence Life staff respond promptly to address the behavior in a manner that promotes personal growth and maintains community standards.

In addition to Cal State LA's Student Code of Conduct, there are Student Housing Community Standards & Policies that apply to students, guests, and visitors while they reside or are present in student housing facilities or surrounding areas. Student Housing is a year-round operation; therefore, these policies are in place throughout the calendar year. Finally, students are considered personally responsible for the behavior of their guests and visitors. The following outlines the rights, responsibilities, and procedures that guide how residents and staff address policy violations and foster a respectful and supportive residential community.

The following information describes the rights, responsibilities, and procedures of the Licensee and Housing staff in addressing inappropriate or concerning behavior and violations of Housing policies.

Housing Judicial Information

If a resident or their guest is alleged to have violated a housing policy, an incident report will be filed and forwarded to the Office of Housing and Residence Life. The resident will be notified via their Cal State LA email address about the nature of the alleged violation and provided details for a scheduled incident meeting. This meeting will be conducted by a designated hearing officer, which may include a Residence Life Coordinator, Assistant Director, or Associate Director of Residence Life. The purpose of this process is to ensure that concerns are addressed fairly, consistently, and in accordance with university policies.

Resident Responsibility

During the incident meeting, the student will be informed of the alleged violation and given the opportunity to share their perspective with the hearing officer. The hearing officer will review all available information and evidence before determining whether the student is responsible for the alleged violation. In the Housing conduct process, a student may be found responsible if the evidence indicates it is more likely than not—meaning a likelihood of 51 percent or greater—that the violation occurred. If a resident fails to appear, the housing conduct process will proceed without the benefit of their input and a decision (including potential sanctions) will be issued based on the available information.

Housing Conduct Process Steps

The following is a brief overview of the housing conduct process for violations of the Standards for Student Conduct and Housing Handbook.

STEP 1: Referral

A hearing officer receives a report documenting an alleged violation of the Standards for Student Conduct and/or this Housing Handbook and begins an investigation.

STEP 2: Notice

A hearing officer notifies the resident in writing through their @calstatela.edu email of the report. The letter will include specific information as to the alleged policy violation, date of the incident and appointment time or a deadline date to schedule the appointment.

STEP 3: Meeting

During the conduct meeting, the resident will have an opportunity to hear and respond to the allegation. If the resident admits to the policy violation, the hearing officer will issue a sanction. If a resident denies responsibility for an alleged policy violation, the hearing officer must decide based on the information and evidence available. If the resident is found to be responsible, the hearing officer will issue a sanction.

Possible Sanctions

Warning

Written warning places the student on specific notice of violating behavior and affords the student the opportunity to correct themselves. These letters only require that the student not repeat the violating behavior and that any repetition of the behavior will result in more severe disciplinary action.

Educational Sanctions

Designed to foster self-reflection, increase awareness of university policies and community expectations, and promote responsible decision-making. Such sanctions aim to help residents understand the impact of their actions on themselves, others, and the residential community, while equipping them with strategies to prevent future violations.

Restitution

Payment made to compensate for damages, loss, or harm caused by the student's action. Damages include personal or University property, or costs related to an injury. This may include appropriate services and/or monetary material replacement.

Fine
A fine requires the responsible Licensee to pay a sum of money as a consequence for violating a rule or policy. The judicial officer shall determine the amount. Fines may be imposed separately or in addition to any other sanction(s).

Housing Disciplinary Probation
This is an official notice to the Licensee that their behavior has reached a level that has jeopardized their privilege of living in On-Campus Housing. This level of sanction should be taken seriously by the Licensee as a time to reevaluate their willingness to abide by the community standards established in a student housing environment. Conditions of probation will usually be in conjunction with more severe sanctions and a referral to the Office of Student Conduct.

Referral to Office Student Rights, Responsibilities & Resolutions
Residents should be aware that concurrent judicial proceedings might occur for policy violations. Cases of a serious nature are referred to the Office of Student Rights, Responsibilities & Resolutions, who has the authority to hear the case involving any student violation that occurs on campus. This process can result in the suspension or permanent dismissal of the student from Housing and the University. Violations of city, country, state or federal laws may also result in civil proceedings or criminal charges.

Standard of Proof
Individuals are always innocent until proven otherwise; however, unlike a court of law, the standard of evidence is less stringent and is known as “a preponderance of the evidence.” In other words, imagine weighing the evidence on some imaginary scale, the housing hearing officer must be more than 50 percent sure that a policy violation occurred.

Appeal Process

Residents have the right to appeal a decision made during an incident meeting. Appeals must be submitted within three working days of the conduct meeting. All requests for housing conduct appeals are available through an appeals link included in the decision letter. Approval for an appeal hearing will be determined by the Associate Director of Residence Life or the designee and will be based on at least one of the following criteria:

1. Presentation of new or relevant information that was unavailable at the time of the original hearing
2. Procedural Error
3. Clear abuse of the discretion of the hearing officer or designee

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15. Roommate Agreement

Housing provides the Roommate Agreement to ensure that the quality of living within a residence coincides with the expectations of the Licensees who live there. This document is designed to provide its users the opportunity to establish some guidelines related to the details of their living arrangements.

The Roommate Agreement provides a space for Licensees to establish expectations related to:

- Cleanliness and shared responsibilities
- Use of common spaces

- Guest policies
- Communication styles
- Privacy and personal boundaries

Creating Your Roommate Agreement

When completing your agreement, we encourage the following approach:

1. Find a time to meet. Be mindful of one another's schedule and set aside time to talk.
2. Use "I" statements. Express your thoughts in a constructive way (e.g., "I feel stressed when the trash isn't taken out.").
3. Make it collaborative. Everyone's input matters. Decisions should be made together.
4. Be specific. Outline clear expectations for how shared spaces will be used and maintained.
5. Contact your RA if needed. RAs can help facilitate conversations or mediate conflicts.
6. Update as needed. Revisit the agreement if your living situation changes or new concerns arise.

Your RA will collect the final copy of your agreement and may post a copy in your unit for easy reference. Review the agreements regularly, especially with new roommates.

Note: All agreements must comply with existing Housing policies. Please refer to the License Agreement and this Housing Handbook as you develop your agreement.

Cleaning Expectations & Shared Responsibilities

Many of the discussions you will be having are regarding topics for which Housing already has policies for. We encourage you to review the License Agreement and this Housing Handbook and confirm that your agreements comply with the Housing policies already in place.

Cleaning

Licensees are expected to support a healthy and safe community environment and will be held responsible for maintaining a clean apartment and/or bedroom. One of the most common roommate conflicts is over cleanliness and maintenance of the apartment and/or bedroom. Following a cleaning schedule will help avoid this issue.

General Expectations

- All Licensees are responsible for the upkeep of their assigned bedroom and shared common areas.
- Food waste and dirty dishes must be cleaned promptly to avoid pest issues.
- Cleaning should be done weekly (or more frequently, if needed).
- Licensees are responsible for supplying basic cleaning items (e.g., sponges, cleaners, broom, mop, vacuum).

Suggested Cleaning Topics to Discuss

The following list is an example of expectations Licensees may use in establishing their cleaning schedule. For health and safety reasons, most items should be done weekly, some daily. Anything that has food residue should be cleaned or removed daily to avoid pests.

Conditions to agree on

- Who will purchase shared cleaning supplies?

- How often will trash be taken out from the kitchen and bathroom?
- Are residents responsible for washing their own dishes?
- How long can dishes sit out before they must be cleaned?

Cleaning Guidelines by Space

South Village

- **Community Kitchen:** Dishes returned to your room after use; wipe any mess in oven or microwave; no trash on floors; counters wiped down and free from food items; no items left on the stove; no food items left out that can attract pests.
- b Floors vacuumed; trash emptied regularly; no food or dirty dishes left out.

Apartments

- **Kitchen:** Dishes washed daily, clean oven, microwave and dishwasher; empty trash; sweep; no trash on floors; counters wiped down and free from food items; mop; no items left on the stove; no food items left out that can attract pests.
- **Bathroom:** Clean tub/shower; clean toilet bowl; sweep; mop; clean counters and mirrors; empty trash.
- **Bedroom:** Floors vacuumed; trash emptied regularly; no food or dirty dishes left out.
- **Living Room:** Furniture arranged properly; limited number of personal items (clothes, books, etc.); empty trash; clean tables; vacuum.
- **Dining Room:** Furniture arranged properly; limited number of personal items (clothes, books, dishes etc.); clean table; vacuum.
- **Storage Room:** Personal items labeled; neatly organized; sweep; mop.
- **Patio/Balcony:** No accumulated trash outside; no university furniture; sweep outside; keep drains free of debris.

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16. Preventative Maintenance Tips for All Residents

Following these simple tips can help you avoid damage, reduce maintenance requests, and keep your space clean and functional. Whether you live in an apartment or South Village, please review and follow these guidelines carefully.

Apartments (Phase I, II, GEA)

Dishwasher (Phase II Only)

- Only use dishwasher detergent. Using regular dish soap will cause flooding and damage the appliance.
- Rinse food off dishes before placing them in the dishwasher. Large food particles can clog and damage the unit.
- Only place items marked “Dishwasher Safe” into the dishwasher. If unsure, wash the item by hand to avoid damage.

Garbage Disposal & Kitchen Sink

- Do not pour oil or grease down the drain. Cool it and dispose in a sealed container in the trash.

- Avoid placing large amounts of fruit/vegetable peelings, rice, pasta, bones, or any hard items in the disposal.
- Always run cold water while using the disposal.
- To reduce odors, you can pour a small amount of dish soap or thin lemon peels down the drain.
- If your sink or disposal is clogged, do not attempt to repair it yourself. Submit a Work Order.

Microwave

- Do not place metal objects or items with metal trim (e.g., foil, staples, metallic-lined containers) in the microwave.
- Do not run the microwave when empty.
- Clean the microwave regularly to prevent build-up.

Toilet

- Only flush toilet paper. All other items must be disposed of in the trash.
- If your toilet clogs, use a plunger. If overflow continues or the issue persists, notify Housing staff or the RA on Duty.
- If water flows in without being flushed (especially from above), alert upstairs neighbors and immediately contact Housing or the RA on Duty.

Heating and Air Conditioning

- For effective cooling/heating, keep doors and windows closed.
- Use “auto” mode on the thermostat instead of “on” to conserve energy.
- Agree with roommates on a shared temperature preference.
- Turn off the system and close blinds when no one is home to save energy.

South Village

Microwave Use (Community Kitchen Only)

- Microwaves are located in the Community Kitchen only; personal microwaves are not permitted in rooms.
- Do not place metal or metallic-trimmed items inside.
- Always clean the microwave after use to avoid buildup and odors.

Toilets

- Only flush toilet paper. Items like sanitary products, wipes, and trash must be discarded properly in bins.
- Use a plunger for minor clogs and notify staff if issues persist or if overflow occurs.
- If water appears without flushing, it may be a shared line issue, contact the RA on Duty immediately.
- Be mindful of others and clean up after yourself.

General Maintenance Tips

- Keep suite common areas clean to prevent pest issues.
- Dispose of trash in the designated chutes on your floor.
- Report maintenance issues as soon as possible by completing a Work Order.
    - Please note that Licensees are responsible for paying all damages. Submitting a work order does not waive this responsibility. See the License Agreement for more details.

10. Common Housing Acronyms

ASI – Associated Students Incorporated
Cal State LA's official student government. They advocate for student interests and support campus initiatives.

ACR – Apartment Condition Report
A form provided when you move into your apartment to document its condition.

- Access online at any time on the "Policies and Forms" page, and residents are sent a link upon arrival.
- Note any discrepancies within 72 hours of move-in by submitting this form.

CC – Community Center
Located in Phase I, this is where Licensees can check out equipment for games and recreation.

HRL - Housing and Residence Life

RA – Resident Assistant
A student staff member who:

- Offers peer support and guidance
- Plans community programs
- Helps resolve roommate conflicts
- Enforces Housing and Residence Life policies

RCR – Room Condition Report
Similar to the ACR but used for residence hall-style rooms.

- Access online at any time on the "Policies and Forms" page, and residents are sent a link upon arrival.
- Note any discrepancies within 72 hours of move-in by submitting this form.

RHA – Residence Hall Association
An organization made up of dedicated residents who act as agents of opportunity to promote a thriving academic and social environment while voicing the concerns of the community.

RLC – Residence Life Coordinator
A full-time professional staff member who:

- Supervises RAs
- Provides support and mediation
- Coordinates community programs

- Handles conduct matters within Housing

SV – South Village
Refers to the South Village residence hall, one of the on-campus housing communities.

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17. Off-Campus Local Services (Not Affiliated with the University)

In Case of Emergency	
Off-campus Emergency	911
On-campus Emergency & Cal State LA Campus Police	323-343-3700
Los Angeles Fire Department	213-978-3800
Health Centers & Hospitals	
Cal State LA Health Center	323-343-3300
Alhambra Hospital Medical Center	626-570-1606
LAC + USC Medical Center	323-226-2622
White Memorial Hospital	323-268-5000

Transportation	
ACT-Alhambra Community Transit	626-289-1220
Fiesta Taxi	877-722-2122
LAX (Los Angeles Airport)	855-463-5252
Prime Time Shuttle	800-733-8267
SuperShuttle (General Information)	800-258-3826
Other	
US Post Office	800-275-8777

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18. Commitment to Non-Discrimination & Title IX

The Office of Civil Rights and Title IX is dedicated to fostering a safe and inclusive study and work environment, free from unlawful discrimination, harassment, and retaliation. The office promotes equality of opportunity and respect for all by:

- Removing barriers to employment and education
- Developing inclusive policies and procedures that encourage equality, respect, and belonging
- Educating the campus community on topics including:
    - Unlawful harassment
    - Discrimination
    - Retaliation
    - Title IX
- Providing guidance and resources for students, faculty, and staff on:
    - Their rights to file a complaint
    - How to address issues of unlawful discrimination or harassment promptly
- Collaborating across departments such as Student Affairs, Athletics, Academic Affairs, and Public Safety to:
    - Promote gender equity
    - Ensure Title IX compliance
- Broadening access and pathways to success for our diverse community

Diversity at Cal State LA is not just a statistic, it is a strength.

Cal State LA follows the California State University's policies and procedures, as applicable.

Title IX Notice of Non-Discrimination

The California State University system, including Cal State LA, does **not discriminate** on the basis of sex, gender, or sexual orientation in its education programs or activities.

Under **Title IX of the Education Amendments of 1972**, and related federal and state laws, discrimination based on sex, gender, or sexual orientation is prohibited in:

- Employment
- All education programs and activities (on or off campus)

These protections extend to all individuals, regardless of gender or gender identity, and include protection against sexual harassment and sexual violence.

Cal State LA has adopted this policy through the application of the CSU Interim Nondiscrimination Policy.

Title IX: Learn More

For more information, visit the Cal State LA Title IX website, where you can find details about:

- How to report an incident
- Campus, civil, and criminal consequences
- Sexual misconduct and confidentiality – Know your options
- What you can do to support yourself or others
- Key definitions
- Additional support resources

This Agreement is subject to change without notice.