

Sterling



**RESIDENT HANDBOOK
2011-2012**

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Professionally Managed by

Sterling University Housing

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MESSAGE FROM MANAGEMENT

WELCOME HOME! We sincerely hope you will find your experience at Sterling 411 Lofts to be satisfying and positive.

As this living and learning community was established for members of the University of Michigan and general Ann Arbor community, we encourage respect for the rights of every individual, balanced against the rights and interest of the community as a whole. We are happy to have you as an active participant in this cooperative effort.

Communication is important in achieving our goals, and we continually strive to keep you informed on matters concerning the community. Effective communication requires genuine two-way dialogue, and to that end our management staff, Community Assistants, lobby attendants and maintenance staffs are all eager to hear about your experience at Sterling 411 Lofts and how we can continuously improve it.

This Handbook provides pertinent information about the Sterling 411 Lofts community. While every effort has been made to provide residents with complete and accurate information, Management must reserve the right to change, amend, modify or withdraw any policy or procedure contained in this document, with or without notice. Of course, if changes become necessary, notification to residents will be made as soon as practical. In the event of questions, final interpretation of the policies and procedures applicable to the building is the responsibility of the Management.

Sincerely,

Stacy Gregorio
Property Manager

STATEMENT ON COMMUNITY LIVING

Sterling 411 Lofts is a great place to live, especially when each resident assumes his or her share of community responsibility. Sterling 411 Lofts residents come from all around the city, state, country and world. Most are in the midst of academic pursuits at the undergraduate or graduate level. In this unique community, residents are rich in knowledge and diversity. The Sterling 411 Lofts community encourages interaction among residents to make the most of this learning and living opportunity.

With so many residents living in such close proximity to each other, conflicts of various types are possible and even inevitable. Residents are encouraged to get to know loft-mates and neighbors, so that when disagreements occur, resolving them amicably is more likely.

Understanding different lifestyles forms the foundation of a mutually respectful environment for everyone. The academic nature of Sterling 411 Lofts necessitates compromise between individual and community needs. When these needs are in conflict, policy generally favors community needs.

Policies at Sterling 411 Lofts have been established in the interest of those who live, work and visit the community, for the preservation of the facilities for future generations, and to comply with healthy, safety and other regulatory expectations. Therefore, Sterling 411 Lofts policies are sensitive to the rights and well-being of all residents, visitors and employees. They limit physical alterations to the facility and define permissible use by residents. Policies include a reasonable expectation for activities and behavior, and comply with local, state, and federal laws and fire, safety, healthy and code requirements.

CRIME REPORTING

Your reporting of any known or suspected criminal activity in our community is important for the health and safety of all of us. Please report any such activity to the police and Management as soon as you become aware of it.

To report a crime or emergency in or near the building, please call **9-1-1** first, and then contact the Sterling 411 Lofts on-duty attendant in person or via telephone at **734-998-4400**.

Sterling 411 Lofts Management will report all serious crimes that are reported or observed to the Ann Arbor Police Department (AAPD). For lesser incidents, victims are encouraged, and will be assisted by the staff, to contact the AAPD. All known suspected crimes occurring within the premises or within a reasonably contiguous geographic area may be reported by Sterling 411 Lofts to the University of Michigan as may be required under the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act of 1990.

STAFF

Sterling 411 Lofts staff are here to help residents get the most out of their living experience. Staff provides a variety of services and referrals for assistance. Additionally, they also respond to emergency situations and are available through the lobby desk and/or a monitored answering service 24 hours per day at 734-998-4400.

Professional Staff

Full-time professional staff responsible for building management includes:

- The **Property Manager**, who supervises the property and manages the other professional staff
- The **Assistant Property Manager**, who provides assistance to residents with billing, assignments and other matters
- The **Leasing and Marketing Manager**, who provides assistance with leasing, marketing and resident events
- The **Building Engineer**, who is responsible for all maintenance and facility concerns
- The **Maintenance Technician**, who assists with maintenance and facility concerns.

Management Office Staff

The Management Office, located on the second floor just to the right when exiting the elevators (#206), has regular office hours of **Monday to Friday, 9am-7pm** and **Saturday, 12-7pm**. We can be reached during these hours at 734-998-4400. Some services available at the office include accepting payments on resident accounts (check or money order only), processing requests for maintenance (Work Orders), re-programming or replacement of key cards, obtaining information on Sterling 411 Lofts programs and activities, and processing apartment change requests. Please feel free to contact the office with any questions or for additional resident services needs.

Lobby Attendants

Sterling 411 Lofts' front lobby is attended for most of the day by Lobby Attendants; this position is staffed by a combination of community assistants during daytime hours and an outside security firm during evening hours. The Attendants screen and check in visitors, sign for packages while residents are out of the building and provide building and city information. The Lobby Attendants report to the Property Manager.

Community Assistants (CA)

The CAs are live-in student staff committed to the personal and academic success of our residents. They help foster a sense of community through leadership, programming and policy enforcement. They are one of the resident's primary sources for information, problem-solving and support. CAs are often first-responders to safety and facility related issues, provide information about the community and also help facilitate recreational and educational events for residents. They have responsibility to help ensure safety within the building by overseeing common areas and help with seasonal apartment safety inspections. They report to the Property Manager.

If you are interested in learning more about becoming a CA, please see the Property Management Team. Sterling 411 Lofts is always accepting applications and resumes even when positions are not available.

BUILDING AMENITIES

Sterling 411 Lofts consists of ten floors, with residents residing on floors two through ten. Mailboxes and access to the parking garage are on the first floor. On the tenth floor, the Sky lounge contains lounge space, a fitness room, a conference/study room with two computers, a vending area and laundry facilities. All common facilities are for the exclusive use of residents and their escorted guests.

Access

Sterling 411 Lofts is not a public facility. Other than the ground floor retail spaces with separate street-side entrances, access to the building is restricted exclusively to residents, building employees, authorized contractors and invited guests. A key card is provided to every resident and it must be used by each resident when passing the lobby desk, even if entering with others. The key card will also provide access to the resident's apartment, as well as to the Sky lounge and laundry room. Each resident is also issued a separate key to secure the entrance to his or her assigned bedroom, as well as a mailbox key. Allowing others to use or possess a resident's key card and/or bedroom key is strictly prohibited.

Generally, each guest is required to register at the lobby desk when entering the building. In Management's discretion, guests of residents may be permitted to enter without registering when entering through the lobby accompanied in person by a resident using his or her key card for entry, or when using a Frequent Guest Card. Frequent Guest Cards are available by pre-registering at the Management office during business hours and allow entry to the building but not to any specific apartments. Frequent guests must be sponsored by a resident, who will be responsible for that guest in the future. In all other cases, and at any time in Management's discretion, each guest must stop at the lobby desk until the lobby attendant speaks to the resident being visited and allows entry.

During night-time hours, when the lobby desk is unattended and at certain other times, the front

entrance doors and the elevators are designed to operate only by a resident with his or her key card, requiring the resident to escort each guest into the building. Sterling 411 Lofts goes into night mode from 12pm to 8am, and the elevators go into night mode from 8pm to 8am.

Guests must comply with building policies at all times. By bringing or accepting a guest into the building, the resident accepts responsibility for the guest's actions and compliance with all policies.

Appliances

Each apartment is provided with a refrigerator/freezer, oven with a stove top range, microwave, dishwasher, in-sink disposal and a 42-inch flat-panel HDTV. All of these appliances remain the property of Sterling 411 Lofts. Please report any problems with appliances to Management. Residents will be responsible, together with their loft-mates, for any loss or damage to these appliances.

Bicycle Storage

A limited number of bicycles can be accommodated at the bicycle racks located inside the basement parking garage. Access will be provided to all residents on a first come, first serve basis. Residents are responsible for securing their own bicycles with locks. Bicycles should be walked up and down the ramp from Division Street into the parking garage. Residents wishing to use the parking garage for bicycle access should request Management to enable their key cards to operate the garage door.

Bicycles are prohibited anywhere else in the building, including in the lobby, the elevators and inside apartments. As is the case with all personal property brought on to the premises, the resident assumes full responsibility for any damage or loss.

Fitness Center

A Fitness Center is located inside the Sky lounge on the tenth floor. The Fitness Center is for the exclusive use of Sterling 411 Lofts residents and their escorted guests. The Fitness Center is not staffed

with or supervised by building personnel, and all equipment is available at the user's own risk. Unsafe or inappropriate use of the Fitness Center or equipment is prohibited. To report any concerns regarding the Fitness Center or its equipment, please contact the Management Office.

Furnishings

Except as otherwise specified, each resident is provided with an extra-long full-size mattress (54" wide by 80" long), a bed frame, a wardrobe/armoire with doors, a desk and a desk chair. In addition, the common living room area within each unit is provided with a couch, a lounge chair (except 1-bedroom apartments), a coffee table, a media console, a wall-mounted 42" flat-panel television and two counter stools. Each bathroom also contains a movable storage unit. Residents wishing to remove any pieces of furniture from a bedroom or apartment unit must first contact the Management Office to arrange the move in Management's sole discretion. Replacement or repair of furnishings that are damaged or missing will be the joint responsibility of all residents of the apartment, except for furnishings damaged or missing from a specific bedroom, which are the responsibility of the resident assigned to that bedroom.

Heating & Air Conditioning

Central heating and air conditioning are provided in each apartment. Residents may experience transitional times during the spring and fall where heating and cooling are difficult to balance. Supplemental heating and/or cooling devices are prohibited. Residents are expected to be cognizant of and practice methods of energy conservation. Under the Sterling 411 Lofts Housing Agreement, excessive use of utilities as compared with other apartments may result in residents of an apartment being billed for extra utility charges.

Laundry Machines

The community laundry room is located on the tenth floor, adjacent to the Sky lounge. The laundry room is accessible 24 hours a day. Machines run through

the use of magnetic, pre-paid cards available for purchase in the Sky lounge, next to the vending area. If a machine malfunctions, please report it to the Management Office or the Lobby Attendant. Money lost due to malfunctioning laundry machines can be refunded directly through our laundry services provider. Contact information for the laundry services provider is displayed on each machine in the laundry room. Any items left in the laundry room overnight will be disposed via donation to a local shelter, in Management's discretion. Sterling 411 Lofts is not responsible for items lost or stolen from the laundry room.

Mail Delivery & Packages

Upon move-in, each resident is issued a mailbox key that corresponds to the mailbox numbered the same as the apartment number. To ensure correct delivery, please request that your mailbox/unit number is used on all mail. Residents should be sure to change their address with the US Postal Service well before moving in to or out of Sterling 411 Lofts. The mail is delivered per USPS schedule and distributed to mailboxes located on the first floor by the US Postal Service. All residents of each apartment share that apartment's mailbox.

Packages sent through a parcel delivery service (FedEx, UPS, etc.) will be delivered directly to your apartment. In your absence a notice is left on your door and the packages will be signed for in the Management Office. Packages are available for pick-up while the office is open, and will require a signature prior to retrieval. Please note that packages dropped off in the building, including with lobby staff, are at the resident's risk at all times; Sterling 411 Lofts and its staff are not responsible for lost, stolen or damaged packages.

Sky Lounge

The Sky Lounge, located on the tenth floor directly across from the elevators, is open 24 hours for use by residents and their escorted guests. The Sky lounge contains lounge space, a large television, a pool table, a vending area, the Fitness Center, a study/conference room and access to the laundry

facilities. Access to the Sky lounge generally requires use of the resident's key card. Guests may be present in the Sky lounge only while the resident hosting them is also present. Management may also occasionally host gatherings in the Sky lounge.

Study/Conference Room

A study/conference room is located inside the Sky lounge on the tenth floor, for use by residents on a first-come, first-served basis. Please be courteous in using the study/conference room and the computers within for a reasonable time, removing any belongings and cleaning up after each use.

Technology

Sterling 411 Lofts technology services include high speed Ethernet Internet in each bedroom, wireless Internet access, high-definition digital satellite television in each living room and an analog (cable) television signal in each bedroom. For information regarding connecting, upgrades and downloads please see our Technology Policy on page 14.

Trash Removal & Recycling

Each residential floor in the building is equipped with a trash chute. This chute is located off the hallway

on the north side of the building. For consideration of others and to prevent blockage, residents are expected to bag and tie all trash before placing it in the chute. Please empty all containers with liquids before placing them in the chute, all liquids are prohibited from going down the chute. Oversized containers should be brought down to lobby so it can be placed directly in the trash compactor; no oversized trash should be forced down the chute. Recycling bins are located on each floor in the trash room or other room as labeled – please recycle!

Vending Machines

A variety of products are available in the vending machines located in the Sky lounge. Money lost in the vending machines should be reported to the Management Office.

Parking

Limited parking is available onsite at Sterling 411 Lofts, and is available at an additional cost on a first-come, first-served basis. Only residents who have reserved parking may park on site. Any vehicle not parked in a marked parking space, or not displaying a valid parking tag will be towed at the owners' expense, without any notice.

BUILDING AND RESIDENT SAFETY

To enhance the safety of residents, cooperation in the event of an emergency is needed from all. This is why special emergency evacuation routes are provided to every resident. Please become familiar with the safety features, exit locations and procedures for our community before an emergency arises!

Be comfortable about questioning and reporting suspicious activity, strangers, unlocked doors, fire safety equipment that appears to have been tampered with, etc. Safety and security are everyone's responsibility.

Emergency Telephone Numbers

In the event of an emergency, call 9-1-1 for police, fire or ambulance. Your location is:

**Sterling 411 Lofts
411 E. Washington Ave.
Ann Arbor, MI 48104**

Then, call Management's 24-Hour Number:

734-998-4400 option 4

Personal Safety

No matter where you live, certain precautions should be taken:

- Let your roommates and/or friends know where you will be if you are away from the building, especially if you will be gone over night.
- Avoid walking alone after dark when possible.
- Contact the police at 9-1-1, and then Management, if you are the victim of or witness to an accident or attack in or around the building.
- Familiarize yourself with the building, including all entrances and exits.
- Keep your apartment door locked at all times; never prop any door (apartment, building, stairwell, etc.)

Property Safety

- Make a list of your personal property, including identifying marks or serial numbers and manufacturer name.
- Record the number of all credit cards and bank accounts, as well as the phone numbers to all associated companies and banks.
- Keep valuables in a secure place.
- Do not keep excessive amounts of cash in your apartment.
- Be alert to the presence of strangers in any non-public area and report their presence to a staff member.
- Keep your apartment locked whenever you leave, even if you intend to return momentarily.
- In the event that you are a victim of theft, notify any staff member.
- Do not leave your clothes unattended in the laundry room.
- Insist on seeing identification for any person you do not know seeking access to your apartment. Please contact the lobby attendant with any questions.
- Do not leave a message on the outside door to your unit stating where you are and when you will be back.

Personal Property Insurance

Sterling 411 Lofts cannot assume responsibility for theft, damage or loss of money, valuables or personal property of any kind belonging to any resident or guest. You should check with your insurance provider regarding the extent of coverage under existing policies, which you or your parents/guardians may carry. All residents are strongly encouraged to carry sufficient personal property / rental insurance to provide the highest level of protection desired.

Community Responsibility

It is important that all members of the community remember that, in conjunction with building staff, all residents share responsibility for overall safety at Sterling 411 Lofts. Residents and staff are expected to promptly and accurately report any and all criminal acts, dangerous situations, suspicious behavior or acts causing nuisance to other residents. Please remember that Sterling 411 Lofts Management can act only once we are aware of a situation. Therefore, the community relies in part on individual residents to bring problems to Management's attention. Together, we can ensure that this will not only be a supportive and fun place to live, but also a safe one!

HOUSING POLICIES AND PROCEDURES

Assignments

Room assignments and corresponding rates are based on full occupancy of each apartment, which ranges from one to five residents. Residents who occupy space below the desired occupancy may be assigned additional loft-mates if available, or must promptly move to fill other vacancies if notified by Management.

If a resident is relocated to another apartment at the request of Management, housing charges will not increase for the remainder of the current Agreement term, even if the new unit is higher-priced; the Resident's rate will decrease automatically if relocated to a unit carrying lower housing charges.

Sterling 411 Lofts does not make assignments based upon race, color, national origin, ethnicity, religion, sexual orientation or disability, and is committed to the letter and the spirit of the Federal Fair Housing Guidelines. Sterling 411 Lofts generally assigns individual apartments on an all-male or all-female basis; however, if all loft-mates approve in writing, mixed-gender apartments are permitted.

Management may assign and re-assign residents to other accommodations within the building to provide repairs or improvements or as otherwise necessary for the efficient operation and/or protection of people on the premises.

Assignment Change Requests

Requests for apartment changes within Sterling 411 Lofts only may be made during office hours in the Management Office, and require a \$150 transfer fee. However, approval for such requests is not automatic, and is in the discretion of Management. If approved, the resident must participate in a room inspection of both the old and new rooms, and will be responsible for any damage charges necessary for the vacated room.

Access

The privacy of residents is of paramount importance. However, entry into a unit is sometimes necessary for any of the following purposes:

- To respond to a work order or service request
- To perform health, safety and inventory inspections, announced in advance
- To respond to an apparent emergency or danger to a person's welfare or to the building or personal property
- To respond to a reasonable cause that a violation of Sterling 411 Lofts policies or the law is in progress
- To assist law enforcement officers in the performance of their duties
- To show the apartment to contractors or prospective residents, announced in advance

For all non-emergency situations, entry will be arranged in advance or by invitation with one or more of the occupants. If reasonable arrangements are impractical or refused, non-emergency entry will be made only upon at least one day's prior posted notice. Submitting a work order is automatically interpreted as an invitation to enter during normal working hours and respond to that request.

Sterling 411 Lofts service staff are always expected to knock and identify themselves as staff before entering.

"Posted notice" will generally be near the elevators when access is needed to many units on certain floors, or on the entrance door if only one unit will be affected.

Sterling 411 Lofts follows Ann Arbor City Code, which may affect times of entry into apartments. If you feel inappropriate access has taken place or that your privacy was not properly respected, please contact the Property Manager immediately.

Care of Facilities

Residents are expected to maintain their units to high standards of cleanliness and exercise reasonable care for the facilities. Routine cleaning in all units should include kitchen and bathroom appliances and fixtures, regular vacuuming of carpet, and full cooperation with the building's pest control program.

Alterations to the premise are prohibited, such as, but not limited to, installing locks, ceiling fans or electrical fixtures, voice or data outlets, erecting partitions, or attaching anything to ceilings, walls, windows, floors or exteriors without the prior written consent of Management. Residents must pay for any damages (less reasonable wear) within their units, including repainting, returning the unit to the previous condition as a result of any modification described above and replacement of any item missing. Nothing may be placed in a manner that would block, mask or obscure a sprinkler head or smoke/heat detector.

Check-In and Check-Out Procedures

At check-in, each resident is issued an ID/key card, a room key, a mailbox key, and a move-in inspection report. It is the resident's responsibility to examine carefully his or her apartment and its contents and to indicate on the report the absence of any appliance or furnishings, to note any damage to the unit, and to describe general condition of each room. This report must be signed and returned to the Management office within 7 days of check-in. Residents will not be held responsible for conditions, damages, and shortages (if any) that exist and are listed on the inspection report provided it is correctly completed and submitted.

Failure to return or complete this report as indicated could result in a resident's obligation to pay for damages regardless of whether they preceded his or her time of occupancy. If damages are noted only at the time of move-out they will be charged to the unit's most recent resident(s).

Before moving out, residents are expected to schedule an appointment with building staff. In the event that an appointment is not arranged in advance, please contact the staff member on duty via the Lobby Desk before leaving (if the Lobby Desk is unattended, please call 734-998-4400, option 4). Please note that moving out or being absent from Sterling 411 Lofts or your unit upon the move out inspection does not affect the financial obligations stated in the Agreement.

For move-out, all resident belongings must be removed from the apartment, the entire apartment cleaned, and furniture arranged as it was upon arrival prior to check-out with a staff member. Additionally, all keys must be returned and the move-in inspection report dated and signed at move-out.

Failure to check-out properly will result in a \$150 administrative fee for improper checkout, in addition to any damage charges. All repair and other damage charges will reflect actual estimated expenses or lost value; there are no "fines" involved.

Lost Keys (Swipe and Hard Keys)

A resident who loses or misplaces a key or key card will be responsible for full replacement cost for corresponding locks, new keys, and/or replacement of the card and reprogramming of the lock. A resident who is locked out of his or her unit may request lock-out service at the lobby desk. Lock-out service requires payment of \$15 at the time of entry, payable by check or money order. The cost of key replacement for a bedroom door or mailbox key is \$25. The replacement cost of the key card that provides access to the building and apartment is \$50. Always request a receipt for any payment. In Management's discretion, the charge for any key service upon request may be added to a resident's account rather than paid at the time of service for an additional fee of \$10.

Length of Housing Agreement

The dates of occupancy are specified in the Housing Agreement that each resident has signed. Residents who renew at Sterling 411 Lofts for an annual term and have signed a new Housing Agreement generally will be permitted to remain in the building at no additional charges during the lapse of approximately two weeks between the time the current term expires and the new term begins. The length of the Housing Agreement is binding. Rates cannot be adjusted for late arrival or early departure. Requests for extensions, if approved, will be at prevailing rates as communicated by Management.

Release of Resident Information

Except for information required in the performance of duties of Management, room assignments and roommate information will be released only in writing to assigned residents and their roommates, and when required by law. Management does not handle general inquiries for directory information. In the event of an emergency or action taken under the Housing Agreement, notification of a resident's emergency contact and/or guarantor may occur.

While Sterling 411 Lofts will make every reasonable effort to respect and safeguard your privacy within the terms of your Housing Agreement and this Handbook, you should not assume that Sterling 411 Lofts or its management will follow restrictions applicable to educational institutions. Specifically, Sterling 411 Lofts reserves the right to provide information to local schools, law enforcement agencies, or other authorities if requested or as otherwise required by law.

Work Orders (Maintenance)

Work orders can be submitted via the "Residents" tab at www.4elevenlofts.com. Registration is required the first time the resident portal is used.

Please be sure that the description of the issue is as detailed as possible. We will schedule a response during normal business hours as quickly as we can with or without your presence, and a note will be left in your unit (if you are not present). However, if you prefer to schedule a specific morning or afternoon appointment, please provide that information as well. Please keep in mind that advance scheduling by appointment will likely delay service response time. You may also call or come into the office yourself to notify us of a problem.

COMMUNITY POLICIES

Drug/Alcohol Policy

Members of this community owe it to themselves and others to make educated decisions regarding drugs and/or alcohol. All local, state, and federal laws concerning both drugs and alcohol are in effect at Sterling 411 Lofts. Additional policies exist in recognition of the academic nature of the community, and to help preserve the rights of residents who prefer to peacefully enjoy Sterling 411 Lofts.

Our policies include:

- Alcohol can be consumed only in the privacy of a resident's apartment when the front door is closed and no one under 21 is present.
- Only residents who are 21 or older may bring alcoholic beverages into the building and consume alcoholic beverages in the building.
- Beverage containers must be closed at all times in common areas of the building.
- Transport of open alcohol in any common area, including from one unit to another, is prohibited.
- All bulk containers of alcohol, including keg beer and other similar containers, are prohibited.

Management considers assisting anyone under the age of 21 in obtaining or consuming alcohol, or using, possessing or distributing any illegal substance, as criminal activity that warrants referral to the Ann Arbor Police Department and/or State Police. Such activity also subjects residents to early termination of the Agreement with standard termination charges. When an alcohol policy violation is apparent, the alcoholic beverage may be required to be poured out and disposed of by the resident(s) immediately, in the presence of staff.

Guest Policy

Guests of residents are generally allowed at any time within the guidelines specified below. No guests are permitted in an apartment, or in any resident's bedroom, without the consent of all loft-mates who are present. Residents are encouraged to discuss

with all loft-mates the guidelines for visitation by guests within the apartment.

Generally, each guest is required to register at the lobby desk with valid photo identification when entering the building. In Management's discretion, guests may be permitted to enter without registering when entering through the front lobby accompanied in person by a resident using his or her key card for entry, or when using a Frequent Guest Card. In all other cases, and at any time in Management's discretion, each guest must stop at the lobby desk until the lobby attendant speaks to the resident being visited and allows entry. During late-night hours when the lobby is unattended, guests must be escorted in person by a resident at all times into and throughout the building. To maintain a safe and enjoyable environment for all residents, at any time Management may also limit the number of guests permitted in the building or invited in by a specific apartment or floor.

Frequent Guest Cards are available by pre-registering at the Management office during business hours and allow entry to the building but not to any specific apartments. Frequent guests must be sponsored by a resident, who will be responsible in the future for the guest using the Frequent Guest Card. It is the sponsoring resident's responsibility to return all Frequent Guest Cards at the end of the term, and to notify Management in writing if a Frequent Guest Card should be deactivated for any reason. There is a \$50 fee associated with each frequent guest card issued. This fee is due prior to acceptance of said card. The Frequent Guest Card is the property of Sterling 411 Lofts even while in the possession of the guest, and Management may therefore refuse or revoke Frequent Guest Cards in its discretion at any time. Any misuse of a Frequent Guest Card may result in guests being prohibited from returning and will be the responsibility of the sponsoring resident.

Guests must comply with building policies at all times. By bringing or accepting a guest into the building, the resident accepts responsibility for the guest's actions and compliance with all policies. Individual guests who violate building policies may

be prohibited from returning. Management may refuse or revoke guest privileges at any time, for any reason. Failure of a resident to comply with the guest policies may result in the termination of the Housing Agreement with standard termination charges.

Overnight Guests

Overnight guests are defined as guests that stay past 2:00am. Even with the consent of all loft-mates, no guest may stay (overnight) more than three consecutive nights, nor more than six nights in any 30-day period, except with prior written approval from Management.

Sexual Harassment & Discrimination

Sexual harassment and discrimination in all forms are expressly prohibited. Incidents of alleged or actual sexual harassment or discrimination may be referred to local authorities.

Sterling 411 Lofts seeks to provide residents with a community free of harassment, discrimination or assaulting behavior of any kind, against any person or group, based on race, religion, gender, sexual orientation, marital status age, national origin, disability or any other basis protected by local, state, or federal law.

Sterling 411 Lofts is committed to taking action to prevent and eliminate all forms of sexual or gender harassment or discriminatory acts, including coercive sexual behavior and will respond to all reports of such behavior. Actions taken by Sterling 411 Lofts in response to claims of harassment or discrimination will be in Management's discretion. Violations should be reported to the Property Manager for investigation.

Management and law enforcement authorities may investigate all allegations of behavior in violation of this policy. Definitions of harassment and discrimination follow.

Harassment: Any behavior (written, verbal, or physical) that abuses, assails, intimidates, demeans, victimizes or has the effect of creating a hostile environment.

Discrimination: Unequal treatment of or unfavorable distinction made against a person based on race, national origin, ethnicity, gender, age, marital status, disability, religion, or sexual orientation, or any other basis protected by local, state or federal law.

Posting and Decorating Policies

- Doors. Posting or applying items to either side of the unit door is prohibited.
- Dartboards. Because of the potential for serious damage to walls and doors, dartboards are prohibited.
- Postings. All postings in public areas must be approved and signed by Management. Postings not approved by Management will be immediately removed.
- Windows. Nothing may be displayed in windows.
- Alterations. No changes may be made to the walls, ceiling, windows or floors.

Solicitation Policy

Due to the large number of residents in a single facility, many individuals, organizations and commercial entities have an interest in soliciting residents in the community. Policies regulating such solicitation are designed to ensure safety and protect the privacy of residents, especially in residential areas while complying with legal parameters.

1. Access to Mailboxes. Resident mailboxes are operated under guidelines provided by the US Postal Service. Therefore, **only addressed mail sent through the Postal Service may be placed in resident mail boxes.** Materials from any individual or organizations, student group, or company must be sent through the Postal Service, be properly addressed, and include a unit number.
2. Posting Guidelines. Sterling 411 Lofts is a restricted access facility open only to residents, employees and invited guests. Any posted material must be approved and signed by the Management. Material not approved and/or signed will be removed by Management.

Additionally:

- a. No one (except Management) is permitted to place materials on, at or under Resident doors.
- b. Sterling 411 Lofts' staff will discard any materials deemed inappropriate, in the discretion of the Management.
- c. Those found to be repeatedly posting unapproved materials will be subject to charges for removal and cleanup and/or referral to law enforcement.

Any repairs required from physical damage resulting from a posting, or unreasonable labor required to remove a posting, will be billed to the person, company or organization responsible. Additional questions should be directed to the General Manager.

Technology Policy

Data and video networking (including Internet) technology services available within Sterling 411 Lofts are generally provided without additional charge for standard services. Upgraded services may be available for additional charges. The following applies to all Sterling 411 Lofts technology services:

Unauthorized use of Sterling 411 Lofts technology services includes, but is not limited to:

1. Any use interfering with the work of another resident or staff member;
2. Illegal or criminal use of any kind;
3. Unauthorized entry into a file, unauthorized transfer of files or unauthorized entry into a network;
4. Accessing, creating, viewing, printing, storing, transmitting, dissemination, displaying or selling materials, information, data or images that are fraudulent, obscene, threatening, abusive, harassing, discriminatory or in violation of any other 4 Eleven Lofts policies;
5. Accessing, creating, viewing, printing, storing, transmitting, disseminating, displaying or selling any information protected by law or subject to an expectation of privacy;

6. Any use that infringes on any copyright, trademark or any other intellectual property right by any means;
7. Any attempts to access resources, features, contents or controls of technology services at Sterling 411 Lofts that are restricted, confidential or that residents are otherwise not authorized to use;
8. Any use that causes damage to, alters the operation, function or design of, or impairs the efficient operation of provided technology services or content of any other computer system or network;
9. Allowing persons who are not authorized by Sterling 411 Lofts to access technology service to do so, whether by affirmative act (such as disclosing account information) or by omission (failure to log off);
10. Any attempted use which would constitute an unauthorized use if accomplished successfully.

Sterling 411 Lofts may establish additional terms of use, including Terms of Service of the building Internet provider, which will apply in addition to these policies. Management retains the right to monitor Internet traffic, including users and addresses, to ensure compliance with these terms of use to maintain the efficient operation of the services provided. Consequently, users should not have any expectation of privacy with respect to the technology services. Residents are responsible for their own usernames and the security of their passwords, and for any activities by person using a resident's username or password.

Building Rules & Regulations

To reiterate and in addition to the rules included in the Housing Agreement, the following will apply:

1. Compliance with Instructions from Building Staff. All residents and their guests must promptly cooperate with properly identified Sterling 411 Lofts staff, or those appointed to act on behalf of Sterling 411 Lofts, in the performance of their duties, including but not limited to, providing photo-identification upon request. This includes compliance with directives whether oral or written.
2. Disturbance of Others. As an academic-oriented community with hundreds of residents, all residents and guests are expected to act responsibly at keeping noise contained within their own apartments and must immediately take corrective measures to minimize possible intrusions to others upon request by another resident or staff member.
3. Offensive Odors. An odor of significant intensity can be disruptive to others. Some examples include cleaning products, perfumes, air freshening sprays or even large amounts of dirty laundry, in addition to smoke and incense. When a strong odor can be identified as the result of one unit, that unit is expected to take immediate measures to remedy the situation.
4. Pets. For health and sanitation reasons, no pets of any kind are allowed with the exception of fish in tanks of 20-gallons or smaller.
5. Prohibited Items. For fire safety reasons, the following are prohibited:
 - The use, storage or presence of any type of bicycle except at the bike racks
 - The use of any electrical appliance without a clear "U.L." label
 - Any appliance with an exposed heating element (except the existing stove)
 - The use of power outlet multipliers or extension cords with multiple plugs, with the exception of power strips with built-in circuit breakers (all appliances that generate heat, including but not limited to curling irons, blow dryers, coffee pots, toasters and clothing irons, must be plugged directly into an outlet; the use of extension cords or power strips is not permitted with these items)
6. Prohibited Conduct. Violations include:
 - The use or storage of any electrical appliance that is rated at more than 6 amps (or 700 watts)
 - The use or storage of a gas or charcoal grill, or any other cooking device of any kind (including supplements to existing stoves/ovens, except for small U.L. listed appliances such as toasters)
 - Liquid-filled furniture of any kind, including waterbeds
 - Gasoline engines of any kind
 - Fireworks, explosives, firearms or other weapons of any kind, as defined by the Property Manager, whose decision will be final
 - The use of in-line skates or anything similar, as well as athletic shoes of any type with cleats, anywhere on the premises

- candles or other flammable materials
- Deception, fraud, and misuse of documents or technology
- Unauthorized possession or duplication of keys, keycards, or parking permits and/or the distribution of such objects to others
- Interfering with the response of officials to emergency calls
- Unauthorized removal, use or possession of property belonging to others, or the destruction or damage to property belonging to others (including Sterling 411 Lofts)
- Aiding, abetting, inciting or cooperating with another person in violation of policy
- Violations of the spirit and intent of the policies, procedures and accepted community standards as stated or later developed for the Sterling 411 Lofts community

COMMUNITY STANDARDS ENFORCEMENT PROCEDURES

Overview

Each member of the community bears responsibility for the creation of a strong, respectful, civil community. By voluntarily joining the Sterling 411 Lofts community, each resident has committed to adherence to a set of guidelines and policies as described in the Housing Agreement and this Handbook.

Additionally, each resident that is a college or university student also remains subject to the policies, rules, procedures and standards of conduct of his or her institution at all times.

Authority

Sterling 411 Lofts residents, and guarantors if applicable, are responsible for the components of the Housing Agreement and this Handbook. The Housing Agreement is contractually binding and Management will address alleged violations. It is assumed that residents have entered into the Sterling 411 Lofts Housing Agreement in good faith, with the ability and maturity to live up to community and individual responsibilities. Therefore, Management will determine whether an act or circumstance, individually or collectively, violates the Housing Agreement or this Handbook.

If a component of the Housing Agreement is breached, including policy violations, those residents involved are subject to early termination and termination fees as outlined in the Housing Agreement, and/or subject to non-renewal at the property. Additionally, residents suspected to be involved in conduct that is believed to be unlawful may also be referred to law enforcement and/or conduct proceedings.

While every effort will be made to provide residents with complete, accurate and timely information, Management reserves the right to change, amend, modify or revoke any policy or procedure contained in this document, with or without notice. In the event of questions, a final interpretation of the policies and procedures is the responsibility of the Property Manager.

Community Standards Enforcement Procedures

The Property Manager is responsible for oversight of enforcement procedures, as assisted by the Assistant Property Manager. Processes utilized to remedy inappropriate behavior and violations of policies are relatively informal, and not intended to replace a court or law. Local, state and federal procedural rules do not apply. All decisions and actions are based on the known facts and/or reasonable conclusions. Rules of common courtesy are followed at all times and meetings are not open to those uninvolved in the review process.

Dates established in the procedures below may be adjusted to account for academic schedule, breaks or unforeseen scheduling conflicts at the discretion of Management. Management also reserves the right to take immediate and appropriate action outside these procedures to address situations and behaviors that are significantly disruptive to the community or pose an imminent threat to the safety of the individual or others, including the temporary removal of residents from Sterling 411 Lofts, as permitted by law.

The following components comprise the process for review of reported concerns or violations:

Reporting Process

Any person may file an Incident Report (IR) documenting inappropriate behavior or violations of policies that occur in or around Sterling 411 Lofts. Incident Report forms may be obtained from the Management Office. Completed IRs may be submitted to the Property Manager or Assistant Property Manager.

Assessment of IR

The Property Manager will assess the IR and documented incident. Conflicts between residents may be addressed without formal action through assistance of a Sterling 411 Lofts staff member. However, if the situation warrants, an investigation of the documented incident and the circumstances will continue.

Notification

If notification of the individual named on the IR is deemed necessary, the GM will notify the individual in writing (including by e-mail). The notification may:

- Inform the individual of policies, procedures and behavioral expectations with no further action;
- Inform and warn the individual of the alleged inappropriate behavior with no further action; or,
- Inform the individual of the report, and any allegations, and request him or her to schedule an informational meeting with the Property Manager or other staff member prior to a determination on whether a violation occurred. Failure to schedule this meeting as directed may result in a determination without the additional information, if any, provided by the named individual.

Informal Meeting

The Property Manager or designee will meet with the subject of the IR to review the information in the report(s) and to seek additional information about the incident/circumstances from the resident. Generally, these meetings will not be open to anyone not involved with the alleged violation. If the subject of the IR fails to report for a requested meeting or to cooperate promptly in scheduling a meeting, or if following a meeting the Property Manager or designee believes that a violation occurred and the resident deemed responsible does not promptly and voluntarily accept responsibility for the misconduct, a determination will be made and communicated to the person deemed responsible. Results may also be communicated to the person submitting the IR, in Management's discretion.

The Property Manager has the authority to:

- Allow additional time for further investigation;
- Find the individual not responsible with no further action; or
- Find the individual responsible and terminate the Housing Agreement, with all applicable charges; or,
- Find the individual responsible and determine an alternate course of action mutually acceptable to the resident and staff.

Previous behavior and the seriousness of the infraction will be considered when evaluating an appropriate course of action. All decisions made and announced through this process are considered immediately enforceable and sanctions are in effect whether or not an appeal is submitted, and throughout the appeal process. An appeal may be submitted under certain circumstances (see Appeal Process below).

Any early termination of the Housing Agreement is automatically reviewed by Management's Vice President for Property Management or designee. A resident wishing to appeal a termination of the Housing Agreement and receive a written response may do so under the Appeal Process below.

Appeal Process

If the Housing Agreement is terminated, Management's Vice President for Property Management automatically reviews the decision and may modify or uphold the PM's decision. A resident wishing to actively appeal a

termination decision and to receive a written response to the appeal may do so in writing, within three calendar days of notification of the decision. To qualify, an appeal must be based upon one of the following conditions:

- Sterling 411 Lofts standard protocol for enforcement procedures were not followed;
- The sanctions are thought to be disproportionate to the offense;
- New and significant information has become available which was not available before the original decision was made.

The open-format request for an appeal should explain, in detail, the reasons for the request. The Vice President for Property Management or designee will review proper appeals and promptly render a decision on the appeal.

While an appeal is pending, the decision of the PM will remain valid and in effect, and must be complied with.

The request for an appeal may be denied if the conditions stipulated above are not met. In the context of an appeal, the resident may be asked to meet again with Management. At the discretion of Management, witnesses or other staff may be (re-) interviewed as well. The Vice President for Property Management or designee may:

- Reverse the original decision;
- Modify previously agreed-upon sanction(s); or,
- Uphold the original decision

Decisions of the PM are final, subject to review and/or appeal by the Vice President for Property Management only in the case of termination of the Housing Agreement. In such a review or appeal, decisions of the Vice President for Property Management on appeals are final. Failure to complete or comply with any sanction or requirement within the designated time frame may result in additional review, action and legal and/or financial responsibility.