Apartment/Room Condition Report How-To-Instructions

• Determine a pattern you will use for inspecting the room. Some people find it easier to check each item as listed on the ACR/RCR from top to bottom, others prefer to start at the door and work clockwise around the room.

• Make sure that you inspect every item listed on the ACR/RCR and in the room carefully. Do not skip any items. If an item is listed on the ACR/RCR, but is not in the room, write “N/A” on that line.

• No lines are to be left blank on the ACR/RCR. Either write a description or “N/A” if it does not apply to your room.

• Be very specific and detailed in your descriptions of each item. You should not use ambiguous words such as “good” or “bad” to describe the condition of an item. Instead, use specific descriptions such as “new,” “slightly worn,” “faded,” etc.

• Use guidelines at the top of the ACR/RCRs for abbreviations, words to use, etc.

• Carefully inspecting every item does not mean that you have to count every single nail hole in a wall, or door. You can use words such as “many,” and “few.” “Few” would refer to anything less than 10 items (nail holes, etc.) and “many” would refer to anything more than 10.

• Whenever possible, use measurements as descriptors, for example, use “one inch hole,” instead of “small hole.”

• Walls: inspect all walls of your space. Use the following numbering system to list any walls that have damage. The wall with the doorway is #1. Standing in the doorway, the wall to your immediate left is #2, the next wall is #3, and so on, as shown in the examples below. Unless noted, all walls will be considered in GOOD condition.

![Example of a Swig room](image1)

![Example of a Graham room](image2)
Use the following guidelines for assessing the condition of items and furniture:

- **NEW** = new or nearly new condition, no signs of wear, no rips, no tears, no marks, no scratches, etc.
- **GOOD** (further description is necessary) = majority of items fall into this category - slightly worn, some marks, chips, some scrapes, slightly faded, etc.
- **FAIR** (further description is necessary) = obvious wear and damage, but still very useable and serviceable
- **POOR** (further description is necessary) = probably needs replacement, broken, badly soiled, torn, worn out, etc.
- **NORMAL WEAR and TEAR** = minor worn spots on the floor or carpet, a limited number of push pin holes from posters, sagging mattresses, sun-bleached walls, *IT IS NOT* holes, tears, rips, chips, burns, cracks, carved graffiti, etc.

*Use this list to assist you in completing your ACR/RCR:*

<table>
<thead>
<tr>
<th>ITEM</th>
<th>LOOK FOR</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bathroom:</td>
<td>missing, cracked, or otherwise damaged bathroom fixtures (sink, toilet, showers), damaged cabinets, light fixtures, and flooring</td>
</tr>
<tr>
<td>Kitchen Areas:</td>
<td>broken, marked, dented appliances, appliances with missing parts, damaged cabinets, light fixtures, and flooring</td>
</tr>
<tr>
<td>Bed Frames:</td>
<td>broken welds, bent sections, cracked legs, burn marks, missing bolts, mismatched pieces, scratches, gouges, paint, stickers</td>
</tr>
<tr>
<td>Mattress:</td>
<td>tears, burns, stains</td>
</tr>
<tr>
<td>Furniture:</td>
<td>writing or ink marks, burns, gouges, broken drawers, missing shelves or shelf pins, damaged wood or veneer</td>
</tr>
<tr>
<td>Walls, Ceiling:</td>
<td>stickers, holes, dents, spots, spackle, mismatched paint</td>
</tr>
<tr>
<td>Blinds:</td>
<td>burns, paint or ink, cracks, missing slats</td>
</tr>
<tr>
<td>Doors/door frames:</td>
<td>Stickers, holes, cuts, burns, carving, cracks, broken strike plate, broken/missing room # plate</td>
</tr>
<tr>
<td>Floor/carpet:</td>
<td>cuts, missing tiles, stains, burns, scrape marks</td>
</tr>
<tr>
<td>Light fixtures:</td>
<td>cracked, missing lens, painted</td>
</tr>
<tr>
<td>Mirror:</td>
<td>Stickers, gouges, cracks</td>
</tr>
<tr>
<td>Smoke alarm:</td>
<td>missing battery, broken cover, not on the ceiling</td>
</tr>
<tr>
<td>Switches/plugs/jacks:</td>
<td>broken or missing cover plates</td>
</tr>
<tr>
<td>Towel Racks:</td>
<td>loose, bent</td>
</tr>
<tr>
<td>Wastebasket:</td>
<td>dents, burns, rust, missing</td>
</tr>
<tr>
<td>Windows:</td>
<td>cracked or chipped glass, broken latches, missing or damaged screens</td>
</tr>
</tbody>
</table>
**Lockout Policy- Incremental Fee Structure**

**Lockouts** are managed by the Housing Office, the University Villas Service Desk and Campus Safety Services. Should you be locked out of your room between 8 a.m. and 5 p.m. Monday through Friday, you may check out a loaner key in the Housing Office in Benson Center, Room 212. Residents of the University Villas may check out a loaner key card at the University Villas Service Desk anytime the desk is open. After 5 p.m. or on weekends, or at times that the University Villas desk is closed, you must contact Campus Safety Services.

The Offices of Housing and Residence Life recognize that students will occasionally lock themselves out of their room. Residents who check out loaner keys or key cards, or call Campus Safety Services for assistance more than three times in the academic year may be subject to fines. **The first three lockouts during the academic year will not result in a fine.** However, after the third lockout, **there will be an incremental fee structure beginning at $50 for the fourth lockout, $75 for the fifth and $100 for any lockout thereafter.**

- **4th** lockout- will result in a $50 fine
- **5th** lockout will result in a $75 fine
- **6th** lockout and any thereafter will be a $100 fine

Students should take great care in securing their keys/key card when leaving campus for break periods. **Due to the high volume of lockouts during the first 24 hours after a break period, the Housing Office reserves the right to increase the fine up to $100 for lockouts performed during this period.**
Community Responsibility Policy

It is the policy of Santa Clara University and the Offices of Housing and Residence Life that students share in the responsibility of setting and maintaining a studious and respectful environment in the campus residence halls. Resident students are entitled to an atmosphere that facilitates personal growth and encourages pursuit of academic endeavors. Each student shares in the effort to maintain a high quality of residence life.

In light of the above, the Offices of Housing and Residence Life endorse the following policy regarding damage in the residence halls:

Any damage which is the result of accidental or deliberate actions of an individual or group is the responsibility of the person(s) rather than the resident population as a whole. Every attempt will be made to identify the individual(s) responsible for the damage. These individuals will be charged with the cost of the damage in addition to other appropriate sanctions determined by the administration.

When deliberate or accidental damage is not assigned to an individual or group, the burden of repair costs will be shared by all residents of that living unit or section. The damage costs are pro-rated among those students who are in the position to prevent damage from occurring or to identify specific individuals who are responsible.

The Offices of Housing and Residence Life believe that residence hall living is a privilege and students need to be aware of concerns within their community and to report them, when appropriate.

Vandalism in residence halls is a problem with financial, psychological and social impacts on those affected. Some consequences include inconvenience, safety hazards, extra work for building maintenance and custodial staff and lower morale. In addition, monies set aside for enhancement items, i.e., furniture, microwaves, etc., must be spent on repairs due to vandalism. Students held responsible for vandalism will be promptly referred for appropriate disciplinary action. Such acts are not tolerated.

By expecting students to take responsibility for their environment, we strive to instill a sense of community and pride in their living accommodations.
Connecting to Bronco Wi-Fi

1. Choose the “Bronco Wifi” network from the list of available networks.
2. The network will ask you for a WAP key (network password). Enter: gosantaclara.
3. Once you enter the key, you will need to open up your web browser. The webpage loaded should prompt you to type in your username and password (Novell account).
4. Once logged in, you may be asked to download a Policy Key. This MUST be downloaded to access the wireless network.

For further information, please visit the IT website at www.scu.edu/it

How to file a routine work request through Ecampus

Maintenance requests can be submitted for common problems within your room, apartment or your community. Common maintenance requests consist of, but not limited to: relamp hallway light, unclog sink, rehang closet doors, etc.

If you have an emergency (water leaks, no heat, etc.) DO NOT use the online system
• Emergencies that occur Monday-Friday from 8am-5pm are to be reported to the Housing Office at (408) 554-4900.
• Emergencies that occur after 5pm or on weekends or holidays should be reported to the Residence Life duty person for your residence hall/community- Community Facilitator on duty or Assistant Area Coordinator (AAC)/Assistant Resident Director (ARD) on duty.

For I.T. related work requests (cable, internet, Wi-Fi, phone, jack repairs) - please file a work request online at http://it.scu.edu/Comments.shtml

If you are filing a work request for washer or dryer problems- please include the three digit code found on the machine in the work request description field as well as a description of the problem with the machine- ex. #398 washer is not completing spin cycle.

To file a work request, login to your Ecampus portal. Click, “Housing” and then “Manage On Campus Housing”. Click the “Work Order” tab. On this screen you can review step-by-step process to submit a work request.

Residence Hall
Welcome to your Residential Learning Community at Santa Clara University. As you move into your new room we would like to make you aware of the residence hall decoration guidelines. These guidelines have been established for your safety, the safety of other residents and to help you avoid damage charges. Health and Safety Checks will be conducted each academic quarter to ensure all guidelines are being followed.

To avoid damage charges it is important to take a few precautions when decorating your room. It is the expectation of the Housing and Residence Life Offices that the condition of your room upon checkout is the same as when you moved in. So here are a few guidelines...

- **One inch push pins are okay to use.** (Maximum: 20 per wall)
- Do not put screw or nail holes in the wall.
- Do not use duct-tape or command strips on the walls.
- Any marks left on your walls by tape or other adhesives will not be considered normal wear and tear when you check out. If you must use an adhesive product on your walls, we recommend you use blue tape or poster putty. *(NOTE: Long term usage of blue tape may result in wall damage of which you will be held responsible.)*
- Do not use any kind of tape on the floor/floor coverings.
- When moving furniture, lift it to move it, don’t drag it.
- When you place furniture against a wall, check to see that it will not rub/scrape the wall when in use.
- Fire alarm pull stations, fire extinguisher cabinets, smoke detectors, sprinkler heads and exit signs cannot be covered and exits cannot be blocked.
- Decorations, non-combustible, are not be used to cover entire hallway areas, walls, or doors due to the fire hazard these decorations present. Walls and/or ceiling in common areas should not be more than 10% covered by combustible material like paper or fabric.
- Decorations are not recommended to be hung from the ceiling. Ceiling decorations cannot cover more than 50% of the ceiling. Ceiling tiles cannot be moved or removed. *(Nothing should be hung from the metal frame around the ceiling tiles.)*
- Any supplemental lighting such as holiday lights or lights on a string must be UL approved and low wattage. No more than 4 strings of lights per room.
- Light bulbs in permanent fixtures cannot be removed and replaced with colored lights.
- Light fixtures cannot be covered with decorations or material.
- Halogen floor lamps (torchiere lamps) are prohibited.

Thank you for respecting our guidelines and have a great year!