

# NEIGHBORHOOD UNIT OFF CAMPUS LIVING



## HOW TO INSTRUCTIONS

Complete your Room  
Inspection and submit  
work request forms

## OFF-CAMPUS LIVING POLICIES

Learn more about the  
Lockout and Community  
Responsibility policies

## DECORATION GUIDELINES

Help to keep yourself  
and others safe, and  
avoid damage charges



Office of Housing  
408-554-4900



[housing@scu.edu](mailto:housing@scu.edu)



# NEIGHBORHOOD UNIT RESOURCES

## MEDICAL, POLICE, FIRE, & CAMPUS SAFETY SERVICES

Santa clara police and fire: **9-1-1**  
Campus safety Services: **.408.554.4444**

## FACILITIES/MAINTENANCE EMERGENCIES

Housing Office (M-F 8am-5pm): **408.554.4900**  
Campus Safety Services (After hours): **408.554.4441**

# SANTA CLARA UNIVERSITY

## FACILITIES/MAINTENANCE NON-EMERGENCIES

[www.scu.edu/living/maintenance--access/report-a-maintenance-request/](http://www.scu.edu/living/maintenance--access/report-a-maintenance-request/)

Submit a work order via the Housing Portal

## HOUSEMATE ISSUES & COMMUNITY CONCERNS:

<https://www.scu.edu/ocl/> | **408.551.3489**  
Off campus living and neighborhood ambassadors  
<https://www.scu.edu/ocl/community-contacts/>

## SC POLICE, CODE ENFORCEMENT FINES, TICKETS

[www.scu.edu/osl/off-campus-living/community-contacts](http://www.scu.edu/osl/off-campus-living/community-contacts)  
Office of Student Life: **408.554.4583**

## REPORTING

[www.scu.edu/osl/report](http://www.scu.edu/osl/report)

- General student misconduct
- Students of concern
- bias incident and/or hate crime
- harrasment, discrimination, sexual misconduct, retaliation

# HOW TO COMPLETE YOUR ROOM INVENTORY INSPECTION

It's the expectation of the Offices of Housing and Residence Life that the condition of your room upon checkout is the same as when you moved in: **MOVE-IN CONDITION = MOVE-OUT CONDITION**  
For this to be possible you must routinely clean and care for your space.

To Access your electronic Room Inventory:

- Log-in to your Housing portal
- Select the top left drop down menu.
- Click "Room Inventory Inspection"
- Review the landing page information
- Start your inspection by clicking "Review"

**YOU MUST SUBMIT YOUR INSPECTION WITHIN  
72 HOURS OF CHECK IN**

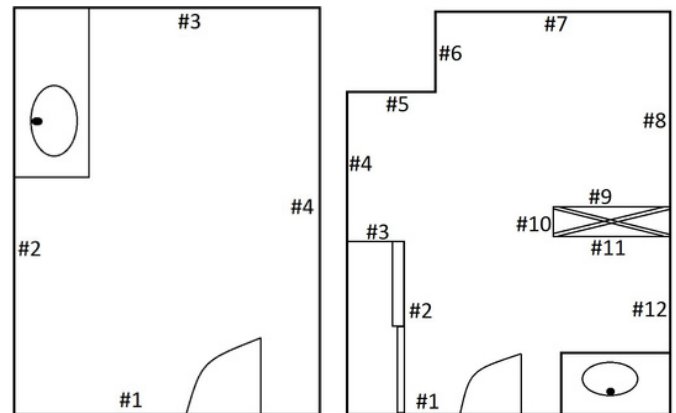
**ANY ITEMS NOT REVIEWED WILL BE  
CONSIDERED IN GOOD CONDITION**

## Guideline on how to assess the condition of items and furniture:

An inventory of the items in your room will display. Comment with specific information only for items that are NOT in good condition:

- Size (ex. 2 inch)
- Condition (ex. 2 inch mattress tear)
- Location (ex. 2 inch mattress tear in the center)

Inspect the walls of your space using the numbering system depicted to the right. The wall with the doorway is #1. Standing in the doorway, the wall to your left is #2, the next wall is #3, and so on.



Once you complete the inspection, click "Save Review"

## What exactly are you looking for?

- Light Fixtures** → cracked, missing lens, painted over
- Smoke Alarm** → missing battery, broken cover, not on the ceiling
- Bathroom** → missing, cracked, or damaged bathroom fixtures (sink, toilets, showers), cabinets, and light fixtures
- Towel Racks** → loose or bent
- Mirror** → stickers, gouges, cracks
- Kitchen Areas** → broken, marked, damaged appliances, damaged cabinets, light fixtures, and flooring
- Doors** → stickers, holes, cuts, burns, carving, cracks, broken door hold, broken or missing room number
- Windows** → cracked or chipped glass, broken latches, missing or damaged screens
- Window Blinds** → burns, stains, cracks, missing slats
- Floor/Carpet** → cuts, missing tiles, stains, burns, scrape marks
- Walls/Ceiling** → stickers, paint chips, dents, spots, mismatched paint, holes

~ To read more about Housing and Residence Life Policies, please reference the SCU Student Handbook ~

# CONNECT TO THE CAMPUS NETWORK

To connect to the Campus Wi-Fi network when you are on campus:

1. The primary WiFi network for SCU Students is "eduroam" .
2. You will be prompted to enter your SCU username followed by @scu.edu (as in bbronco@scu.edu) and password (the same that you use for your SCU email and Housing Portal).
3. If prompted, accept or trust for the certificate for clearpass.scu.edu.
4. Depending on your version of Android, more information is available at <https://www.scu.edu/technology/get-connected/wifi/using-eduroam/>



# DUO 2 FACTOR AUTHENTICATION

Santa Clara University students use Duo 2 Factor Authentication as an extra layer of security for your account. Students must enroll to use Google suite, mobile credential, mobile dining, and other campus aps.

Visit: <https://www.scu.edu/technology/get-connected/duo/>



# DOOR ACCESS

All residential doors have a SALTO lock that requires the use of a physical or digital ACCESS credential. You MUST update your ACCESS credential at a Hotspot wall reader every 30 days. Failure to update your credential every 30 days will result in lost access. You may use the Hotspot wall reader found outside the ACCESS Card Office in Benson Memorial Center first floor if there is not one located at your residence.

To enter with your mobile credential, tap and hold the back of your mobile devices at a 45° angle at entrance Hotspot wall readers to update & grant entry or black residence hall door lock readers to grant entry. The locks will pull your ACCESS information automatically with no need to open your mobile wallet.



Issues with credentials should be directed to the ACCESS Office, located in Benson Memorial Center, Room 106. Business Hours are 9:00AM-4:00PM M-F, Phone: 408-551-1647 Email: [access@scu.edu](mailto:access@scu.edu)

# LOCKOUT POLICY

Should you be locked out of your room between:

- **8 am-5 pm between Monday-Friday:** check out a VIP Card from the Housing Office in Benson Memorial Center, Room 212
- **After 5 pm, weekends, or holidays:** contact Campus Safety Services at **(408) 554-4441**

Residents who check out VIP Cards or call Campus Safety Services for assistance **more** than three times in the academic year may\* be subject to fines.

The incremental fee structure is as follows:

FIRST THREE LOCKOUTS .....	FREE
4TH LOCKOUT.....	\$50
5TH LOCKOUT.....	\$75
6TH LOCKOUT AND ANY THEREAFTER.....	\$100

\*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. Lockouts due to credential issues will not count towards your incremental total.



# HOW TO FILE WORK ORDER REQUESTS

## Routine work request (unclog sink, repair door, re-lamp lighting fixture, etc.)

- Log-in to the SCU Housing Portal via MySCU.
- From the drop down on the left hand side, click "Submit Work Order"
- Review the landing page and then select "My Jobs" from the drop down menu.
- Click on the "New Job" Link.
- Select "My Room" from the drop down, and then click "Select Room"
- Choose the Category and Item Description that best matches your concern and fill out the description box.
- Click "Save Job" to submit.



## Emergency (water leaks, no heat, etc.) **DO NOT** use the online system

Emergencies that occur:

- **Monday - Friday from 8 am-5 pm:** report to Campus Safety at (408) 554-4441
- **After 5 pm, weekends, or holidays:** report to the Residence Life staff on duty in your residence hall



## Washer or dryer problems

For laundry machine issues at off campus houses:

- Submit a work order via your Housing Portal.

For laundry machine issues at 775 Bellomy Street & 841 Bellomy Street Apartments:

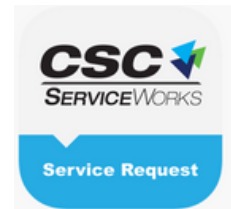
- Please follow the instructions below.



# CSC SERVICEWORKS

For laundry machine issues at 775 Bellomy Street and 841 Bellomy Street Apartments: Visit <https://www.cscsw.com/request-service/> or download the **CSC ServiceWorks Service App**

You must have the Machine ID (ex.DFG-345) or scan the machine barcode on the app to submit your request.



To request a refund, please contact Housing.

# CABLE, TELEPHONE, & INTERNET

Off Campus houses do not include cable, phone, or internet services. If you wish to purchase said services, approved service providers for cable, internet, and phone are as follows:

**Comcast:** <https://www.xfinity.com/student> (800) XFINITY

**AT&T Internet:** <https://www.att.com/internet> (888) 374-0295

**DirectTV Stream:** <https://www.directv.com/packages> (877) 907-1460

Satellite based service providers are not permitted. Residents or Service Providers may not install any device to the roof or any part of the exterior structure.

# OUTDOOR FURNISHINGS

Residents shall ensure that indoor furniture is kept inside the Neighborhood Unit and unsightly items are kept out of view. Only furniture designed for outdoor use is to be kept in outdoor areas (e.g. porches, decks, lawns). Outdoor furniture must not be visible from the street when not in use.

Residents shall refrain from placing tables or any type of furniture or items on the front lawn of the Neighborhood Unit, including tables used for drinking games. Drinking games (i.e., beer die/snappa) are strictly prohibited in exposed porches, balconies, and common outdoor areas.

Residents are responsible for removing all items from the exterior of their neighborhood unit at time of move out.

# DECORATION GUIDELINES

Below is a **short** list of decoration guidelines you must follow:

## INTERIOR

- Do not use screws and nails on walls. Push pins may be used (maximum of 20 per wall).
- Adhesive, including blue tape, can damage walls over time and residents will be held responsible at check out. Blue painter's tape is recommended for hanging objects on walls.
- Lift furniture to move it, dragging furniture can damage the floor. Felt pads are recommended.
- When placing furniture next to a wall, make sure it will not rub/scrape against the wall when in use.
- Do not hang anything from the ceiling (lights, paper, and fabric).
- Never lift, move, or remove ceiling tiles.
- Building light fixtures or bulbs cannot be removed, replaced, or disabled in any way.
- Halogen floor lights/lamps are prohibited.
- Do not cover or hang anything from fire alarm pulls, fire extinguishers, smoke detectors, sprinkler heads, or exit signs.

## EXTERIOR

- Residents are responsible for the condition of the exterior of the housing unit including the garage, basement, backyard, front yard, landscape area, and fencing. Exterior lights are not permitted.
- Housing names, signs, and letters are not permitted to be permanently fastened to the living space in any way.
- Residents are required to inspect the exterior of the unit regularly and are responsible for picking up any trash or debris from the landscape area.
- Residents are responsible for placing garbage and recycling out for pick up and replacing bins out of street view upon pick up.

~ An extensive version of this list can be found online at [SCU.EDU/LIVING- Decoration Guidelines](http://SCU.EDU/LIVING-Decoration-Guidelines) or the SCU Student Handbook ~

# HOUSING POLICIES

Students are responsible for knowing and following their Housing Contract, the Student Handbook, and all applicable Santa Clara City ordinances. Your Housing Contract can be found at [scu.edu/living](http://scu.edu/living)

To view the student handbook, visit <https://www.scu.edu/osl/policies-and-protocols/>

# COMMUNITY RESPONSIBILITY POLICY

It's the policy of Santa Clara University and The Offices of Housing and Off Campus Living that students share in the responsibility of setting and maintaining a studious and respectful environment in the Off-Campus Residences. By expecting students to take responsibility for their environment, we strive to instill a sense of community and pride in their living accommodations.

**If there is deliberate or accidental damage not assigned to an individual or group, the burden of repair costs will be shared by all residents of that living unit.** Acts such as vandalism will be promptly referred to the Office of Student Life. Students should both be aware of concerns within their community and report them when appropriate.

# FREQUENTLY ASKED QUESTIONS

## **How should I address my mail if I live off campus?**

Mail at Off Campus houses will not be managed by the Campus Post Office nor by the University. Residents should use the physical address of their respective unit as the mailing address.

## **When are trash and recycling picked up?**

Trash and recycling are picked up on Tuesdays. Trash and recycling should be left at the curb on Monday evenings and must be removed from the street by Tuesday evening.

Trash & Recycling at 775 Bellomy Street & 841 Bellomy Street apartments are picked up weekly and do not need to be moved to the curb.

## **When are landscaping services performed?**

Landscaping services are performed on Tuesdays. Please prepare by removing any outdoor furniture or other items from the lawn and picking up any trash or debris from the landscape area.

## **Can I bring or build my own loft?**

Residents are NOT permitted to build their own lofts. Lofts may not be attached to any physical structures within the Neighborhood Unit.

## **Can I install an air conditioning unit?**

At this time, air conditioning units of any kind are not permitted within Off Campus Houses.

## **Are pets allowed within Off Campus Houses?**

Due to health and sanitary regulations, students and guests are not to bring pets inside Off Campus Houses at any time. Fish in a container less than 5 gallons are permitted.

## **When are Health and Safety Checks performed?**

Health and Safety Checks are performed by staff in the fall and spring to detect fire safety hazards and ensure healthy living conditions within your Neighborhood Unit.

## **What if I see bugs or other pests in my Off-Campus Residence?**

Keeping a clean living space and regularly discarding food, wrappers, and containers in covered bins outside of your space helps to deter pests. If you see evidence of a bug or other pest, please notify the Office of Housing immediately.

If you have any additional questions, please visit <https://www.scu.edu/living/how-do-i/>

# CONTACT US

**Campus Safety Non-Emergency (Lock Outs):** 408-554-4441

**Campus Safety Emergency:** 408-554-4444

**Housing Office:** Benson Memorial Center, Room 212

**\*Business Hours:** Monday-Friday from 8:00 AM - 5:00 PM

(408) 554-4900    [housing@scu.edu](mailto:housing@scu.edu)