

Leases, Landlords and Tenant Rights

With Off Campus Living



Neighborhood Units (NUs)

- Off Campus University Owned Properties (16 houses & 2 apartment buildings)
- Accommodate 1-8 people
- Managed by SCU Housing so you have assured assistance 24/7
- **For SCU rising juniors or seniors only** (additional Grad housing available through SCU - see website)

VS

Private Landlords

- Variety of landlords
- Intempus Realty is the largest
- Open to anyone
- Find out by word of mouth and/or check SCU webpage for off campus apartment and rental listings



Applying for Housing

Neighborhood Units

- Online application via the Housing Portal <https://scu.starrezhousing.com/StarRezPortalX>
 - App Open: November 20th
 - App Closed: January 8th
- New Apps Response: January 15th
- Neighborhood Unit placements for new applications will be made based on a random lottery process by application group.
- Some requirements:
 - Rising Junior/Senior
 - In good disciplinary standing with SCU
 - OCHO Completion

Private Landlords

- Timelines vary
- Need to email landlord for application
 - Contact info on our website
- Not first come, first serve. The market is very competitive
 - *“first come, first qualify, first serve”*
- Represent yourself well when looking for a space:
 - Do your homework in advance
 - Look nice (no sweats, etc.)
 - Be prepared to sign quickly
- Discrimination shouldn't happen, but if it does...
 - Project Sentinel (housing.org)



The Lease...

Neighborhood Units

- 9 month contracts
- \$500.00 prepayment at the time of application → applied to the fall bill
- Billed quarterly to student's Bursar account:
 - DOES include utilities (except cable and internet)
 - DOES require an Apartment Residential Dining Plan to be used on-campus
- Your financial aid package and scholarships can go toward these costs since they are listed on your tuition bill
- Individually contracted vs. as a group

Private Landlords

- 12 month leases or month-to-month
- Application fee
 - Around \$50 (non-refundable)
 - Includes a background/credit check
 - May require a reference check
- Money upfront: **NEVER pay in cash!**
 - Security Deposit: 2X or 3X monthly rent
 - Rent
 - Extra Fees
 - Initial expenses
 - If requiring a student to have a co-signer simply based on the fact that they're a student is discrimination
- Tenancy - held responsible individually *and* as a group



The Landlord...

Neighborhood Units

- SCU strives to be the model landlord in the neighborhood
 - Houses are updated
 - Respond to maintenance and other concerns promptly
 - Lockouts thru Housing/CSS
- BUT, hold students to a higher standard. Can be removed from your NU if found violating the code of conduct and/or housing contract

Private Landlords

- Know your landlord and their style - some like to be very involved and others not.
- Communication:
 - How best to communicate with them? Are there procedures for reporting maintenance issues, etc.?
 - Best to have communications via email - keep these!
 - Check in with your landlord
- Get anything that alters your contract in writing
- Take photos within 3 days of moving in! Send any damages in writing to your landlord



Tenants' Rights...

Neighborhood Units

- Right to privacy
 - 24 hours notice
 - Maintenance requests
 - Emergencies
- Livable conditions
 - Locking doors and windows
 - General Maintenance Issues
 - Heat
 - Water
 - Mold free*
 - Pest free*

Private Landlords

- Right to privacy
 - 24 hours notice
 - Maintenance requests
 - Emergencies
- Livable conditions
 - Locking doors and windows
 - Heat
 - Water
 - Mold free*
 - Pest free*
- Return of Security Deposit

*if your actions bring on these issues, you are responsible, not the landlord



Tips:

- Read your lease and make sure everything is in writing BEFORE you sign
- Pick trustworthy & reliable roommates
- Prepare yourself for the financial commitments and understand long term impact (credit score, derogatory marks, evictions, etc.)
- Be honest with yourself about what you can afford and where you are comfortable living - this is a year long commitment!
- Have a point person/house manager as the contact, for paying bills, etc.
- Get along with your neighbors!
- Utilize your resources
 - Off Campus Living Office - 862 Market Street
 - Project Sentinel (Housing.org)



Additional NU Info...

- NU Furniture
- Internet (Comcast)
- Trash Days
- Work Orders
- Lockouts
- NU Reminders
- Tenant responsibilities regarding cleanliness
- SCPD citations and housing fines

NU Furniture:

- NU's come completely **UNFURNISHED**
 - You must supply all your own furniture (New, Used, Rented)
 - Appliances (fridge, stove, microwave, dishwasher, washer/dryer are provided)



Internet (Comcast):

- Bronco Wifi and Cable is **not** included as part of the NU
- Providers often have seasonal deals and discounts for students

AT&T fiber

Spectrum▶

comcast[®]
xfinity[™]



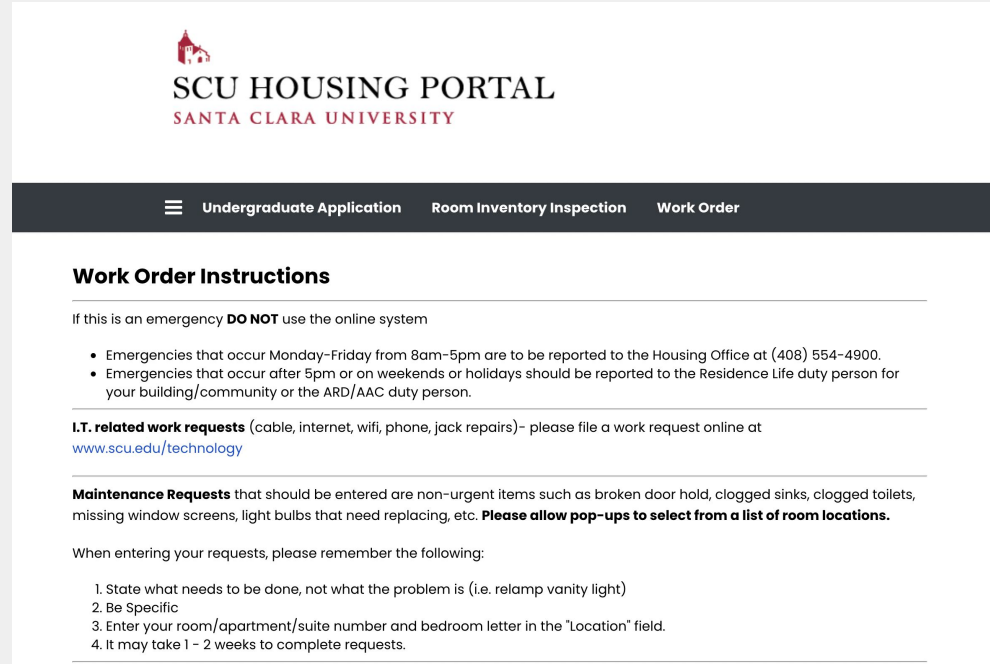
Trash Days:

- NU's are provided trash bins
- Bins can **only** be visible during trash pick-up days
- Must be able to close bins
- Trash pickup = Once per week
- Houses have varying pick-up days



Work Orders:

- Work orders are filed through eCampus via the Housing Portal
- New online system used for work orders is called Aim, and specific instructions are on the portal website
- Students must report ANY damages or items needing repair or could become liable if they are negligent



The screenshot shows the SCU Housing Portal interface. At the top, there is a logo for Santa Clara University and the text "SCU HOUSING PORTAL SANTA CLARA UNIVERSITY". Below this is a dark navigation bar with three menu items: "Undergraduate Application", "Room Inventory Inspection", and "Work Order". The main content area is titled "Work Order Instructions" and contains the following text:

If this is an emergency **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 building/community or the ARD/AAC duty person.

I.T. related work requests (cable, internet, wifi, phone, jack repairs) - please file a work request online at www.scu.edu/technology

Maintenance Requests that should be entered are non-urgent items such as broken door hold, clogged sinks, clogged toilets, missing window screens, light bulbs that need replacing, etc. **Please allow pop-ups to select from a list of room locations.**

When entering your requests, please remember the following:

1. State what needs to be done, not what the problem is (i.e. relamp vanity light)
2. Be Specific
3. Enter your room/apartment/suite number and bedroom letter in the "Location" field.
4. It may take 1 - 2 weeks to complete requests.



Lockouts:

- From 8am-5pm M-F; students may check out a “loaner” key in Benson Room 212 to open NU
- Otherwise students should contact CSS for assistance
- First three lockouts in academic year will not result in fine
- *4th = \$50, 5th = \$75, 6th or more = \$100*
- Within 24 hours after a school break period Housing Office reserves right to fine \$100 for lost cards



NU REMINDERS

- Residents shall refrain from placing tables or any type of furniture or items on the front lawn of the Neighborhood Unit, including beer pong tables.
- Drinking games or simulated drinking games (i.e., water pong) are strictly prohibited in exposed porches, balconies, and common outdoor areas.
- Sanctions and/or fines are the following:
 - A fine of \$500.00 for the first offense
 - Any additional violations will result in a violation of the Student Conduct Code. Sanctions for these violations could include but are not limited to, Housing Contract Probation, Housing Contract Cancellation (\$1000.00 cancellation fee), Disciplinary Probation and additional fines.



Tenant responsibilities regarding cleanliness:

- **DO NOT BE NEGLIGENT :)**
- Clean up your spaces, make sure trash isn't overflowing, leave hallways and exits clear of trash to prevent fire hazards, ect.
- Residents shall refrain from placing tables or any type of furniture or items on the front lawn of the Neighborhood Unit, including beer pong tables.
- Residents please hold each other accountable!



SCPD citations and housing fines:

- Any violation discussed here or in the Housing Contract Addendum is subject to a fine administered by the Housing Office
- First violation results in warning
 - Appeals for the first violation of the university housing contract shall be submitted to and reviewed by the Housing Office.
- If City of Santa Clara or local agency sends notice to the University regarding Resident's or guest's actions, the following sanctions and/or fines apply:
 - A fine of \$500.00 for the first offense
 - Additional violations will result in a violation of the Student Conduct Code. Sanctions for these violations could include but are not limited to, Housing Contract Probation, Housing Contract Cancellation (\$1000 cancellation fee), Disciplinary Probation and additional fines.



Thank you!

For questions, please contact
neighborhoodambassadors@scu.edu!



O.C.H.O.

Off-Campus Housing Orientation