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Student Handbook

General Building

- Room Condition and Keys
- Care of Premises, Room and Facility
- Maintenance
- Parking
- Elevators
- Mail
- Kitchen, Etc.
- Heating and Cooling
- Laundry
- Lockouts

Health and Safety

- Alcohol Policy
- Smoking Policy
- Drugs and Narcotics
- Fire Safety
- Building Evacuation
- Candles and Incense
- Smoke Detectors
- Sprinkler System
- Sports and Recreational Equipment
- Throwing Objects
- Weapons and Dangerous Substances
- Animals
- Physical Violence and Harassment

Guest Policy

- Guest Policy
- Overnight Guest Policy Procedures
- Noise Policy/ Quite Hours

Leaving the TurnKey Housing Solutions Apartment

- Check-Out
- Lost Keys and key fobs will be charged \$100 per item



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General Building

Room Condition and Keys

Students have one week after move-in to report any damages to the apartment at move-in time. If no discrepancies are reported to TurnKey Housing Solution at the end of that week, it will be assumed that the apartment was in acceptable condition and fully equipped with furniture and dishware.

Care of Premises, Room and Facility

Each student shall be responsible for keeping the residence accommodation, including all furnishings and equipment, clean and safe and for maintaining the cleanliness and order of public areas. A cleaning service will visit the apartment on a monthly basis and will need access to the entire apartment for cleaning. Due regard for the right of roommates is expected. Residents are responsible for purchasing their own cleaning supplies. If after appropriate warnings a resident does not maintain her/his suite in reasonable order, he or she may be required to vacate the premises. If this occurs, no rent refund will be offered, and the resident may be assessed an additional suite cleaning charge. Residents are prohibited from placing any garbage or trash or other articles in the halls or other common areas or passageways of the apartment.

Doors should be locked even when suites are left for only a few minutes. DO NOT prop doors open with the dead bolt or any other object. This will cause damage to the lock and residents will be held financially responsible for the damage. Valuables should not be left where they can be easily stolen. Common sense more than anything else determines safety.

Residents may not personalize their suites / rooms by attaching posters, hanging pictures or other items. Any damages to the floors, furnishings, or walls, including pin holes, scotch or foam tape marks, stickers, and dry-erase boards or hooks attached to the walls, will be charged to the individual(s) responsible.

Maintenance

When repairs are needed in your apartment, please email TurnKey Housing Solutions at service@tkhousing.com, please report maintenance issues as soon as a problem arises. Maintenance request are completed as soon as possible. Please let Turnkey Housing Solutions or the property know if the work is not completed to your satisfaction. A few things to note when submitting maintenance requests:

- Once you submit a maintenance request you are giving our team and the on-site maintenance team permission to enter your apartment in care you are not home to address and fix the issue



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- Please include a detailed description of the maintenance issue
- If a light bulb is not working in a standing lamp first check to make sure it is not connected to a light switch that is in the off position
- If the issue is in a bathroom, please let us know what specific bathroom the request is for
- If the cable box and/or Internet is not working, please check to see the devices are not connected to a light switch that was turned off

In the event of an emergency (over-flowing toilet, etc.) during non-office hours you should contact the property via the front desk or call 844-782-9854.

Parking

There is no available parking within the building. Be certain to park legally to avoid tickets and fines.

Elevators

For your convenience, elevators are available. Tampering with the elevator can pose serious safety problems for all residents. If an elevator is not functioning correctly, you should report it immediately to TurnKey Housing Solutions and the front desk. If you are in an elevator and the doors do not open or the car comes to a stop between floors, do not try to force open the doors or climb through the elevator shaft. Use the emergency stop button to stabilize the elevator and ring the alarm bell. Even with the stop button in place, do not try to exit the elevator; wait for assistance to ensure your safety. When the assistance arrives, let only one person in the elevator communicate with him or her in order to avoid confusion. Above all, remain calm. In the event that a fire alarm should sound in your residence, do not use the elevators. To exit the residence, find the nearest stairway.

Anyone who damages or defaces the residence elevators or flyers/information posted in the elevators will be subject to disciplinary action and will be held financially responsible for any damages incurred.

Mail

Residents are assigned a mailbox in the building for the delivery of personal mail by apartment. Mailboxes are on the first floor and you will be provided with a mailbox key.

- There is a slot for outgoing mail located in the mailbox location.
- Do not have perishable items mailed or shipped to the Apartment.
- The apartment building does not forward mail at the end of the quarter/semester.



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Kitchen, etc.

Microwave:

- Do not place METAL in the microwave—especially aluminum foil (be aware of the items you place in do not have metal in them)

Dishwasher:

- Do not use HANDSOAP (or it will overflow)
- Do not use ELECTROSOL TABS (or it will overflow)
- Do not let dishes hang over the center of the dish rack (to keep free the center tower area that sprays the water)
- Secure items on the rack (items that fall to the bottom of the machine will cause the items to burn)

Garbage Disposal:

- Items not to place into the garbage disposal:
 - Grease
 - Uncooked Rice (the rice can later expand and cause it to clog)
 - Vegetable peels (it can stick to the side and clog the pipe)
 - Any hard nuts, shells, fruit pits (it will damage the blade)
 - Run your garbage disposal before you run your dishwasher (the pipes are connected and when you run the dishwasher, any food left in the garbage disposal will drain into the dishwasher)
 - Always have the water running when using the in-sink garbage disposal

Refrigerator:

- Keep the temperature monitor on ENERGY SAVER (or moisture will build up in the refrigerator)

Oven:

- Placing food on the higher racks will cook at lower temperatures than on the lower racks (be aware of this if your food undercooks)
- Be sure that the cookware is OVEN SAFE.
- Be sure that the STOVE/OVEN are OFF when not in use.

Recyclable Items:

- White paper/newspaper



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- Aluminum/metal cans
- Glass bottles/jars
- Plastic beverage containers
- Please do not recycle plastic bags from the grocery store

Heating and Cooling

Please keep your apartment thermostats set between 70-74 degrees. Setting the temperature very high or very low can result in your cooling until freezing up or malfunctioning. Do not run the air conditioning with the windows open as this can also damage the cooling unit.

Laundry

A washer and dryer is provided in each apartment for the benefit of the residents only. Please clean out the lint trap in the dryer between every use. If a build up occurs it is a fire hazard.

Lockouts

In case of a lockout please ask the front desk for a key release to your apartment.



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Health and Safety

Alcohol Policy

Students in TurnKey Housing Solutions apartments who are twenty-one years of age or older are currently extended the privilege to possess and consume alcoholic beverages in program housing. Such privileges may be revoked.

Quantities of alcoholic beverages permitted to be brought into or stored in the program housing by any resident are limited to seventy-two ounces of beer (a six-pack), and one liter of other alcoholic beverage. Any substantial quantity of alcoholic beverages (such as beer balls or kegs; cases of beer, wine, or alcohol) may not be delivered or brought into the facility.

Alcoholic beverages may not be consumed in any restricted areas, such as hallways, lobbies, stairwells and entrances, or in any common areas of the program facility. Guests of residents, regardless of age, may not bring alcoholic beverages into the program facility.

Smoking Policy

The program facility is a smoke-free building (including both nicotine and marijuana). Smoking is strictly prohibited within the building or on the balconies. Any smoke damage will be billed to all the students in that apartment.

Drugs and Narcotics

TurnKey Housing Solutions neither permits nor condones the possession, use, transfer, distribution, dealing, or sale of illegal drugs and narcotics. Violators are subject to Washington DC criminal prosecution under local law. Possession of drug paraphernalia (such as bongs or roach clips) is prohibited. Students who possess or use illegal drugs in the residence will be subject to Washington DC criminal prosecution under local law.

Fire Safety

Fire safety is taken very seriously, and all residents are expected to cooperate in keeping the program housing as safe as possible. For this reason, the following activities are forbidden:

- Setting fire of any kind for any reason;
- Tampering with any fire safety equipment, including fire extinguishers, fire alarm boxes, smoke detectors, and sprinkler heads (such as hanging objects from sprinkler heads);
- Malicious activation of a fire alarm;



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- Propping open fire doors for any purpose other than emergency evacuation.
- Activation of a smoke detector or fire alarm resulting from hall sports, water fights, etc.
- Lighting candles or open flames, and the burning of incense.
- Using space heaters or other types of heating coils.

All residents are required to evacuate the building immediately when a fire alarm sounds.

Building Evacuation

- a) Building evacuation will occur when an alarm sounds
- b) When the building evacuation fire alarm is activated during an emergency, leave the nearest marked exit and alert others to do the same.
- c) Assist the handicapped in exiting the building. Remember in cases where the elevator can be used, they are reserved for the handicapped persons.

DO NOT USE THE ELEVATOR IN CASE OF FIRE.

- d) Once outside, proceed to a clear area that is at least 500 feet away from the building. Keep streets, fire lanes, hydrant areas, and walkways clear for emergency vehicles and personnel.
- e) Do not return to the apartment building unless you are told to do so by an official Fire Department employee.

Candles and Incense

Due to potential fire hazards, open flames, lighted candles, and burning incense are not permitted in the building.

Smoke Detectors

Please do not touch smoke detectors. If they are activated, it is for a reason. Exit the building. Residents who accidentally set off the smoke detector due to cooking or non-life threatening reasons should notify a property management employee. Repeated activation of smoke alarms is punishable by fines or other disciplinary action. Tampering with the smoke detector could break the entire system and residents may be held responsible for the damages.

Sprinkler System

Please do not hang anything from the sprinkler heads. It may activate the sprinkler system and cause severe water damage.

Sports and Recreational Equipment



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The use of sports equipment (such as Frisbees, balls, roller blades, skateboards, etc.) is not permitted inside the residence.

Throwing Objects

Throwing objects from windows or roofs is extremely dangerous and violates local ordinances. Residents removing screens from windows or sitting on windowsills/balconies may be fined \$125.

Weapons and Dangerous Substances

Firearms, explosives, fireworks, chemicals, projectile devices, and other dangerous substances, articles, and weapons are strictly prohibited.

Animals

Residents are not permitted to have any pet or animal (such as a fish or bird); residents may not bring pets or animals into the residence.

Physical Violence and Harassment

Physical violence, verbal abuse, and obscene or harassing telephone calls are strictly forbidden. Students engaging in such behavior could be subject to Washington DC criminal prosecution under local law.



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Guest Policy

A guest is a non-resident for whom a resident is taking responsibility for a one, two, or three night stay in the TurnKey Housing Apartment. Residents are allowed to have two non-resident guests in each apartment for a period of three days maximum. The host is the person ultimately responsible for the guest's behavior. Any unregistered guests found in the TurnKey Housing Solutions Apartment will be the responsibility of the person(s) suspected of allowing their entrance into the apartment. The responsible persons may be subject to suspension of guest privileges, fines.

Noise Policy/Quiet Hours

An atmosphere conducive to study and sleep is necessary in the residences. The general expectation is that the residences will be quiet at all times. Specific quiet hours will prevail between 6 p.m. and 8 a.m., seven days a week.

Noise is a very serious problem in an academic environment, and residents who are careless in their responsibility toward others will be dealt with appropriately. A particular problem is stereos played at loud volume. Students who bring stereos must also bring headphones. Speakers may not exceed twelve inches by twenty inches. Under no circumstances may speakers be placed and played in windows or halls of residences. Students disturbing others will be subject to disciplinary actions, including, but not limited to, expulsion from the residential system.



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Leaving the TurnKey Apartments

Check-Out

Detailed check-out information will be distributed before departure and is always available upon request. Lost keys and key fobs will be charged **\$300 per item**. Before moving out, a resident is required to remove all refuse, discarded materials, and extra furniture, leaving the rooms clean and with no additional televisions or any other furniture or personal belongings. Students will be charged an extra cleaning fee if they leave anything in the apartments.

Refrigerators and stoves must be emptied and cleaned. Dishes must be cleaned and put in cabinets. Upon departure, residents must return their keys in the provided envelope. Belongings left behind upon move-out or expiration of occupancy agreements will be considered abandoned and will be disposed of by TurnKey Housing Solutions with no liability. All charges for additional cleaning required, for removal of personal property, for returning furniture to its original room and position, and for any loss or damage caused by the resident(s), will be billed equally to the occupants.

When one roommate moves out, while others remain, each is equally responsible for cleaning and removing trash from the entire apartment. No trash may be left outside the apartment door or in the hall or stairways. If the apartment is not found to be in acceptable condition after the TurnKey Housing Solutions inspection, cleaning service will be provided and the resident(s) will be held jointly and severally liable for the entire cost. Residents are expected to vacate the apartment at the agreed upon time. Failure to move out within the prescribed period will result in a \$150 per day fine and possible eviction.

All students should coordinate with their program administrators regarding the key return process. Please make sure the door is locked when you leave.