



Resident Handbook 2015 / 2016

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WELCOME TO LANCER COMMONS

Welcome to your new home! Lancer Management Group (LMG) and Lancer Commons are delighted that you have chosen to reside with us as you begin a new year at the University of South Carolina Lancaster (USCL). We have excellent facilities and hope to make your experience a positive one. We prepared this handbook as a quick reference guide to the unique community that was *created for you*.

Please take a few minutes to become familiar with our services and procedures. This handbook has been designed to answer your questions about living at Lancer Commons. If you have additional questions, please feel free to contact us at our Management offices at (803) 286-7500 or email us at housing@lancercommons.com.

We hope moving in will be pleasant and stress-free. Your neighbors and Lancer Commons Management staff are all looking forward to meeting you and working with you. We hope that the coming months will be rich with wonderful discoveries, experiences, and new friends.

LANCER COMMONS SERVICES

MANAGEMENT & LEASING OFFICE

The Management & Leasing Office is located at 115 West Arch Street Suite 106 Lancaster, SC and is the center of our management leasing operations. Stop by the office or call 803.286.7500 to get information about your lease, rental account, facilities issues, or any other questions you may have about Lancer Commons. A quicker access to information will be through your own personalized TENANT PORTAL located on the web. See instructions later in this manual on how to access your tenant portal.

SERVICE ASSISTANCE

Service assistance can always be addressed with an email to housing@lancercommons.com or call 803.286.7500 for any of the services listed below. During holidays, summer, and school break periods of the year, hours may be limited. The service assistance also provide the following services:

LOCK OUT & LOSS OF KEYS

If you are locked out of your apartment, please call or submit a maintenance request via www.lancercommons.com and click the "Maintenance Request" icon, or call 803.286.7500.

- If a resident is locked out during business hours, the resident will not be charged. However, if lockout requests become frequent, a charge may be assessed of \$50.00.
- If a resident is locked out after business hours, the resident's account will be charged \$25.00.
- If a resident loses the apartment key, a replacement key maybe requested for a fee of \$25.00.
- If a resident loses a mailbox key, please notify the office. A lock change will be performed, and your account will be charged \$50.00

All charges listed above will be charged to the residents account, and are due without any additional notice immediately after the replacement request or core change request is completed.

PAYMENT OF RENT

Rental payments are due and payable on or before the first (1st) day of each month. Payment for rent can be made on-line using the “Pay Rent” icon located at www.lancercommons.com. The Online Tenant portal accepts credit card, debit card, and check payments. If payment is by CASH you will need to pay in person at our LMG Management Office located at 115 West Arch Street Suite 106 Lancaster, SC 29720. Please note: the rent must be paid in full by the payment deadline to avoid a late payment fee.

To pay online using your credit/debit card, E check, or ACH from your bank account:

Sign on to Tenant Portal at <http://www.lancercommons.com> using your Email and password.

- Click on the “Pay rent Online” ICON
- Click on the “Login” ICON
- Enter your Email and Password
- Follow instructions on the screen

IMPORTANT NOTES:

- When making a debit card payment, many financial institutions have a daily debit limit that can prevent a web transaction from processing. If your debt card is declined, you will experience a blank payment page. You can contact your financial institution and ask that they temporarily raise the limit to enable this payment to process. In such an event, students are responsible for making payment by another means by the payment deadline if they wish to avoid late penalties.
- There is a processing fee will be assessed on all credit/debit card transactions.
- There is **no charge for an electronic check/ACH transaction**. Instead of using a debit card, you may want to consider processing and electronic check/ACH transaction.
- On the six day of each month, a \$100.00 late fee will be applied to your Student/Tenant account for the current months rent. Additional late fees will be applied for any recurring late payments per month.
- Any rent not paid when due will be reasonable grounds for non-renewal of your lease.
- Outstanding balances will be sent to collections.

NON-SUFFICIENT (RETURNED) CHECKS

- If we receive a returned check for non-sufficient funds (NSF) from your bank, you are required to repay the amount of the check and all additional charges that maybe assessed.
- All returned checks are charged a twenty-five dollar (\$25.00) returned check fee, in addition to LMG late fee policy.
- After two (2) NSF checks, LMG will no longer accept personal checks from you; only certified checks or money orders will be accepted.

SECURITY DEPOSIT INFORMATION

Any security deposit paid at the signing of your lease is held by LMG until your lease expires or is terminated. Upon vacating the unit, Management will inspect your unit and cross-reference your move-in condition form completed at the beginning of your lease term. Within 30 days of your lease expiration,

LMG will return any remaining security deposit, along with a written itemization of the charges. If your security deposit is not sufficient to cover the cleaning and damage costs, the invoiced amount must be paid immediately.

If you breach your lease agreement, LMG reserves the right to apply your security deposit to any damages it suffers as a result of such noncompliance. Refer to your lease for further details.

LEASE TERM AND RENT

Your lease term is further defined in your lease signed with LMG. Should you desire a copy of your lease, please stop by the Leasing Office located at 115 West Arch Street Suite 106 Lancaster, SC 29720.

Occupancy shall be limited to the person(s) named on the Lease Agreement. Local ordinances provide for over-occupancy, which constitutes a zoning violation which may be subject to fines and/or criminal punishment. **Tenants** are specifically advised of the existence of this Ordinance and should any violation occur or be alleged to have occurred, Tenants agree to pay all fines, court costs, and attorneys fees associated with such violations or alleged violations whether a conviction results or not. Tenants will be charged \$800.00 per illegal occupant for violation of this ordinance.

RE-LEASING PROCESS

This is also known as: subleasing, re-letting, or assignment.

You shall not re-let your unit without prior written permission from Management. In order to proceed, you must submit your request on the form provided by Management. Written approval will not be given until the new tenant is approved, signs all applicable documents, and pays \$250 and a security deposit. Prior to beginning this process, the balance on your account must be current and in good standing.

You must vacate your apartment prior to midnight on the date set with Management. You must take all of your belongings. Any items left in the unit will be removed at your expense. You are personally responsible for returning all keys to Management on the checkout date. Management will not accept keys from anyone other than you as a means of checking out; including a roommate, a relative, a friend, your re-lessor, or leaving them in the apartment. If your keys are not returned at the time of checkout, you will be charged for the core changes of each key not returned. Upon vacating, you must clean unit and follow the move out terms set forth in the lease agreement. Your security deposit will be returned within the timeframes provided in the lease.

CONSEQUENCES OF ILLEGAL RE-LEASING

Illegally re-leasing a Lancer Commons apartment to an unapproved individual is strictly prohibited. If a person is found illegally residing in your apartment, Lancer Commons will take the necessary steps to remove the illegal tenant. The leaseholder will be held responsible for any costs incurred and remain liable for all rental payments.

Failure to check in through Management is subject to a \$200 administrative charge. Furthermore, current residents who do not properly check their keys into a management staff member are subject to a \$150 core replacement fee in addition to a \$35 per key replacement fee. Only legal leaseholders will be permitted to sign out the replacement keys in such circumstances.

To avoid incurring these charges and judicial sanctions, and to preserve the security of our community, it is imperative that all residents use the re-leasing process to re-assign their leases to new applicants.

TRANSFER INFORMATION

If you desire to relocate from one apartment to another, the move must be approved in writing by Management and must adhere to the following procedures:

1. The apartment currently occupied must be checked by Management prior to approval.
2. The apartment currently occupied must be cleaned and in an acceptable condition, as determined by Management, before the transfer will be granted.
3. Approval for transfer will be given based on (1 & 2) and if a suitable apartment is available and the tenant requesting the transfer is in good financial standing with LMG.
4. All conditions set forth in the checkout procedures must be met; a new housing contract must be signed.
5. A transfer fee of \$100.00 dollars must be paid by the tenant(s) requesting the transfer.
6. Any cleaning or maintenance charges not considered normal wear, involving the transferring apartment will be assessed in addition to the transfer fee.

CONTINUING LIABILITY

In addition to being eligible to live in Lancer Commons when you apply, it is your responsibility to maintain eligibility throughout your stay. If you do not maintain your affiliation as a University Student, your lease may be terminated and all unpaid monthly installments become immediately due as liquidated damages.

If you feel there are extenuating circumstances around your situation such that you should be allowed to remain in Lancer Commons, despite no longer being eligible, please submit a written appeal to the Lancer Commons Management, LMG. Please note that submitting your keys to Management does not end your lease. You will continue to be financially responsible for your lease.

CHECKOUT

It is the responsibility of each resident to arrange a check-out appointment with Management. The appointment should be scheduled at least three (3) days prior to checkout. Checkout is not considered completed until all keys have been returned. If a tenant fails to return all keys issued to the tenant within two (2) working days of vacating date, lock changes will be initiated and the tenant will be charged a fee.

When you are ready to move out of Lancer Commons, you are required to leave the apartment in the same condition as it was at the time of initial occupancy barring normal wear and tear. The apartment must be free of your personal possessions and the woodwork, walls, cabinets, closets, plumbing fixtures, range and floors must be clean. Any damages and/or cleaning necessary in the apartment will be the financial responsibility of the tenant.

Tenants staying beyond the contract end date will be assessed a daily rate as follows: rent divided by thirty, multiplied by three.

BICYCLE REGISTRATION (Coming Soon)

Bicycle racks coming soon!!!!

MAIL & PACKAGES

Mailboxes are located adjacent to the road for both Hubbard Drive and Fowler Road locations. Each apartment has one mailbox, so you do not need to include your bedroom letter in your address, only the apartment number and building address. Please make sure that your friends, family, and associates know your correct building address – improperly addressed mail is considered misdirected and may not be delivered. Packages will be delivered per USPS regulations.

The United States Postal Service (USPS) will serve Lancer Commons. Thus, mail to or from campus will require postage in order to be delivered.

We recommend that you file a change of address with the post office when you move in and out of your apartment so to minimize the interruption of your mail service. If your mailbox is not cleared on a regular basis, mail will be pulled and returned to sender. Management is not responsible for holding mail during your absence.

CABLE TELEVISION

Cable Television services will be provided by Comporium Communications, and will offer the Basic Plus Service Level for your entertainment. A coax cable is required to connect your Television to the wall jack, thus, a cable box is not required. Most Televisions older than 2007 may not be compatible with our cable service.

INTERNET

Lancer Commons offers a wired internet service to your apartment. Should you desire wireless services it will be the tenant responsibility to install a wireless router inside your apartment unit. LMG is not responsible for wireless internet security or wireless networks setup by the tenant. There are designated internet jacks throughout the building.

PARKING

Residents of Lancer Commons are eligible for onsite parking at all Lancer Commons Parking lots. There may be adjacent USCL parking lots to Lancer Commons for additional parking needs. However, any parking permits required to utilize those lots are the responsibility of the tenant to negotiate or obtain from USCL.

Tenant agrees to park in designated parking only. **Tenant(s)** may not park or drive on the grass at any time Cars cannot be parked in fire lanes along curbs, near dumpsters, behind another car, or any location other than designated parking spaces. Any cars parked in undesignated areas will be towed at owner's expense. **Tenant** is responsible for informing his/her guests of all policies contained in this lease.

NOISE

Excessive noise is not permitted and courtesy hours are always in effect. Courtesy hours are between 11:00 PM and 8:00 AM everyday. Loud parties or activities that will in any manner disturb, annoy, or cause discomfort to other residents is not permitted. Residents are held responsible for the conduct of their guests at all times. Residents are encouraged to peacefully resolve issues among themselves. If the noise continues, the resident should contact the City of Lancaster Police Department. Accordingly, the following shall apply to complaints concerning a resident and/or guest's violation of this rule:

First complaint---A written warning will be issued.

Second complaint—A \$200 fine will be assessed to your account.

Third complaint—Additional fines may be assessed and eviction proceedings may be filed at the discretion of LMG.

PARTIES

Parties are NOT permitted. Whether in apartments, bedrooms, or any building common area, social gatherings must not:

1. Become too large for you to exercise responsible control over the behavior of you and guests,
2. Expand beyond the boundaries of the apartment, or building common area,
3. Be advertised in any way, or
4. Consist of more than two (2) guests per person/per apartment.

CONDUCT

Both direct and indirect forms of verbal and written abuse, threats, coercion, physical or verbal harassment, intimidation, violence against another person or their property, or causing the apprehension of physical or verbal harm are prohibited and will not be tolerated. Conduct that threatens the health and safety of any person (including yourself) may result in fines and possible eviction, and/or criminal action. You are responsible for reporting abuse to appropriate authorities. At all times, you and your guests are expected to conduct yourselves in accordance with the rules contained in this Handbook.

PETS

Pets or any animals are prohibited from being brought onto any Lancer Commons property by any Resident and/or guest. Pet prohibitions apply to all mammals, birds, reptiles, and insects. Fish are allowed with the maximum tank size of 10 gallons. In the event of a violation of this rule, a \$500 fine will be assessed to Resident's account. Lancer Commons may also choose to replace the carpet in the entire apartment at the tenants cost.

Pets must be removed from the premises immediately. Any subsequent violation will result in additional fines and eviction from the premises.

GUESTS

Non-Residents (including family) may not use the premises if you are on vacation or for any other reason not present, unless accompanied by you. You are responsible for the conduct of your guests, including payment for any damages caused by your guests' behavior.

APPEARANCE

No ashtrays, garbage can, wood box, kitchen supplies, ice, laundry, furniture or other articles whatsoever shall be placed on the decks, staircases, or landings, with the exception of deck furniture on rear decks. No articles shall be hung from the windows or placed upon the window sills.

COMMON CARE OF PROPERTY

The commodes and other water apparatus such as dishwashers and garbage disposals shall not be used for any other use other than that for which they are constructed nor shall any sanitary napkins, tampons, disposable diapers, sweepings, rubbish, rags, paper towels, excessive food matter or any other improper articles be thrown into the same. Any damage resulting from misuse thereof shall be borne by the **Tenant** upon whose property it shall have been caused. In additions, **Tenant(s)** will be charged for any toilets and garbage disposals that have been clogged by foreign objects.

Tenant will not add, remove, enter or change any locks without prior written consent of the **Landlord** or **Landlords** agent.

Tenants are not permitted on rooftops.

Notice shall be given to **Landlord** if the property is not going to be occupied for a period of time.

Water beds, halogen lamps, and charcoal grills are not permitted.

Beer kegs may not be brought onto the property, or **Tenant** will be fined \$600.00.

Tenant must use an ironing board when ironing clothes. At no time should the **Tenant** place a hot or warm iron on the carpet. If carpet is burned by any means (iron, cigarette burns, candles, etc.) the ENTIRE carpet will be replaced at Tenant's expense.

DRUG AND ALCOHOL

You shall abide by all local, state, and federal laws regarding alcohol and illegal drugs. The possession, sale, distribution, or provision of any illegal drugs or drug paraphernalia is strictly prohibited. Violations of this policy may result in criminal charges, and/or eviction from the unit. If your unit is within 1,000 feet of a school, you may face enhanced penalties, including felony charges.

SMOKE-FREE POLICY

Use of any form of smoking products in facility is prohibited. USCL Campus is a tobacco free Campus.

SOLICITATION

Door-to-door solicitors are not permitted. Please contact Management if a solicitor disturbs you.

SIGNAGE

You are prohibited from placing any signage or decorations on the exterior of the buildings, doors, or windows.

COMMON AREA

All residents of each unit are liable and accountable for all damages to the common area in their unit resulting from negligence and/or misuse. Unless otherwise arranged by the residents, cost of repairs will be split evenly among all residents. Additionally, residents are responsible for any damage to the common areas of Lancer Commons caused by themselves and/or their guests.

The driveways, sidewalks, courtyards, stairs and halls shall not be obstructed or used for any purpose other than ingress and egress. Bicycles and similar vehicles shall not be allowed to obstruct the common areas.

FIREARMS/WEAPONS

Possession or use of firearms, weapons (BB guns included), fireworks, gasoline, flammable liquids, explosives, volatile chemicals or other materials that endanger the health, safety, and welfare of human/animal life is prohibited in or around Lancer Commons property.

MEDIATION SERVICES

Should you have a conflict with your roommates or other tenants that you are unable to resolve, Student Counseling Services (SCS) offers a free counseling program to assist you in resolving such issues. Please call SCS at 803-313-7112 to set up a consultation.

CONSERVATION

As members of the global, campus, and Lancer Commons community, we all have an obligation to conserve resources such as energy and water. Conservation will help minimize increases in rent costs due to utility usage, so keep the following tips in mind throughout your Lancer Commons experience.

CONSERVATION MEASURES

- Turn off all lights when you leave a room
- Do not run water longer than necessary
- Turn off all appliances when not in use
- Turn off the television and stereo when you are not at home
- Report leaks, toilet issues, and nonfunctioning windows immediately
- In the winter, leave the thermostat at 72 degrees or less. Lower the thermostat to 70 degrees at night. Close the blinds in the evening and open them in the morning to admit sunlight and warmth through the windows

- In the summer, leave the thermostat at 74 degrees or higher. Close the blinds in the morning to reduce heat from the sunlight and open the blinds in the evening. If you leave your apartment for more than three days, set the thermostat to 85 degrees in the summer and 68 degrees in the winter
- Close all windows and doors when the heat or air conditioning systems are in use
- Schedule your loads of laundry and dishes to allow you to run the washing machine and dishwasher with full loads every time
- Do not block air vents with furniture or other items

RECYCLING AND TRASH GUIDELINES FOR LANCER COMMONS RESIDENTS

Lancer Commons apartment units are issued a trash can per unit for trash. It is the Tenants responsibility to take the trash can out to the road for municipal pick up on the designated day. Currently all trash cans should be placed by the road before midnight on each Tuesday. Units on Hubbard Drive should place trash cans along Hubbard Drive adjacent mailboxes. Units on Fowler Road should place trash cans along Fowler Road near mailboxes. Failure to do so will result in trash cans being overloaded which will attract animals and other unwanted creatures. Should any items be too large for the trash can, please leave the item beside the trash can at the road on Tuesday afternoon. All trash cans should be taken back to Tenants unit by midnight each Wednesday. While trash cans are located near Tenants unit they should be kept in the rear on each unit and in a mulched area. No trash cans should be left out on the grass.

Tenant shall keep the property in good state of preservation and cleanliness. Any trash that is left on the grounds and porches will be removed to the dumpsters. The **Tenants** responsible for the trash will be charged at the rate of \$10 per bag or a minimum charge of \$20 per incident. Neither Tenants nor their guests shall throw cigarette butts on the grounds, paving, decks and porches.

A few additional things to keep in mind are:

- 1) Keep the trash can and surrounding area clean, and clean up any spills.
- 2) All items being placed in the trash cans should be placed in appropriate bags/trash liners.
- 3) Please flatten all cardboard. This will help keep the containers from overflowing.

SUMMARY OF POSSIBLE TENANT VIOLATIONS AND FINES

a.	Illegal Pets Minimum Charge	\$500.00
b.	Check returned from bank	\$ 25.00
c.	Lockout after Office Hours	\$ 20.00
d.	Late Rent Fee	\$ 50.00, \$ 100.00 AFTER 10 DAYS
e.	Lost Key	\$ 5.00
l.	Lock Change	\$ 100.00
g.	Lost Mail Key	\$ 5.00
h.	Beer keg	\$ 600.00/ incident
i.	Noise Violation	\$ 200.00/ incident
j.	Occupancy violation	\$ 800.00/person not on lease occupying

WORK ORDERS/MAINTENANCE TICKETS

Work orders allow you to request a maintenance technician to repair a problem in your apartment, bedroom, or community. All residents can access the online work order system through their resident portal available at www.lancercommons.com . When filling out a work order, please be as detailed as possible. For example, “Dryer is not heating” is much more informative than “Dryer broken.” This kind of specific information will allow the maintenance technician to diagnose the problem and complete your repair much more quickly. If you have questions or concerns about your work order, please feel free to contact our Maintenance Department at housing@lancercommons.com or 803.286.7500.

PREVENTIVE MAINTENANCE

Occasionally, a preventive maintenance technician will post a notice to enter your apartment in order to perform preventive maintenance on the apartment systems. Their preventive maintenance checklist includes tasks such as changing the air filter in the HVAC system, checking the water temperatures of the bathtubs, checking airflow temperatures from the vents, checking the plumbing for leaks, and cleaning the HVAC coil. When you receive this notice, please make sure that all of these areas are accessible for the technician.

Lancer Commons also provides a preventive maintenance pest control program. It is very important that the apartment be clean at the time of this service, so plan to clean the apartment when you receive the notice of entry.

FACILITIES FAQ's

We have collected the most frequently asked facilities questions for your reference. This information will help you set up your apartment and maintain it throughout the year.

Issue	Solution
How do I report something that needs repaired?	Please send all requests through the Maintenance Request portal – www.lancercommons.com
How long will it take to address my request?	For routine, or non-emergency work requests, Three to five days
How will I know if my request has been completed?	You will receive a system-generated email when your work order is closed.
What is considered a maintenance emergency?	<p>A maintenance emergency is defined as a problem that if not resolved quickly will jeopardize the health and safety of a resident, create a serious hardship. An emergency is further defined in a situation that will result in damage to the building, property, or when basic life needs are not provided for.</p> <p>Situations that would be considered emergencies are:</p> <ul style="list-style-type: none"> - ALL toilets in unit are clogged; not just your toilet, ALL toilets - Heating doesn't work and temperature outside is under 45 degrees - Air conditioning doesn't work and temperature outside is OVER 95 degrees - Unit door will not lock. This does not include the bedroom door. - No electricity in the entire unit

	<ul style="list-style-type: none"> - Flooding - Refrigerator/freezer is not cooling food to safe temperatures - Broken window (both panes) - Inoperable smoke detector - Fire
What is NOT considered a maintenance emergency, but should be corrected as soon as possible, within 24 hours?	<ul style="list-style-type: none"> - Clogged toilet in a unit where another toilet works - No hot water - Clogged garbage disposal - Stove doesn't work - Heating doesn't work and temperature outside is over 45 degrees - Air conditioning doesn't work and temperature outside is under 95 degrees - Clogged shower - Electricity out for one or two items - Washer/Dryer doesn't work (in units equipped with washer/dryer) - Smoke detector low battery indicator is sounding
What if I have a maintenance emergency after-hours?	<p>EMAIL the Maintenance Team at housing@lancercommons.com . Emails are directed to multiple team members that can assure an issue is resolved as quickly as possible.</p> <p><i>Life threatening emergencies should be directed to 911</i></p>
What do I do if I lose power to my apartment?	<p>Apartment:</p> <ul style="list-style-type: none"> - Determine if there is a citywide power outage by looking out your window for streetlights. If there is no power, power will be restored once local Electric Company can resolve issue. - If the power is out in a specific area of your apartment, you should find the breaker box, which is contained in a metal panel located in your hallway. There are breakers (switches) in the breaker box. Each breaker should be facing the same direction. A tripped breaker will sit between off and on. Locate the breaker that matches the specific area where the power outage exists (e.g. the bathroom or kitchen) and flip that breaker off and then on. When power is restored, all of the breakers should be facing the same direction. You should also make sure that you are not placing excessive equipment on the circuit or else the breaker might continue to trip, causing loss of power. For example, if you have lost power to the kitchen area and you reset the breaker, but it trips again, check to see what is plugged into the kitchen outlets. If you have a bread machine, a toaster, a mixer, and a microwave all on the same circuit you might be creating an overload condition. In this case unplug one or two of the items and then try resetting the breaker. If the power remains out, and the breaker will not reset, - Submit a work order.
What do I do if I lose power at specific outlets only?	<p>Bedroom, Bathroom or Kitchen outlet:</p> <ul style="list-style-type: none"> - These rooms have special safety outlets called "GFI Outlets." GFI outlets have two buttons: a test button and a reset button. Simply push the reset button to restore power.

	<ul style="list-style-type: none"> - If the outlet still does not reset check the breaker box to see if that breaker has tripped. Each breaker should be facing the same direction. A tripped breaker will sit between off and on. Flip that breaker off and then on. If the outlet still does not work - Submit a work order
<p>Dishwasher – I used regular dish soap and it is now foaming everywhere?</p>	<p>- If this happens, you have either used regular hand dishwashing soap in the dishwasher, or used too much dishwasher detergent. You MUST use dishwasher detergent, and follow the manufacturer’s suggested usage amounts. If you have used a non-dishwasher product, open the door and keep it open for about 2 hours to allow the bubbles to evaporate. Pour a cup of cooking oil into the tub and run the “RINSE” cycle. You may have to repeat this two or three time until the foam disappears.</p>
<p>What do I do if my toilet is clogged?</p>	<ul style="list-style-type: none"> - Attempt to plunge it. Lancer Commons recommends purchasing a plunger for each apartment. - If water is overflowing – turn off water (There is a valve located on the underside of the toilet). Every effort must be taken to mop up excess water. - Place a work order.
<p>How can I hang pictures/posters on my wall?</p>	<p>- However you hang pictures, the goal is to minimize the damage to the walls. We recommend that you hang pictures with tacks and picture hanger hooks. Do not use screws, nails (except finish nails), tape, adhesive pads, or putty of any kind; if you choose to use these items you may be charged for damaged walls.</p>
<p>Are there changes I am not allowed to make?</p>	<p>Major improvements, alterations, or damages to apartment or the building cannot be made for the sole convenience of the occupant. Below are some, but not all, examples:</p> <ul style="list-style-type: none"> - Installation of appliances or other major items that are not standard or provided. - Relocating the washer and/or dryer when they are already installed. -- Installation of hobby equipment, a pottery wheel, for example, and related hardware. - Installation of bars, room dividers, built-in-bookshelves/cases, etc. - Removal or disablement of any installed system equipment, such as heating units, plumbing, locking, and security devices. Also tampering with fire alarms and fire extinguishers are prohibited.
<p>What does the fire alarm sound like, and what should I do if I hear it?</p>	<p>Smoke detectors within your unit will sound if smoke is detected in the unit. The alarm will be loud “honk” type of sound throughout the building. You should calmly exit the building immediately. Once outside the building, walk to the road side of the complex. Contact the fire department via a 911 call to clear the building, and determine if it is safe to return.</p>

How should I hang pictures on the wall?

However you hang pictures, the goal is to minimize the damage to the walls. The best things that we have found for this purpose are tacks, picture hanger hooks and command strips. Do not use screws, nails (except finish nails), tape, or putty of any kind!

What should I do if my apartment has a pest control problem?

The first thing you should do is clean your apartment, as pests usually result from unsanitary conditions, such as improperly stored food, or organic residue in your garbage can. If the problem persists, submit a work order so that our maintenance staff may evaluate the problem. The maintenance staff will have our pest control company treat your apartment on their next visit. If possible, capture a sample of the pest, so that our pest control vendor may accurately identify the species and treat accordingly.

Will the maintenance staff change light bulbs for me?

No. **Tenants** shall furnish light bulbs and fluorescent tubes.

What should I do if my air conditioning stops working?

If your A/C stops working please submit a work order.

Why does my water need time to warm up?

The hot water circulation system for these buildings is very large. Therefore, if there is not a lot of usage to keep the hot water circulating, it can take some time to pull the hot water to your apartment. If you find that this is an issue, just let the shower run for a few minutes.

What would happen if someone damages the furniture or flooring in the apartment?

If damage to the common area furniture/flooring is brought to our attention or noted during an inspection, it would result in an evenly split fee among the roommates in the apartment, unless someone admits full responsibility. Please take care of your furniture/flooring by not allowing roommates to smoke, bring in bikes, or use hookahs in the apartment.

What can I do to ensure that I don't receive damage/cleaning charges?

There are several steps that you can take to ensure your apartment in good condition at the end of your lease:

- Clean your apartment at least once a week. Pay special attention to vacuuming the carpets, cleaning the toilets, bathtubs, sinks, tile floors, oven, stovetop, drip pans, microwave, refrigerator, and countertops. It is wise to set up a cleaning rotation between all tenants to ensure a clean apartment at check-out
- Keep your walls in good condition: hang only one or two pictures per wall using the methods recommended above, do not place furniture directly against the walls
- Do not install additional items such as shelves, hooks, over-the-door hooks
- Vacuum regularly

- Follow the instructions in your move-out letter to prepare your apartment for move-out. Be sure to coordinate your move-out preparation with your roommates, since common area issues are billed to all residents of the apartment

APARTMENT CONDITION SHEET

At move-in, each resident will be given an Apartment Condition Sheet during receipt of keys. This sheet shall be completed and returned to the LMG Leasing Office or emailed to housing@lancercommons.com immediately, and is designed for the protection of the resident. We encourage each tenant to take photos of any issue they discover during their inspection. If assistance is needed in completing the sheet, please contact management at 803.286.7500. Failure to complete and return the Apartment Condition Sheet within five (5) business days after moving in will imply you have accepted the apartment as-is.

EMERGENCY PREPAREDNESS

Although we hope emergencies will not happen, it is best to be prepared. Lancer Commons staff will do their best to help you, but you need to do your part as well. Follow the three steps below and you will be ready!

CITY OF LANCASTER POLICE DEPARTMENT (LPD)

The City of Lancaster Police Department (LPD) provides patrol and response services to the Lancer Commons community.

If an emergency arises, please contact the City of Lancaster Police at 803-283-1173 or dial 911.

SAFETY TIPS

Living near campus does not exempt you from possible threats to your personal safety. Thus, please use the following precautionary measures to minimize existing dangers and hazards in the environment.

PERSONAL SAFETY PRECAUTIONS

- Do not walk or bike alone after dark; walk with friends or in a group.
- Walk in well-lit and well-traveled areas.
- Constantly be aware of your surroundings.
- Be wary of persons you do not know, or appear to be acting strange.
- Report suspicious persons or activity to the police.
- Stay away from relatively isolated areas.
- Plan what you will do if confronted by a potential assailant (run, scream, fight, try to gain his/her confidence while waiting for safe escape opportunity).
- Have a cell phone readily available.
- Have a friend or family member know your whereabouts.

APARTMENT SAFETY PRECAUTIONS

- Keep your apartment door locked at all times, even if you or one of your roommates is home.
- Carry your keys with you at all times, and do not mark your keys with your unit number.
- Make sure doors close and latch behind you.
- Confront persons you do not know; if you cannot confront, report suspicious persons to the police.
- Report damaged or malfunctioning doors, locks, etc. to the Maintenance Team.
- Report “salespeople” or “solicitors” to your management; they don’t belong in the building complex
- Escort your guests at all times.
- Do not prop doors open.
- Use your front windows to determine who is knocking at your door.
- Get to know your neighbors and watch out for one another. If you see or hear anything suspicious, or witness any illegal activity, notify the police immediately.

MAKE A KIT

You should have a few emergency supplies stashed away in case of an emergency. Ideally, you should have two kits, one in your apartment and the other in your automobile. These kits should include: water & food (non-perishable), can-opener, first aid supplies, flashlight/batteries, battery-powered AM/FM radio, and medication or any other special item you cannot do without.

If you are evacuated to an emergency location, you should only bring one piece of baggage, so be sure that you have the following supplies accessible to be quickly packed at all times: clothing, pillow/blanket, towel & soap, toothbrush/toothpaste, shower shoes, medicine, flashlight, padlock, phone card, snacks, something to do (books, games, etc.).

MAKE A PLAN

If an emergency occurs, you want to know what your resources are, and have a plan ready. Keep the following issues in mind when drafting your personal emergency plan:

- If you had to evacuate campus for a few days, where would you go in the local area?
- Do you have an out-of-state contact to help you communicate with your family members? It may be easier to make a long-distance phone call than to call across town if local circuits are busy.
- Will Lancer Commons Management staff be able to contact you with updates about the situation? Make sure you keep your emergency contact information up-to-date with the Lancer Commons Management Office.

Be Informed...

FIRE PREVENTION

- Only use power strips with a UL seal and that are not frayed or worn.
- Limit the number of appliances that are plugged in or in use at one time.
- Do not use or possess fireworks, lighted candles, flammable fuels, or space heaters.
- Do not use or possess torchiere halogen lamps or halogen bulbs.

- Do not smoke or allow others to smoke in your room or anywhere in the building. USCL is tobacco free.
- Do not tamper with smoke detectors or other life safety equipment.
- Fire Extinguishers are located in each unit for your safety. Do not tamper with Fire Extinguishers other than extinguishing fires.

SMOKE DETECTORS

Your unit and building hallways have been fitted with wired smoke detectors. Smoke detectors can be very sensitive while cooking, and precautions should be taken to prevent false alarms. In the event of a false alarm during cooking, refrain from opening the apartment door. Open all windows and turn-on any fans.

Tenant shall inspect the smoke detector weekly and is responsible for replacing batteries as needed. Landlord shall not be responsible for the malfunction of smoke detectors whether as a result of weak, defective, or inoperable battery or otherwise. Should **Tenant** fail to keep a charged battery in the detector or permit the smoke detector to be damaged in any way Tenant shall be assessed the sum of \$25.00. **Tenant** shall also be responsible for care and maintenance of the fire extinguisher. The fire extinguisher will be charged when resident moves in and must remain charged during tenancy and upon vacating. If for some reason the fire extinguisher is discharged, Tenant must make arrangements with our maintenance office to recharge it. The cost of recharging the extinguisher will be billed to all residents of the unit.

... ABOUT EMERGENCY READINESS

You can find more information about emergency readiness at www.ready.gov or www.fema.gov .

RENTER'S INSURANCE

You are responsible for obtaining renter's insurance for your personal belongings and to protect yourself against any liability. You understand that the insurance in place for Lancer Commons does not provide coverage for your personal belongings, property damage or bodily injury. If you or your guests suffer a loss due to fire, flood, vandalism, theft, or other cause of loss, Lancer Commons's insurance will not cover these costs.

In general, renter's insurance is not expensive, and can provide substantial protection and peace of mind. You must obtain a renter's insurance policy with coverage for personal property and at least \$100,000 liability.

Renter's insurance is easily available at a low cost. Most insurance providers offer policies with the following options:

- Replacement of your belongings or compensation for their actual value
- Additional living expenses
- Emergency housing compensation
- Personal liability coverage
- Medical payments to others

If your parents or guardians have a homeowner's insurance policy, they may be able to cover your belongings under their policy, but you should carefully weigh the advantages of an individual policy. Many policies do not cover a resident's liability when causing damage to the property/unit.

On behalf of the staff and Management of Lancer Commons, we want to thank you for choosing Lancer Commons to be your home while at USC Lancaster, and we hope you enjoy living here. Should you have any concerns during your residency at Lancer Commons, please stop by the office.