



AMERICAN
CAMPUS
COMMUNITIES

Where students love living.®

Resident Handbook

2026 – 2027



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Welcome

We are excited to welcome you to Dolphin Cove, an American Campus Communities property. We provide community building, resident events, property amenities, and a dedicated team that strives to ensure you have a great experience at our community. We hope that you create many fond memories during your stay here.

We have compiled this Resident Handbook to provide you with information that may be useful to you throughout your stay, to answer frequently asked questions about living at our community, and to notify you of policies you are required to abide by during your time at Dolphin Cove. In addition to all applicable local, state and/or federal laws, you are expected to comply with the Lease Agreement, the Rules and Regulations and this Handbook.

As a resident, you are required to read this Handbook and sign a written acknowledgement that you have read and understand the Handbook during your move-in process. This Handbook is intended to supplement the Lease Agreement and Community Rules and Regulations. To the fullest extent permitted by law, we reserve the right to interpret, modify, suspend, revoke, supplement, or amend any policy contained herein at any time in our sole discretion. Any changes will be effective once communicated to residents, whether via email, posting throughout the community, or providing via the Community Portal. In the event of a conflict between this Handbook and the Lease Agreement, the Lease Agreement shall control.

American Campus Communities (ACC) complies with all applicable federal, state, and local fair housing laws. We are committed to treating everyone equally, and do not discriminate based on race, color, religion, national origin, sex, disability, familial status, or any other characteristic protected by law. This applies to everything we do - from leasing and assignment to pricing, services, maintenance, and community policies. In accordance with all applicable laws, we provide reasonable accommodations and modifications for individuals with disabilities and/or accessibility needs. Residents who may require an accommodation should contact Management for assistance.

ACC's failure to enforce any provision of this Handbook, the Lease Agreement, or Community Rules and Regulations shall not constitute a waiver of the right to enforce such provisions in the future. If any provision of this Handbook is found invalid or unenforceable, the remaining provisions shall remain in full force and effect.

Important Contacts

Property Contact Information

RA On-call	South: 347.695.7817 & North: 347.695.7690
Front Desk	718.982.3019

College of Staten Island Resources

Student Affairs	718.982.2335
Health Center	718.982.3045
Counseling Center	718.982.2391
Center for Advising and Academic Services	718.982.2280

University Contacts

Public Safety	718.982.2113
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Contact information is subject to change without notice.
You are responsible for verifying current contact information through the Community Portal.

Office Hours

Monday – Friday

9:00AM- 5:00PM

Saturday

Closed

Sunday

Closed

**If you ever need assistance after hours,
please call the On-call Phone at**

South: 347.695.7817 & North: 347.695.7690

For emergencies, including any matter involving the health and/or safety of yourself or another individual, please dial 911 immediately.
After contacting 911, please call the On-call Phone listed above.

Office hours may be modified, suspended, or reduced at any time due to staffing needs, emergencies, holidays, operational requirements, or circumstances beyond our control.

Our Team

Community Assistants

Community Assistants live and work at our community. While they are working or on-call, they will act as your first point of contact for lockouts, maintenance requests, roommate issues, and more. We encourage you to meet the CA team by coming by the office at your convenience or by joining us at one of our resident events!

Property Manager/Director of Property Management

The Property Manager or Director of Property Management is responsible for managing the staff, business operations, and facilities at the property. They practice an open-door policy and, if a Community Assistant is unable to help you with a matter, we encourage you to contact your Property Manager or Director of Property Management to assist in whatever way possible.

Resident Experience Manager

The Resident Experience Manager leads the property team in helping create an exceptional living environment for our residents. They oversee all aspects of leasing, marketing, and administrative operations.

Marketing and Resident Experience Specialist

The Marketing and Resident Experience Specialist is part of the Leasing team. They assist management with the leasing operations of the community.

Maintenance Team

The Maintenance team is responsible for all maintenance and facility concerns or requests at our community.



Please note that our team members are community personnel.

These individuals are not law enforcement officers, medical professionals, mental health professionals, or emergency responders. Should any emergency involving the health or safety of yourself or another individual arise during your stay at our community, please contact 911 first, before contacting onsite staff.

Community Living 101

Respecting the Community

As an ACC community, our stated mission is “to consistently provide every resident with an environment conducive to healthy living, personal growth, academic achievement and professional success.”

In other words, we strive to provide you with a beautiful community that supports your success and well-being. In order to achieve this goal, we need your assistance as an active member of our community.

We work hard to keep the community looking great for you — please help us in that effort and throw your trash away in the appropriate designated areas.

We also work hard to repair any damage to the community spaces. When we enter units for routine preventative maintenance or to complete a service request, we also inspect for damage. Any damage that is deemed malicious will be repaired when identified, and the resident may be billed for the cost of the repair at that time.

Vandalism and malicious damage will not be tolerated. Any resident that causes malicious damage to the community, intentionally triggers fire protection equipment, or otherwise vandalizes the community may constitute grounds for lease enforcement action, including lease termination and eviction proceedings, to the fullest extent permitted by applicable law.

Elevator Best Practices

Elevators are essential for our daily convenience, but misuse can lead to injury and/or property damage, as well as result in inconvenience for everyone. Here are a few reminders to ensure our elevators remain in good working condition:

- Please enter and exit calmly, avoiding sudden movements that can damage doors and mechanisms.
- Please adhere to the posted weight limits to prevent overloading, which can strain the system.
- Please press the buttons gently and avoid holding them down unnecessarily.
- Please ensure that doors are not obstructed during closing to prevent damage to the door sensors and mechanisms.
- Please report any unusual sounds or malfunctions immediately to prevent further damage.

Elevators may be temporarily unavailable due to maintenance, repairs, emergencies, inspections, power interruptions, or circumstances beyond our control. We shall not be liable for inconvenience arising from elevator interruptions.

By working together, we can ensure our elevators remain in good condition for everyone's use.

Responsible Living - For the Greener Good

ACC is committed to protecting the future of our environment. We see the integration of sustainable features into our communities as a critical component of delivering the best living experience for all residents.



As part of our For the Greener Good initiative, we're sharing tips and reminders to help you both save money and protect the environment:

- **Turn off the water** - Simply turning off the water when washing your hair in the shower can save around 150 gallons of water a month! Turning off the water when brushing your teeth can save up to 25 gallons of water monthly, and doing it while shaving can save as much as 300 gallons per month.
- **Cut down your shower time** - Limiting your shower time to 4-7 minutes can conserve up to 3-5 gallons of water, and will also save you money on both your water and energy bills each month.
- **Turn off your lights** - When leaving a room, turn off all lights and unplug all nearby devices as an easy way to bring down your electricity bill and keep your usage low. Consider just using light fixtures at night, and opting for natural light during the day.
- **Control your own climate** - When using AC/heat in your space, try to keep all windows and doors closed. This helps to keep the temperature in your room/unit consistent and allows your thermostat to regulate. During the cooler months, set your programmable thermostat (if available) at as low of a temperature as comfortable, and during the warmer summer months try to limit your use of AC, keeping the thermostat at a higher temperature.
- **Appliance, devices, and computers** - Enable energy saving modes on your computer. Unplug or use a smart power strip to cut all power to appliances, electronics and computers when not in use.
- **Refrigerators** - Make sure your refrigerator door seals are airtight. Keep the refrigerator at a temperature between 37° - 40°F and the freezer between 0° - 5°F. Do not unplug your refrigerator unless it is empty.

Sustainability recommendations are voluntary and provided for informational purposes only.

Hi, How Are You?

American Campus Communities partners with the Hi, How Are You Project to help tackle the issues of mental health among U.S. college students. The Hi, How Are You Project is a non-profit organization inspiring new conversations to remove the stigma and open up dialogue about mental health. You can learn more about their organization here:

HiHowAreYou.org



Asking someone, "Hi, how are you?" is a simple step to start a conversation about their well-being and let them know someone cares. It is important that we support one another as neighbors and residents in our community.

While our community personnel are not licensed mental health professionals and are not able to provide counseling, therapy, diagnosis, or medical advice, please feel free to visit our office if you are simply looking for someone to talk to or are looking for additional university or community resources.

Roommate Conflict Resolution

Living with roommates is often a central part of the housing experience. Differences in lifestyles, schedules, and habits are common, and conflicts may arise from time to time. Most conflicts can be resolved through clear communication and mutual respect. The following guidelines outline expectations and available resources to help navigate conflicts should they arise.

Roommate Agreements

All residents are encouraged to complete a Roommate Agreement shortly after move-in.

This agreement helps set expectations and minimize conflicts around:

- Cleaning and shared spaces
- Noise and study/sleep schedules
- Guests and visitation
- Shared belongings and food

Roommate Agreements may be revisited at any time and can be facilitated by community staff if needed.

Start with Communication

Should a conflict arise, unless the matter involves the health or safety of any individual, as a first step Residents are expected to make a good-faith effort to resolve concerns directly with their roommate(s).

Direct communication between Residents can be facilitated by adhering to the following:

- Address concerns early before they escalate
- Speak respectfully and calmly
- Focus on specific behaviors and the impact they cause, not personal attacks
- Listen to understand, not just to respond

If the conflict involves the health or safety of any individual, Residents should immediately contact the police and then inform onsite staff.

When to Seek Assistance

If a matter that is appropriate for direct communication between Residents is unable to be resolved through those efforts, you should notify onsite staff, who will assist with attempting to facilitate a resolution. As part of this process, you may submit a request for roommate mediation. If both Residents agree to mediate, a staff member (CA/RA or professional staff) will schedule a mutually convenient time for the mediation to occur and will seek to help facilitate a productive discussion between Residents. The goal of the mediation is to reach a fair and reasonable solution for all parties to resolve the conflict.



Room Changes

If a Roommate conflict remains despite reasonable efforts to resolve it, including the steps outlined here, a room change of the requesting party may be considered. Room changes are considered a last resort and are not guaranteed. You may submit a room change request by contacting our office.

A room change request may be approved only when:

- Mediation has been attempted;
- Ongoing conflict cannot be resolved;
- Space in a comparable room is available

All room transfers must be approved by management and follow established procedures.

Safety Concerns

Your safety is our top priority. If you ever feel a situation involves:

- Threats, harassment, or intimidation
- Behavior that makes you or another individual feel unsafe or uncomfortable
- The health or safety of yourself or another

You must do each of the following immediately:

- Contact local law enforcement;
- Contact onsite staff after notifying law enforcement;
- Separate yourself from the situation as quickly and safely as possible.

Community Standards and Policies

As a reminder, all Residents are required to follow the terms outlined in the lease agreement and community policies, including:

- Quiet hours
- Guest policies
- Cleanliness and health standards
- Respect for others and their property

Failure of any Resident to comply with these policies may result in a lease violation that could give rise to eviction. If you are aware of any Resident violating these policies, we ask that you please notify your community team.

Key Reminder

Successful roommate relationships are built on **communication, respect, and accountability**. Residents are expected to actively participate in maintaining a positive living environment.

Addressing Questions/Concerns

We're always open to hearing your feedback. The best way to provide your comments, questions and/or concerns to our team members is to reach us by phone, e-mail, or visiting the front office to speak with an onsite team member.

We want to address any comments, questions, or concerns you may have in a timely manner, so please utilize one of these three methods of communication to facilitate a timely and efficient response. Please note that submitting a concern, complaint, request, or report does not create a duty on Management or any team member to take any particular action.

Community Amenities

Please be courteous to others while using the Community Amenities, and follow all posted notices, signs, and applicable rules and regulations. If you or your guests are disturbing another resident or violating any of the applicable rules, Management reserves the right to revoke your privileges to use the amenities. All amenities are provided as a convenience only. Amenities may be modified, relocated, restricted, suspended, removed, or closed at any time without compensation, rent reduction, or liability.

You are responsible for your guests and any damage you or your guests may cause. Your guest(s) must be escorted by you at all times within the Community Amenities.

Access, hours of operation, and general availability or use of amenities may change at any time depending on the business operations of the community. Please visit the front office with any questions.

You and your guests use all amenities and common areas voluntarily and at your own risk. We shall not be liable for injuries, death, illness, theft, loss, or property damage occurring in connection with the use of any amenity.

Resident Events

As you will see during your time at our community, our Community Assistants plan a variety of resident events throughout the year for you to enjoy! Be on the lookout for information about our event schedule. Participation in resident events is voluntary and undertaken at your sole discretion and risk.

Computer Lab

The Computer Lab provides you with computer access and study area(s) The onsite staff maintains the Academic Success Center. Please notify them of any issues with the Academic Success Center as soon as possible.

Computers are reserved for residents only and are available on a first-come, first-served basis.

Please be courteous and mindful of the amount of ink and paper that you use when electing to print.

Your use of the Computer Lab is voluntary. We are not responsible for lost electronic files, data breaches, malware, software failures, interrupted internet access, or damage to personal devices that may occur while using the facility.

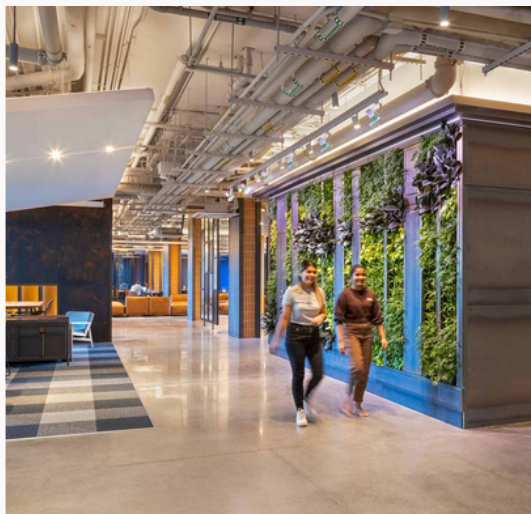
Conference Room

The conference room is open for use 24 hours and is available for reservation through the front desk. It is located on the first floor of the South building across from the elevators. The Conference Room is utilized by Dolphin Cove staff for events and can also be used by campus departments to host events.

If the Conference Room has not been reserved, it can be utilized by residents for studying.

Fitness Center

The Fitness Center is open for use 24 hours. Please follow all posted notices, rules and regulations while there. This includes, but is not limited to, wiping down the machines and equipment after each use and replacing any free weights to the correct storage area. We do not supervise fitness activities and make no representations regarding the safety or fitness of equipment. You should consult a physician before beginning any exercise program. Please work out responsibly and at your own risk.



Game Room

The Game Room is open for use for 24 hours.

The Game room is located on the first floor of Dolphin Cove North. The Game Room features an air hockey table, foosball table, and flat screen television. All equipment may be borrowed from the Front Desk from 10:00am- 10:00pm daily. The game room is closed during finals week.

If you need any assistance with the Game Room equipment, you can contact the office, and we will be glad to walk you through it.

Availability of equipment is not guaranteed. We reserve sole discretion to determine the appropriate noise level is while using the Game Room, as well as what is shown in the Media Room. We may ask you to leave the Game Room if we determine, in our sole discretion, that you are not using the Game Room for an appropriate use or in an appropriate manner.

Vending Machines

In Dolphin Cove North, the vending machines are located across the hall from the Laundry Room on the first floor. In Dolphin Cove South, the vending machines are located across the hall from the Social Lounge on the first floor. You are able to use your Dolphin Dollars from your Dolphin Card to purchase items or you can use dollar bills/change. Dolphin Cove is not responsible for lost funds. Residents must contact the vendor directly.

Mail and Packages

The mail center is located in Building 1M Room 105. There is one mailbox assigned per unit. Please ensure deliveries are addressed with your name, as the resident, and your unit number. You can pick up your package at the front desk

We are excited to include package management services to enhance your living experience. ACC will accept your packages for convenient pickup at the Front Desk. Package acceptance is a courtesy service only. To ensure a smooth process, please remember to collect your packages within 72 hours of the initial notification. Any unclaimed packages after 72 hours will be returned to the carrier weekly each Friday.

Please note that we are not a warehouse, bailee, insurer, or guarantor of deliveries. We assume no liability for lost, stolen, damaged, delayed, misdelivered, spoiled, or unclaimed packages.

Utilities

Per your Lease Agreement Utility Addendum, if you fail to put a required utility in your name, an administration fee will be charged to your account, and you will be billed back for that service. If you have any questions about what utilities you are responsible for, please refer to your Utility Addendum. We are not liable for utility interruptions, fluctuations, outages, service failures, or utility provider actions brought against you or on your behalf.

Required Insurance

You are required to follow the insurance requirements listed in your Lease Agreement. AS THE RESIDENT, YOU ARE PRIMARILY RESPONSIBLE FOR YOUR OWN SAFETY AND FOR THE SAFETY OF YOUR GUESTS AND YOUR PROPERTY. LANDLORD, OWNER, MANAGER OWE NO DUTY OF PROTECTION TO YOU TO THE FULLEST EXTENT PERMITTED BY LAW. We do not make any express or implied warranties of security and/or personal safety.

We are not responsible for any personal damage or thefts. You are responsible for obtaining your own property, causality, and liability insurance. All property kept or stored on the premises shall be at your own risk. You waive and release any claims against us and/or our agents to the extent covered by your insurance and to the fullest extent permitted by law.

Move-in and Move-out

Your move in-and move-out date is designated in your Lease Agreement. Please refer to your Lease Agreement for more details. Move-in and move-out procedures may be modified by us based upon operational needs at any time. In that event, we will provide you with reasonable notice of any changes.

Rental Installments

What is an installment?

The typical lease term is approximately 11.5 months of occupancy. You are charged a total rent amount for the contracted occupancy period. Your Lease Agreement will reflect the total rent amount typically divided into 12 equal installments due August 1 - July 1. These installments do not represent a monthly rent amount and are not prorated.

When are installments due?

Installments are due on the 1st of every month per the payment schedule outlined in your Lease Agreement, regardless of whether it is a holiday or weekend. Your installment is late on the first day of the month and a late fee of 10% will be assessed to your account to the extent permitted by law. See your Lease Agreement for additional details, including what late fees may apply.

How can I make a payment?

You can pay your balance by credit card, debit card, ACH, or otherwise as provided in your Lease Agreement or as agreed upon by Management in writing. All credit/debit card and ACH payments will be made through your Community Portal using the applicable third-party payment processor. Please reference your Lease Agreement for additional details. Please be aware that processing fees may apply to online payments.

In addition to making a one-time payment, you can also set up a fixed recurring payment or full balance autopay to pay your monthly rent along with any additional utilities/fees (if applicable) automatically from your selected payment method each month. All recurring payments must be set up no later than the day before the initial draft date. Full balance autopay may save you time and money by avoiding additional one-time payment fees. Online processing fees are charged and collected by the payment processor and are not charged or collected by us.

Please reference your Lease Agreement for additional details.

Getting Help with your Account

For questions about your resident account, status of a payment, or online processing fees, please contact our onsite staff at the office. For assistance with the Community Portal such as login issues, please contact the support listed on the Community Portal site. For assistance with setting up online payments, please contact the third-party payment processor through their support center.

We accept checks, money orders, and cashier checks in our office. We are unable to accept cash.

When paying by personal check, money order or other certified funds please ensure:

- Your check is made out to Dolphin Cove
- Your full name and unit number are listed on the memo line of the check
- Your check is NOT POST-DATED
- You receive a receipt of payment from the office.

Please note that acceptance of a partial payment shall not waive any default. We may apply payments in any order permitted by applicable law.

Rules and Regulations

Both you and your guests are responsible for following the Apartment Community Rules and Regulations, so please take the time to familiarize yourself with them. Please note, the Apartment Community Rules and Regulations may be amended or adjusted at any time based on the needs of the community as determined by Management and/or ACC. The full Apartment Community Rules and Regulations can be found in your Lease Agreement. Management shall have sole discretion regarding interpretation and enforcement of the Apartment Community Rules and Regulations.

Parking

If you wish to park a vehicle at the community you are required to register your vehicle with the office of Dolphin Services. In addition, parking passes are issued at the office upon registration of your vehicle, a signed lease agreement with parking provisions and at move-in. Unless you live in a community with assigned parking spaces, parking is available on a first-come, first-served basis and is not guaranteed. You must display parking tags at all times.

To the extent possible, do not allow unknown vehicles to follow you into gated garages or parking lots. If a vehicle follows you in, report it to onsite staff immediately. If you notice that any parking gates are not closing properly or are otherwise malfunctioning, immediately notify onsite staff.

We do not assume responsibility for theft, vandalism, collision damage, or personal injury occurring at the community.

Alcohol

Consumption of alcohol must comply with all federal, state, and local laws. Keg cooling devices and alcohol containers larger than one gallon are not allowed on the premises.

Alcohol is not allowed in the common areas of the community in any form or container. Please refer to the Rules and Regulations for additional detail on this.

Noise

The community has a 24-hour courtesy policy. Any behavior or noise that is disturbing another resident or the community must cease upon the request of the resident or any staff member. The use of amplified musical instruments is not allowed within the community.

These policies apply to all areas of the community, including but not limited to parking lots, breezeways, hallways, the courtyard, pool, common areas, and all units. Please refer to the Rules and Regulations for additional details on this.

Parties and Guests

Parties involving ten or more guests are not allowed without Management approval. You are limited to two guests at a time. If a gathering exceeds that number, onsite staff reserves the right to disperse the group. You must escort your guests at all times while at the community. Guests may not use any amenities without you present.

Per the Lease Agreement, “only you can live on the Premises. You may not permit another person to live in the Premises or in the Apartment.” Please refer to the Rules and Regulations for additional details on this.

Pets

Dolphin Cove is a pet friendly community. All pets must be approved and registered through the Office of Accessibility. Disciplinary action, including fines and possible eviction, will be assessed in accordance with the Rules and Regulations. Nothing in this section is intended to limit rights relating to service animals or assistance animals as required by applicable law.



Charges and Fines

Charges and fines assessed to your account are added to your invoice. You will receive written notification of any charges or fines before they are added to your account.

Note: If you or your guests cause any damage to your unit or the community, you will be assessed a fine and a due date will be provided by our bookkeeper. In addition, you will receive a statement of deposit after move-out that will detail any unpaid charges and/or deposit refunds, to the extent applicable.

To the fullest extent permitted by law, potential fines include the following:

- Lost room key **\$50.00**
- Lost Fob Key **\$50.00**
- Lost mailbox key **\$50.00**
- Fire alarm pulled **\$250.00**
- Lockout **\$10.00**

This list is not all-inclusive, and all charges or fines are illustrative and intended to offset any expenses incurred in relation to the violation. These fines are subject to change or elimination at any time by Management. Please contact the office if you have any questions regarding possible charges or fines.

Student Resident Safety and Security

Your safety—and the safety of everyone in our community—is important. While our community may include various safety features, no system can guarantee complete protection, and the presence or absence of any such measures should not be relied upon as a guarantee of safety or crime prevention. Creating a safe living environment is a shared responsibility, and small, consistent habits can make a meaningful difference.

We encourage you to follow the guidelines below, along with using good judgment and awareness in your day-to-day routine.

Nothing contained in this Handbook shall create any duty, guarantee, warranty, representation, covenant, or obligation regarding security, to the fullest extent permitted by law.

Personal Safety and Awareness

Being aware of your surroundings is one of the most effective ways to stay safe while in the community.

- Stay alert at all times when walking, especially at night or in parking areas.
- Limit distractions such as headphones or mobile devices.
- Walk in well-lit areas and, when possible, with a friend.
- Trust your instincts—if something feels off, remove yourself from the situation and seek help if needed.
- Call 911 or local law enforcement immediately if your personal safety or the safety of someone else is at risk.

Access and Community Security

- To help maintain a secure environment for all residents, it is important to be mindful of who is accessing the community. Our community uses secure access points to help limit entry to residents and authorized guests. Do not allow unknown individuals or non-residents to enter behind you while driving (“tailgating”) and do not allow those individuals into secured areas.
- Do not hold doors open for individuals who are not residents or authorized guests.
- Never prop open secured doors or gates.
- Always ensure doors close and latch behind you.
- Report any suspicious activity, loitering, sleeping, or unauthorized individuals to the office, on-call staff or local authorities as appropriate authorities. Do not attempt to confront individuals yourself.
- Immediately report any broken or malfunctioning doors or gates to onsite staff.

Consistently following access procedures helps protect everyone in the community.

Surveillance Systems

Cameras, recording devices, access-control systems, alarms, gates, and other security-related systems may or may not be present at the property. Such systems are not continuously monitored and should not be relied upon for personal safety or crime prevention.

Your Apartment Home

Taking simple precautions inside your unit can help reduce risk.

- Lock your doors and windows at all times—whether you are home or away.
- Use all provided locking mechanisms.
- Do not open your door to unknown individuals. If someone unfamiliar to you claims to be staff, you should contact the office to verify.
- Sharing keys, access cards, or entry codes is prohibited.
- Report lost or stolen keys immediately so access can be updated.

Guests and Deliveries

You are responsible for your guests, including ensuring they are following community policies at all times.

- You are required to escort your guests at all times while they are in the community. You are responsible for ensuring guests understand and follow access and safety expectations.
- Meet food, grocery, and package deliveries in designated areas (such as the lobby or main entrance).
- Do not allow delivery personnel or unknown individuals into residential areas.

Residents assume all risks associated with granting access to guests and delivery personnel. Please refer to the Rules and Regulations for additional detail on the guest and delivery policy.

Vehicle and Property Safety

- Always lock your vehicle and avoid leaving valuables in plain sight.
- Park in well-lit areas when possible.
- Report any suspicious activity in parking areas to the office or local authorities.
- Secure bicycles with appropriate locks and store them in designated areas.

Conflict and De-escalation

If you encounter a tense or uncomfortable situation while at the community:

- Remain calm and maintain personal space.
- Avoid escalating the situation with confrontational language or behavior.
- Remove yourself from the area if needed and report concerns to staff or local authorities, as appropriate.

Your safety should always come first.

Community Responsibility

A safe community depends on everyone doing their part.

- Look out for your neighbors and report concerns when something doesn't seem right.
- Follow community policies related to access, guests, and security.
- Take personal responsibility for your safety and the security of your space.

By working together, we can help maintain a comfortable and secure environment for everyone who calls our community home.

Emergency Plans and Natural Disasters

Emergency Situations

In the event of an emergency, your first priority should always be your personal safety.

- Call 911 for any life-threatening emergency involving yourself or another individual.
- Follow all instructions from emergency responders.
- Notify onsite staff after calling 911.
- Familiarize yourself with evacuation routes and emergency procedures for your community.

General Guidance

Familiarizing yourself with emergency procedures in advance can help manage an unexpected situation should it arise. Here are some key points to keep in mind.

- **Fire:** Evacuate immediately, even if you think it is a false alarm. Use stairs as needed, never elevators.
- **Power outage:** Use flashlights instead of candles and avoid elevators.
- **Severe weather:** Follow local guidance and move to interior areas when advised.
- **Earthquake:** Move away from windows and heavy objects; drop, cover, hold on, and stay indoors until the shaking stops.
- **Tornado:** Stay away from windows and exterior walls and move to an interior room or hallway on the lowest level.
- **Flood:** Avoid flooded areas, garages, and standing water; never attempt to walk or drive through floodwaters.

Management is not an emergency management agency and does not guarantee the accuracy, timeliness, or completeness of any emergency information provided.

Active Shooter Response

While unlikely, it is important to be aware of how to respond in an active threat situation.

- **Run:** If there is a safe path, leave the area immediately and create distance from the threat.
- **Hide:** If you cannot leave the area, secure yourself in a safe location. Lock and barricade doors, turn off lights, and silence your phone.
- **Fight:** As a last resort, take action to protect yourself using all available resources.

Follow instructions from law enforcement when they arrive and keep your hands visible at all times.

Please keep in mind that these recommendations are general guidance only and may not be appropriate in every situation.

Emergency Communication and Reporting

EMS & Law Enforcement Reporting

- Call 911 for immediate or life-threatening emergencies, including any instance where you are concerned for your safety or the safety of others. Provide clear, concise information: exact location, description of incident/individual(s), nature of the emergency, and whether anyone is injured or in immediate danger.
- After contacting 911, notify onsite staff of the emergency.
- For non-emergency matters, contact onsite staff and/or on-site security.

Blue Light Emergency Phones (Location Dependent)

- Blue Light phones connect directly to campus police or emergency services.
- Use them if your phone is unavailable or if you need immediate assistance.
- Blue Light phones can also be used to report suspicious activity.
- Know the locations of Blue Light phones near your residence, walking routes, and common areas.

Fire Safety

- Know evacuation routes and assembly areas.
- Never disable smoke detectors.
- Do not overload outlets.
- Report fire hazards immediately.

Social Media & Digital Safety

- Avoid posting real-time location details.
- Be cautious about sharing residence layouts or access points.
- Report online threats or concerning messages.



Maintenance FAQs

Q: How do I put in a service request for maintenance?

A: You can put in (and manage) your service requests through your Community Portal. You can access your Community Portal on the Resident tab of your property website.

Q: How long will it take for my service request to be resolved?

A: Most service requests are resolved within 48 hours. However, some service requests may take longer for a variety of reasons, including but not limited to whether parts need to be ordered to complete the maintenance request. You will be notified if that is the case. While we strive to address service requests as promptly, completion times vary depending on the nature of the issue, availability of parts, vendor scheduling, weather, staffing, and other circumstances.

Q: How will I know if my service request has been completed?

A: You can check the status of your service request anytime by logging into your Community Portal or by contacting the office during operating hours.

Q: If I have a maintenance emergency after hours, who do I call?

A: Contact the on-call number to be put in touch with the on-call maintenance team.

Q: What is considered a maintenance emergency after hours?

A: A lock-out, fire, flood, or broken exterior doors and/or windows is considered a maintenance emergency. Depending upon the outside temperature, some issues involving heat and HVAC may also be considered a maintenance emergency. Upon submitting an after-hours maintenance issue you believe to be a maintenance emergency, it will be determined whether the nature of the issue reported requires an after-hours response from the maintenance team. Management and/or the maintenance team retain sole discretion in determining whether a condition constitutes a maintenance emergency requiring an after-hour response.

Q: Where do I put my trash?

A: Trash should be put in the dumpster located around the community.

Q: Are BBQ grills allowed?

A: No. Neither charcoal nor gas powered grills are allowed inside your unit.

Q: What can be stored on balconies?

A: Outdoor furniture is permitted on the balcony. Trash, unit furniture, flags, bikes, etc. are prohibited. Please see the Rules and Regulations for additional details on this.

Q: How do I use my fire extinguisher?

A: Pull the pin in the handle, aim the nozzle at the base of the fire and squeeze the lever.

Q: Can I use regular dish soap in the dishwasher?

A: Use of any soap product other than dishwasher detergent will cause the dishwasher to overflow. This will take many dishwashing cycles to resolve and could cause damage to both your dishwasher and your unit. Please use only dishwasher detergent in the dishwasher.

Q: What do I do about insects in my unit?

A: If you notice any insects or pests in your unit, please put in a service request for pest control service. Please provide a detailed description of the insect or pest and the location of the insect or pest in the unit.

Q: What do I do if my toilet is clogged?

A: If your toilet is clogged and overflowing, please shut off the water with the water shutoff switch, located on the wall below the toilet tank. After the water is off, you may use a plunger to unclog the toilet bowl. Turn the water back on and flush again. If the problem persists, you can put in a service request for the issue.

General Legal Notices

Force Majeure: Neither ACC nor any team member shall be liable for interruptions caused by:

- Acts of God
- Severe weather
- Pandemics
- Epidemics
- Labor shortages
- Utility failures
- Governmental actions
- Supply chain disruptions
- Civil disturbances
- Emergencies

Electronic Communications: Residents consent to receive communications electronically.

Cooperation With Law Enforcement: We may cooperate with law enforcement investigations and disclose information as permitted by law or as otherwise set forth in its policies and procedures.

No Third-Party Beneficiaries: Nothing in the Handbook creates rights in any third party.

Entire Reservation of Rights: We reserve all rights available under the Lease Agreement, Apartment Community Rules and Regulations, and applicable law.