

A GUIDE TO COMMUNITY LIVING, 2007-2008

Welcome to Millennium Hall! We are delighted that you've chosen our community to host your academic pursuits at Towson University. This Guide provides some helpful information we hope will make your stay enjoyable.

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Staff

General Manager (GM): Frank A. Axell is responsible for the management and operation of Millennium Hall including the supervision of the Assistant General Manager, the Maintenance Supervisor, and the Assistant Manager for Operations. Prior to becoming the GM in April of 2005, Frank was the Assistant Director for Residential Operations at the University of Maryland Baltimore County (UMBC) for five years and the Assistant Dean for Student Conduct at the University of Akron for two years. Frank has a bachelors degree in Public Relations and a masters degree in Counseling and Educational Psychology.

Residential Life Coordinator (RLC): Amanda Foran is responsible for residential education which includes supervising Community Assistants, coordinating building-wide activities / social events, apartment assignments, and coordinates the Check-in and Check-Out processes. In addition to a number of administrative responsibilities, the AGM handles apartmentmate conflicts, assists with the management of apartment conditions, and is the primary judicial officer.

Assistant Manager for Operations: Aymie Faust is responsible for all leasing matters (including lease management, rental payments, and delinquency / collections) and supervises Desk Assistants. Prior to joining the team in August of 2001, Aymie was an Office Manager at Meineke for 8 years. Aymie has a bachelors degree in Psychology.

Maintenance Supervisor: Chenal (Al) Alford is responsible for all aspects of facility maintenance, renovation and repair. Al supervises the Housekeeper (year-round) and Maintenance Assistants (during the Summer). Previously, Al was a Building Engineer for Provident Bank. Al opened Millennium Hall in the Fall of 2000 and has a breadth of wisdom, experience, and dedication that truly benefits our community and residents.

Housekeeper: Carolyn Davis is responsible for the daily upkeep of the entire property (trust me, this is no small feat). Carolyn has been a part of the team for two years and her commitment to excellence shows in everything she does. We appreciate all of her efforts to help make our building shine!

Community Assistants (CA): Josiland (Apt. 112), Evan (Apt. 212), Molly (Apt. 312), Matt (Apt. 412) and Victoria (Apt. 512)
CAs are Towson University students who live on your floor and play an integral part in ensuring that your residential experience is a positive one. CAs develop social and educational activities, enforce community standards and policies, conduct health and safety inspections and, assist with maintaining our community. CAs are a resource to enhance your residential experience and we encourage you to talk to them about campus life, academics, or any other issue that may be troubling you. If they cannot assist you, they have a wealth of resources to which they can refer you. After normal business hours, the On-Duty CA is the primary contact to respond to and triage emergency issues that may arise. The CA On-Duty can be reached by calling 443-271-7633.

The Main Office

The Main Office is the center of our operations and can be a great resource for checking out a moving cart or vacuum cleaner, submitting rental payments, package delivery, purchasing postage, getting change, or any other leasing matters. **Hours of operation are 9 AM to 5 PM, Monday through Friday.**

Mail. Mailboxes are located outside of the Main Office. Each apartment shares a mailbox so you do not need to include your bedroom letter in your address. Please make sure that your friends, family, and associates know your correct mailing address; improperly addressed mail will be returned to the sender. If you receive a package that cannot fit in your mailbox, you will receive a notice in your mailbox notifying you of the delivery. You must bring your One Card to the Main Office to sign for and claim your delivery.

Your address should be written as follows:

Your Name
8000 York Road, Box 6+ Apt #
Towson, Maryland 21252

Example: your box number is 6115 if you live in Apartment 115

Keys. With one key, you will be able to open your apartment door, your bedroom door, and your mailbox. Your apartmentmates' key will not be able to open your bedroom door. If a lock needs to be changed due to a lost key, a \$50 charge will be posted to your account and must be paid promptly. You may not duplicate or loan keys, nor may residents install their own lock or alter the existing lock. Keys are the property of Millennium Hall and must be returned upon Check-Out.

Re-Leasing (Renewing Your Lease). If you would like to live on campus next year, you will go through a process called Re-Leasing in the spring. Re-Leasing allows you to choose your space before new residents are assigned. Early in the Spring Semester, detailed information will be available, explaining how the simple Re-Leasing process works.

Rental Payments. The balance of your rent is due by August 16, 2007 (Fall, minus the \$300 Reservation Fee) and January 23, 2007 (Spring). Capstone Properties does not send billing statements, so please make note of these important payment dates. Rent can be paid in two installments (\$3,638 each semester). Please make check and money order payments payable to Capstone Properties. Cash payments can be submitted in the Main Office and VISA/MC payments can be made at www.millenniumhall.com. Credit card payments will be assessed a 2.5% processing fee; processing fees do not apply to ACH (bank draft) payments.

When rental payments are not received by the third business day following its due date, a five percent (5%) late fee will be assessed. If your rental payment is more than 45 days past due, eviction proceeding will require you to vacate immediately. On the 45th day, you will be denied entry into Millennium Hall which means your One Card will be deactivated and your apartment / bedroom lock will be changed. When this occurs, a lock change fee of \$150 will be added to your outstanding balance.

Parking

Enforcement. A valid Millennium Hall parking permit is required to park in our lots. Vehicles not displaying an approved Millennium Hall permit will be towed at the owner's expense. Towing is enforced 24 hours a day, 7 days a week in our lots. If towed, contact Pollard's Towing (410-823-1808). If towed for any reason, you will not receive reimbursement so don't put yourself at risk.

Availability. Because Millennium Hall has 155 parking spaces and 420 residents, priority is first given to residents who renewed their housing. Any remaining permits will be offered to new residents. Millennium Hall Parking Permits are \$230/annual and \$135/semester. Semester permits are only sold to residents who will be living in Millennium Hall for one semester (documentation is required).

Parking Permits. Millennium Hall parking permits must hang unobstructed from your rearview mirror, facing outward. Your permit must be displayed properly at all times when your vehicle is on our premises. You will be towed even if your permit is on the seat or the floor of your vehicle. This strict enforcement protects your ability to park in our lots. Permits may not be passed between vehicles without the prior written consent of the General Manager; violators will have parking privileges revoked and will be towed at the owner's expense. Parking in visitor, handicapped, and reserved spaces and fire lanes will also result in vehicles being towed. Unauthorized reproduction of the Millennium Hall parking permit is prohibited; violators will be towed and subject to both judicial and criminal action. The Millennium Hall parking permit is only valid for the Millennium Hall lots (the two lanes in the front of the building and the two lanes closest to the building in the rear), including Lot 21 at the Towson Center (excluding special events).

Temporary Parking Permits. Temporary parking permits are available in the Main Office, Monday through Friday (9 AM to 5 PM). If your visitors will be arriving after office hours, you must pick up a temporary parking permit in advance during office hours to prevent their vehicle from being towed. While a limited number are available Monday through Thursday, additional temporary permits are available Friday, Saturday and Sunday. Temporary parking permits are available on a first come, first served basis.

Telecommunications

NTC Communications (a Shentel company) provides cable television, telephone service, and network connectivity for Millennium Hall. NTC now provides premium movie channels (channels 23 - 35) at no cost to residents. NTC's mission is to provide their customers with the latest communications technology and superior customer service. NTC is a recognized leader in providing bundled telecommunications services to nearly 40,000 student customers in more than 12 cities throughout the southeastern United States. For assistance, call the Customer Service Center at 1-888-201-8420 or visit www.ntc-com.com or www.easyhookup.net.

Maintenance

Work Orders. Work orders allow you to request maintenance attention in and around your apartment. When filling out a work order, please be as detailed as possible. For example, "toilet is clogged" is much more informative than "toilet is not working". This kind of specific information allows staff to diagnose the problem and resolve the problem quickly. By submitting a work order, you are authorizing maintenance staff to enter your apartment (or bedroom, if necessary) to resolve the problem. If no one is in the apartment when a work order is being completed, a notice will be left in the apartment to notify the residents who was in the apartment, when, and what work was done. If the online work order system is not operational (via the web portal at www.millenniumhall.com), please stop by the Main Office to submit a work order request.

Maintenance Emergencies. Maintenance emergencies are those where the safety of a resident might be jeopardized or when basic life needs are not provided for. In the event of a maintenance emergency, immediately notify the Main Office (443-275-4050). After business hours, contact the CA On-Duty (443-271-7633) and a staff member will be brought in. While all other issues can expect a maintenance response within 24 hours, these situations are considered emergencies:

- Both toilets or showers in the apartment unit are not operational;
- Heating doesn't work (the lack of air conditioning is not considered an emergency);
- Apartment door or bedroom door will not lock or unlock;
- No electricity in apartment or bedroom;
- Flooding;
- Refrigerator / freezer is not working;
- Broken window (a crack is not considered an emergency); and,
- Smell of gas is detected

Preventative Maintenance. Preventative maintenance is performed in apartments throughout the year. This includes changing the air filter and cleaning the HVAC coil, replacing burned out light bulbs, checking for leaks, and conducting Health and Safety Inspections. Health and Safety Inspections are conducted to ensure that apartments remain in a safe and functional condition. As a courtesy, you will be notified in advance. When you receive this notice, please make sure that areas are accessible for staff and that your apartmentmates are aware of this preventative maintenance.

Safety & Security

Emergency Phones. Emergency phones are located around campus and are marked by a designated colored light (usually blue or yellow) that make them highly visible at night, if not clearly identified as 'Emergency'. Simply pick up one of these phones to be immediately connected to the TUPD. The Dispatcher will be able to identify your location and send an officer to you, even if you are unable to provide this information. An emergency phone is also located in our elevators.

Campus Escort Service. In order to help keep students, faculty and staff safe during their travels around the campus, the TU Police provide several types of "escort services." Starting with nightfall and running until around Midnight each night, students employed by the TUPD operate a program known as "SAFEGWALK." Safewalk is a walking escort program wherein a team of two students walkers will meet you at any location within the central

campus area and walk with you to your destination, provided it too is within the central campus area. All Safewalk personnel are dressed in highly visible yellow and black jackets and are radio equipped. Do not hesitate to ask for identification from the walkers. They will gladly show you their TUPD identification.

For more outlying areas, the police department also operates a student run "ride-van" between the hours of 10 PM and 2 AM daily. The ride-van will take you to any destination on campus. After the student -run escort services have closed for the night, police officers and police aides provide escorts to the community. When planning on traveling the campus between 2 AM and 7 AM, police personnel will take you to any on-campus destination. Because, however, emergency and urgent situations can occur at any given time requiring an officer's immediate response, citizens requesting rides with officers must plan ahead and be flexible. Delays in police response for rides do occur. To summons the Escort Service, call 410-704-SAFE (7233).

Building Safety

- Carry your key and One Card at all times.
- Do not allow people to enter the building behind you (tailgating), even if you think they may be a resident. This is how criminals can enter. Your fellow residents will understand and appreciate your caution.
- Use your peephole to identify visitors. If someone claims to be Staff, but you have even the slightest hesitation, ask the individual to repeat her/his name and title. Next, ask them to hold on while you throw on some clothes and call the Main Office (443-275-4050) to confirm their identity; if after office hours, call the CA on Duty (443-271-7633). Don't worry, our Staff won't mind waiting a few moments while you maintain your security.
- Escort your guests at all times. YOU will be held responsible for their behavior. We call this "Host Responsibility".
- Confront people you don't know. If not, report suspicious people to TUPD, the Main Office, or the CA On-Duty.
- Report damaged / malfunctioning doors in the building to the Main Office or the CA On-Duty. NEVER PROP DOORS!
- Report to salespeople, solicitors, and people sliding menus / fliers under apartment doors to the Main Office or TUPD. They don't belong in the building and may have ulterior motives.

Urban Safety

- Be aware of aggressive panhandlers and people you don't know. Politely acknowledge their presence with a nod or smile, and keep moving. Do not reach for your purse or wallet.
- Don't put your wallet in your rear pocket. Instead, carry it inside your jacket or side pocket.
- Carry purses / bags in the crook of your elbow and hold it close to your body.
- Minimize the amount of cash and/or credit cards that you carry with you.
- Divide your money and credit cards between pockets and bags.
- If driving, plan your route in advance and stay on well-lit, busy streets. Avoid isolated areas.
- Be aware and alert in your surroundings; make sure no one is following you.
- Walk with confidence and be remember that you are in control.
- Always carry your cell phone with you.
- Use the buddy system, take a friend with you when out and about.

Fire Evacuation

If the fire alarms sound, you must evacuate the building. Exit your apartment and go to the nearest stairwell. Go down to the First Floor, exit the building, and move away from the building. Do not re-enter the building until a member of Management, TU or fire department official authorizes you to do so. Failure to evacuate during fire alarms is a violation of your Lease and Maryland state law, subject to both judicial and criminal action.

Fire Prevention

- Only use power strips and extension cords with a UL seal that are not frayed or worn.
- Do not smoke or allow others to smoke in your room or anywhere in the building. The smoking of any substance is prohibited throughout all interior locations including individual apartments and bedrooms of the building.
- Do not tamper with smoke detectors, sprinklers, or other life / fire safety equipment.
- Do not overload circuits by creating "octopuses" in your electrical outlets. If you have more appliances than outlets, unplug one appliance to use another or purchase and use a UL approved power strip.
- Report vandalized or non-operable fire equipment immediately. Damaged fire equipment endangers you and others.
- Keep all marked fire doors and stairwell doors closed. They are designed to block smoke and fire to provide a safe escape route during fire.
- Do not allow anything or anyone to touch sprinklers.
- Do not cover smoke detectors with flags or other materials so they cannot detect smoke. Check detectors periodically to ensure that they are functioning properly.

Conservation Measures. As a member of the global community, we all have an obligation to conserve resources. Conservation also helps minimize rental rate increases due to utility usage, so consider the following:

- Turn off lights / television / stereo when not in bedrooms and when you leave the apartment.
- Do not run water longer than necessary. Always wash full loads in the dishwasher.
- Report leaks, toilet issues, and broken windows immediately.
- Close all windows and doors when the heat or air conditioning systems are in use. Don't block air vents.

Renter's Insurance. Most people do not realize their need for renter's insurance until it is too late. Many situations can arise that will result in damaged property. For example, if the person in an apartment above you left her/his water running, causing an overflow, this could flood your apartment. Your furniture and appliances may be ruined. A fire in your apartment or in a neighbor's apartment could destroy your belongings.

To protect your belongings, you may want to consider a renter's insurance policy. These policies are inexpensive and will protect your personal belongings against fire, water, vandalism, theft, etc. Brochures are located in the lobby near the Main Office. Millennium Hall cannot be held responsible for damage to your personal belongings due to fire, theft, water damage, etc, nor does Millennium Hall carry fire or loss insurance for your personal property. It is the exclusive responsibility of each resident to obtain and maintain renter's insurance to cover any losses that may occur.

Rights and Responsibilities (Judicial)

When you chose to become part of our community, you chose to take advantage of a great opportunity. And by choosing to live on campus, you will benefit by learning things about yourself and others that might not have been discovered elsewhere. With your choice comes an obligation: to live your life in a way that helps everyone get the most out of their experience. We believe that living successfully on-campus requires everyone to understand and act from a set of standards that shows respect for that obligation.

The following is a listing of your rights and responsibilities as a Millennium Hall resident. They represent the most frequently adjudicated violations. Residents involved in a violation, or who are an accessory to a violation, will be subject to judicial action. Even if present, your name will be included on the Incident Report. We're not trying to be your parent/guardian, but our goal is to help develop you into a responsible, healthy individuals.

- **Smoking. Smoking is not permitted anywhere in Millennium Hall.** All cigarettes can damage the human body. Any amount of smoke is dangerous (American Cancer Society). Coupled with the fact that we have residents who may have allergic reactions to cigarettes, **violators will be subject to judicial action that will include a minimum \$50 smoking fine, Disciplinary Probation, and a Letter to Parents / Guardians. This could also result in the immediate termination of your Lease. Please make an effort to stand away from building entrances and apartment windows as a common courtesy.**
- **Towson University Smoking Policy.** Towson University is committed to promoting a healthy and safe environment for students, faculty, staff and visitors. In that regard, the health risks related to smoking and secondhand smoke have prompted implementation of the following tobacco policy: Smoking is prohibited in all buildings and interior spaces on the Towson University campus, including University Housing. **Smoking is also prohibited within 30 feet of building entrances, overhangs, porches and vestibules, except where smoking areas are specifically designated.**
- **Pets.** With the exception of service animals and fish in an aquarium of 10 gallons or less, animals on our property is strictly prohibited. This includes visits. Residents and guests who require the use of a service animal must notify Management in advance of residency or visit. Because we also have residents who have allergic reactions to pet dander, violators will be subject to judicial action that could result in the termination of your Lease.
- **Room Changes.** If you are experiencing difficulties with your apartmentmate(s) and/or assignment, your CA is available to help you resolve your concerns, and should be your first staff contact. It is our experience that, with the aid of your CA (and the AGM, if necessary) most conflicts can be worked out through a mediation process. **If a room change is deemed the best solution, you will be assessed a \$75 room change fee (regardless of reason).** In order to verify assignments and occupancy, a room freeze may be in effect at the beginning of each semester.
- **Trash Rooms.** Residents are expected to dispose apartment trash on a regular basis, depositing items fully inside the Trash Room (which are located near the x22 rooms on each floor). Dumpsters are provided at Check-In and Check-Out.
- **Pests.** It is an expectation that each resident cleans and maintains her/his bedroom and apartment. Though we exterminate regularly, please notify the Main Office immediately if you develop a pest problem. Don't wait a few days and let the problem worsen. If we need to arrange a special visit by the exterminator as a result of your actions negligence, you will be billed for the exterminator's visit.
- **Health and Safety Inspections.** Staff will conduct Health and Safety Inspections to ensure that apartments remain in a safe and functional condition. Excluding matters of emergency or investigation, you will receive advance notice of inspections. During inspections, violations will be documented for judicial action. We recognize that our residents are young adults and can make their own decisions determining their living environment. However, should a resident's apartment or bedroom become a risk or nuisance due to a lack of cleanliness, staff will intervene to find a solution that benefits all involved.
- **Noise.** Loud, offensive, boisterous activities and/or other behavior that unreasonably disturbs the comfort, sleep or enjoyment of other tenants and their guests (including unreasonable uses of televisions, radios, stereos, guitars, pianos, keyboards, and computers) are not permitted. Instruments may not be played without prior written consent of Management. Amplifiers are prohibited.
- **Hazardous Substances.** Fire and safety regulations prohibit the use, manufacture, or storage of fireworks, explosives, flammable liquids, gas, cans or compressed gasses, poisons, highly combustible substances, chemicals, or any substances which may injure life or damage property.
- **Fire Hazards.** The use of stoves other than the one that has been furnished (including gas and/or electric heaters) is strictly prohibited. Candles are prohibited. Yes, candles. If candles are being kept as decoration, the wick must be cut off. Burned wicks will be considered evidence of a policy violation. Candle wax on the carpet will result in a charge that will be posted to your account. Other prohibited items include hot plates, incense, halogen and torchiere-style lamps, any lamp that uses halogen, incandescent and fluorescent bulbs, multi-arm lamps, plastic lamp shades, and three or more sets of stringed lights. An apartment resident must always be present whenever the stove, microwave, or oven is in use. Finally, **no more than 20 people can be in an apartment at any time.**
- **Equipment.** Tampering with, altering, or changing any safety equipment, locks, fire alarms, smoke detectors, telephone equipment, TV cable, plumbing, electrical systems, etc. is subject to both judicial and criminal action.
- **Window screens may not be removed under any circumstances and is subject to judicial action. Don't risk it!**
- **Guests and Host Responsibility.** Each resident has the right to use their bedroom, and apartment for the purpose of sleep or study and must be afforded a degree of privacy. By the same token, residents must have a reasonable opportunity to interact with their guests. Any resident who feels inconvenienced by the presence of a guest should address their concern to the host or CA. The privilege of having guests includes accepting responsibility for their actions when they are in our building. Residents are responsible for the payment for damages caused by their guest's behavior, even if unaware of their behavior. Depending on the severity of a guest's violation(s), a guest's misbehavior can be grounds for the termination of your Lease.
- **Drugs.** The use of illegal drugs and controlled substances, or the misuse of prescription medication is not consistent with the maintenance of a safe and secure academic community. The possession, sale, distribution, and/or provision of illegal drugs and controlled substances, including drug paraphernalia, is prohibited.

- **Alcohol.** We recognize the need to enforce federal, state, and local laws regarding alcohol use. The possession / use of alcohol by anyone under the age of 21 is prohibited. Kegs and other large volume alcohol containers are prohibited. The sale of alcohol is prohibited.
- **Parental Notification.** Parents and legal guardians may be notified of certain violations for residents under the age of 21. This includes drug and alcohol violations.

Important Phone Numbers

Academic Advising Center	410-704-2472
African American Cultural Center	410-704-2051
Bursar's Office	410-704-2100
CA On-Duty	443-271-7633
Campus Escort Service and Ride Van	410-704-SAFE
Campus Police (TUPD)	410-704-2133 (emergency); 410-704-2134 (non-emergency)
Campus Recreation Services	410-704-2367
Counseling Center	410-704-2512
Dining Services	410-704-2302
Diversity Resources	410-704-2051
Financial Aid	410-704-4239
Information Line	410-704-NEWS
Health Center	410-704-2466
Hillel	410-704-4671
International Student Exchange	410-704-4327
Library	410-704-2461
Medical Emergencies	Dial 911, then call TUPD to let emergency personnel into the building
Millennium Hall Main Office	443-275-4050
NTC (telecommunications)	1-888-201-8420
One Card Office (Auxiliary Services)	410-704-2284
Para-Transit Service	410-704-7433
Parking & Transportation Services	410-704-7275
Pollard's Towing	410-823-1808
Post Office (TU)	410-704-2260
Student Activities	410-704-3307
Switchboard (TU)	410-704-INFO
Tutorial Services (Academic Achievement Center)	410-704-2291
Women's Center	410-704-2666