



NORTHWESTERN MICHIGAN COLLEGE
APARTMENTS

Welcome to on-campus living!

Please take time to review the materials contained within this folder.
You are responsible for knowing and understanding this information.

If you have questions about a particular policy,
Please consult with Auxiliary Services.

Have a great year!

Revised 6/1/22

APARTMENT HANDBOOK

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Welcome to the NMC Apartments

We hope this guidebook will familiarize you with our expectations, services, and policies. The Apartment community is designed to be:

- ◆ **A family-friendly community** that facilitates the management of school, work and family-related tasks and demands.
- ◆ **A purposeful community** for reading, writing, and preparing for classes.
- ◆ **An open and inclusive community**, where respect and civility are expected, and where action is taken when the rights of any community member are infringed upon.
- ◆ **A community** where students can explore and share differences that lead to a dynamic educational environment, and where acts of harassment, bigotry, intimidation, and intolerance are unacceptable.
- ◆ **A disciplined community** where members of the community do not need to justify a desire for cleanliness, quiet, or privacy; these are the rights and responsibilities of every community member.
- ◆ **A caring community** where students are encouraged to be involved, to show their leadership, and to make a difference in the lives of others.
- ◆ **A community of celebration** that exhibits enthusiasm, spirit, and pride at college and community programs and events.
- ◆ **Student Rights and Responsibilities** are located at: <https://www.nmc.edu/about/policies/board-staff/D-602.01.html> please take the time to review these.

Important Phone Numbers

- | | |
|--|--------------|
| • Campus Services/Facilities | 231-995-1111 |
| • Campus Safety (24-hour dispatch) | 231-995-1111 |
| • Campus Safety Anonymous Tip Line | 231-995-1116 |
| • Auxiliary Services/Apartment Manager | 231-995-1119 |
| • Student Financial Services | 231-995-1035 |

Emergency Phone Numbers - Call 911 during any life-threatening situation.

- | | |
|------------------------------------|---------------------|
| • Campus Safety (24 hour dispatch) | 231-995-1111 |
| • Crime-in-Progress | 911 |
| • Fire | 911 |
| • Medical | 911 |
| • Police | 911 or 231-922-4550 |

Emergency Information

FIRE – Call 911

1. When the fire alarm sounds, exit the building.
2. Before leaving your apartment, feel the apartment door. If it is HOT, DO NOT OPEN. Go to a window and signal for help. If the door is cool, leave the building by the closest exit.
3. Once outside, evacuate far enough away to avoid exploding debris and leave room for emergency vehicles. Wait for further instructions.
4. Do NOT re-enter your building until notice is given by Campus Safety staff or the Fire Department.

MAINTENANCE

If you have an emergency maintenance issue (problem with water, heat, or electricity) after office hours, a Switchboard Operator or Campus Safety Officer will answer the 995-1111 line. For routine maintenance needs call the Auxiliary Services office at 995-1119 **between 8 a.m. and 5 p.m. on regular business days.**

MEDICAL

- Crisis Center (Suicide Prevention Help) 231-922-4800 or 800-442-7315
- Emergency 911
 1. Notify the dispatcher of your exact location and follow instructions.
 2. DO NOT HANG UP UNTIL THEY DO.
 3. After the emergency unit has been dispatched, do not leave the injured person unattended.
- Poison Control Center 800-222-1222

POLICE

- Emergency 911
- Non-Emergency 231-922-4550

SAFETY/SECURITY – 231-995-1111

The following is a list of situations in which you should call. **Please call while the activity is happening.**

- Loud party
- Strong suspicion of illegal activity
- Suspicious activity that endangers the health or safety of residents

TORNADO WATCH

This means that conditions are right for a tornado to form. Stay tuned to television and radio for weather updates. Your awareness should be heightened and you should be prepared to move to the safest location in your building. See the Evacuation Map posted near the front door of your apartment.

TORNADO WARNING

A tornado has been spotted in the area. Move to the safest location in your building. See the Evacuation Map posted near the front door of your apartment.

Policies and Procedures

Additional policies and procedures can be found at:

<https://www.nmc.edu/about/policies/board-staff/D-602.01.html>

ALCOHOL

Residents and guests 21 years of age or older are permitted to possess and consume alcohol responsibly in their apartments. Underage residents and guests are restricted from consuming alcohol. UNDERAGE GUESTS, WITH THE EXCEPTION OF NON-STUDENT CHILDREN ACCOMPANIED BY A PARENT OR GUARDIAN, ARE NOT TO BE PRESENT WHEN ALCOHOL IS BEING CONSUMED. If a person under the age of 21 is found to have consumed alcohol, the Traverse City Police Department will be contacted. Anyone serving alcohol to a person under the age of 21 may be charged with contributing to the delinquency of a minor.

Alcohol parties such as “keggers” or any pooled alcohol are strictly prohibited. The use of alcoholic beverages is not permitted in public areas of the Apartments, including but not limited to, the laundry rooms, hallways, decks and outside entrance areas. Irresponsible behavior while under the influence of alcohol may result in disciplinary action or legal proceedings. NMC reserves the right to confiscate any alcoholic beverages or containers improperly or illegally used.

A violation of any NMC policy may result in one or more of the following NMC sanctions.

1. A monetary fine.
2. Completion of a drug and alcohol awareness program and reaction paper.
3. A minimum of five (5) hours community service.
4. An individual appointment with an NMC counselor and/or outside referral for individual, group, detoxification, residential or after-care treatment. A signed release of information will be required so that attendance by the student can be documented. The student assumes any financial responsibility for these services.
5. Termination of the violator’s Housing Agreement following 48-hours written notice. The Student will be charged a contract release fee. (See CONTRACT RELEASE.)

Failure to complete any of the above sanctions may result in one or both of the following:

1. Termination of the Apartment Agreement with restricted visitation. The Resident will be charged a contract release fee. (See Contract release.)
2. Expulsion from NMC

APPLICATION PROCEDURE

When applying for admittance into the NMC Apartments, the following information is needed. (If two students are sharing an apartment, both students are required to complete the application process.)

1. **Be age 21.**
2. **Apartment Application**
3. **Landlord Reference.**
4. **Copy of your current (or next semester) class schedule:** In order to be eligible to live in the Apartments, you must be enrolled in at least six (6) credit hours at NMC. If space allows, applications from University Center students will be considered.

Please send or deliver the materials together to the following address:

NMC Apartments
Attn: Auxiliary Services Department
1701 E. Front Street
Traverse City, MI 49686
Email to: ebruner@nmc.edu

A credit check and background check will be completed on all applicants. If you are approved for residency and there are no Apartments available, you may be placed on the waiting list until an apartment is ready. If you are still interested at that time you may sign a housing agreement. In order to sign a housing agreement, you must pay the security deposit. The security deposit will be based on your credit score, no less than one month's rent and not to exceed 1 and ½ times the monthly rent. Incomplete applications will not be considered until all missing items are submitted.

BICYCLES

Bicycles, scooters, etc. are to be locked to the racks provided at the Apartments. The Campus Safety Department removes bicycles from trees, entryways, stairwells, and hallways plus those left overnight in racks outside other NMC facilities.

CABLE TELEVISION

Cable hookups are available in all campus apartment units. The student is responsible for ordering and paying for service. The local Charter Cable representative may be reached at 1-800-545-0994.

CHARGES

Charges are used by the Auxiliary Services Department to reduce damage, protect residents, and stabilize housing costs. These charges are applied directly to the student's account as they are incurred and may be paid at the Cashiers Office. Any charges assessed at final inspection for cleaning charges or damages beyond normal wear will be deducted from the security deposit, with any excess charges added to a Resident's account, payable at the Cashier's Office...

Some common charges are:

- Damaged door (\$60-\$100 each)
- Dirty/damaged carpet (cost to clean or replace, maximum \$2000)
- Dirty/damaged stove/oven (\$40 plus replacement parts)
- Dirty/damaged refrigerator (\$40 plus replacement parts)
- Dirty/damaged wall (\$40-\$130 each)
- Unauthorized pet (\$50 per day)
- Late contract (\$50 each)
- Lost door key (\$90 apartment entryway)
- Lost laundry card (\$5 each)
- Lost mailbox key (\$40 each)
- Lost guest parking permit (\$15 each)
- Missing smoke detector (\$15 each)
- Trash not in dumpster (\$25 each bag)

All charges listed above are estimated amounts. Charges are subject to change from time to time and will vary based on each individual situation.

From time to time, it may be necessary to charge residents for damage that has been done in public areas (i.e. hallways, stairwells, etc.). A portion of the cost will be charged to the resident's account when the situation occurs.

CHECK IN PROCEDURE

A security deposit in the amount of one month of housing charges is due prior to moving in. This must be paid in cash or check at the Cashier's Office. **Financial Aid may not be applied to deposits.**

New residents must pay the full or prorated amount of the first month's charges before moving into the apartment. Financial Aid may be applied to apartment charges (after tuition, fees, and books are settled). Speak with the Student Financial Services Office to make payment arrangements.

New residents may make arrangements to check into their Apartments by making an appointment with the Auxiliary Services Office, during Office hours (8:00 am to 5:00 pm, Monday through Friday). At this time the housing agreement is signed, apartment and mailbox keys issued, and parking permits and laundry cards are issued.

New residents must complete and return the Apartment Condition Inventory within 7 days of moving in to document the condition of the apartment. Inventories submitted within 7 days of moving in will be used as a basis for determining, charges when the Housing Agreement terminates.

CHECK OUT PROCEDURE

Each occupant is responsible for the entire period designated in the Housing Agreement unless other arrangements have been made with the Auxiliary Services Office. (See also CONTRACT EXTENSION/EARLY RELEASE.) Vacating residents are responsible for cleaning the apartment thoroughly, including the following:

- Cleaning of walls, ceilings, furniture, floors, blinds, bathroom fixtures, all shelves, drawers, and cabinets,
- Cleaning the stove – burner, oven, and broiler
- Defrosting and cleaning the refrigerator. (Set the temperature to "1"; **do not turn it off.**)

Appointments for final inspection should be made with the Auxiliary Services ten (10) business days in advance of check-out. All personal belongings should be removed prior to the inspection.

Charges for excessive damages will be deducted from your security deposit. It is the responsibility of the resident to provide a forwarding address in writing (hand delivered or sent via US Postal Service) to the Auxiliary Services Office Manager within 4 days of moving out. If the resident provides a forwarding address within 4 days of moving out, NMC will send an itemized list of damages and/or charges for excessive damages via mail within 30 days. The resident disagrees with the itemized statement, the resident must respond by mail within 7 days. Otherwise, the amount claimed for damages is forfeited.

CHILDREN AND SAFETY

For a safe and healthy play environment, parents residing in the Apartments should instruct children to:

- Pick up all toys and play items when finished playing
- Place large toys in appropriate locations when finished playing
- Return bikes to a bike rack when finished riding

CLEANLINESS AND SANITATION

NMC acknowledges that many differences exist in regard to cleanliness and housekeeping. We will make every effort to clean the apartment to your satisfaction before you move in. Campus Services contracts the services of an exterminator. Therefore, all pest problems (insects, rodents, etc.) should be reported as soon as possible. NMC reserves the right to terminate the Apartment Agreements of residents who fail to keep the Apartments clean and free from health risks.

It is the responsibility of the resident to:

- Keep the apartment clean and free from dirt and trash. (Refrain from sweeping or throwing dirt, trash or waste from windows. Shake out rugs or dust mops outside at the end of each building. Dispose of trash in the dumpster provided.)
- Share in the proper care and use of community facilities, including the laundry room.
- Keep outside walks and balconies clean and free of clutter.
- Keep the grounds and community areas clean, in safe condition, and free of clutter.

A student may reside in the Apartments with his/her family or one other student who has been approved by the Auxiliary Services Office. Suggested (Two adults in a one bedroom four adults in a two bedroom) may reside in a one- or two-bedroom apartment.

CONDITIONS OF OCCUPANCY.

Resident agrees to maintain eligibility to live in the College apartment, as determined by this Agreement, the Student Rights and Responsibilities, and the Northwestern Michigan College Apartment Living Handbook (*Handbook*). Failure of the Resident to maintain eligibility to live in the apartments constitutes a material breach of this Agreement. Resident agrees to vacate the apartment no later than the last day of the month in which he or she is no longer eligible to live in the apartments, unless another provision of this Agreement, the Handbook, the Student Rights and Responsibilities, or other College policy requires Resident to vacate earlier. Resident agrees to vacate the apartment within 30 days if the College notifies the Resident that the apartment is required to provide reasonable accommodations under applicable law. College agrees to provide resident with comparable housing if such a request is made. Failure of the Resident to vacate the apartment upon such a written request shall constitute a material breach of this Agreement.

AGREEMENT EXTENSION/EARLY RELEASE (See also VACATING PROCEDURE)

A Housing Agreement extension or early release may be granted due to extenuating circumstances such as children’s school schedule or called up for active duty in the military.

To be considered for an extension or release, the request must:

- Be written.
- Explain why the Agreement should be extended/terminated.
- Be made 30 days in advance.
- Be hand delivered or sent via US Postal Service to Auxiliary Services-Assistant/Apartments or supervisor.

CONTRACT RENEWAL

Residents wishing to renew their lease must sign and return the Housing Agreement to the Auxiliary Services Office during the signing period. The Auxiliary Services Office will notify residents of the signing period. If the contract is not signed during the time period allotted, the resident will be expected to vacate the apartment by the end of the Agreement term. After the expiration date eviction proceedings will be initiated.

COURTESY HOURS

All times outside of Quiet Hours are designated Courtesy Hours. During Courtesy House, please keep noise at a level sensitive to other residents needs. Residents are encouraged to personally approach any resident who may be disturbing them with their noise level.

DAMAGES

Residents are responsible for the care of their Apartments plus all furnishings and appliances. Initial inspection will be made **by the resident within seven (7) days of occupancy** and the completed inventory form returned to the Auxiliary Services Office Manager. It will be retained during occupancy. The inventory form will be the basis for

determining damage charges assessed during or at the termination of residency. All breakage, damage, or the need for general maintenance must be communicated to Auxiliary Services. NMC will make or arrange for repairs at no charge unless due to negligence or carelessness in which case the cost will be applied directly to the student's account. (See CHARGES.)

Individuals responsible for public area damage are encouraged to contact Auxiliary Services to avoid the billing of all residents. As a member of the community, it is your responsibility to report damages as they occur.

DECORATIONS

Residents may not make alterations, installations, or repairs to the premises, or to the furnishings or appliances within the apartment. For safety reasons, some holiday decorations are not allowed. **Residents are specifically prohibited from the following:**

- Painting.
- Nails, tacks, bolts, or screws in walls, doors, casings, cabinets, floors, or ceilings.
- Tape or other adhesive materials (including contact paper) on walls, doors, casings, cabinets, or ceilings. Materials advertised as "non adhesive" will take off paint and can damage walls.
- Using privately owned ranges, refrigerators, freezers, washers, dryers, dishwashers, or air conditioners
Installing any additional plumbing, electrical wiring, cables, telephone or cable television outlets.
- Installing permanent or outdoor television or radio antennas or satellite dishes (See SATELLITE DISH).
- Installing additional window treatments including awnings.
- Installing shelving, bookcases, or other furnishings which are attached to walls, floors, or ceilings.
- Installing devices, equipment, furnishings, or materials (such as holiday lights) to the exterior of the apartment or to balconies, overhangs, or railings.
- Candles inside jack-o-lanterns.
- Cut trees.

DEPOSIT

While rent may be paid from financial aid, each resident must pay a deposit equal to one month rent out-of-pocket prior to moving in. This deposit will remain on file until you move off-campus.

When you no longer maintain an on-campus residence, any charges for maintenance due to excessive dirt and damage and any outstanding balance you have with the college will be subtracted from your deposit. You will receive a summary of the maintenance charges assessed to your account and a refund of the remainder of your deposit (if applicable).

All residents are to provide a forwarding address in writing (hand delivered or sent via US Postal Service) to the Auxiliary Services Office Manager within 4 days of moving out or forfeit the deposit. You may respond to the list of damages by mail within 7 days.

DRUGS

The manufacture, possession, use or distribution, or sale of controlled substances such as narcotic drugs, marijuana, or illegally obtain prescription drugs is prohibited on NMC property. Possession or execution of such acts will result in Auxiliary Services representatives contacting the Traverse City Police Department. Please refer to the Apartment Agreement for termination provisions related to the illegal possession or use of controlled substances.

To the greatest extent allowed by state and federal law, the smoking, cultivation, use and possession of marijuana on the premises is prohibited. This policy applies to the resident, guests and visitors.

A resident will be deemed to be under the influence of an illegal drug if it is in his/her system regardless of the quantity or whether it impairs behavior.

A violation of the drug policy may result one or more of the following sanctions.

1. A monetary fine.
2. Completion of a drug and alcohol awareness program and reaction paper.
3. A minimum of five (5) hours community service.
4. An individual appointment with an NMC counselor and/or outside referral for individual, group, detoxification, residential, or after-care treatment. A signed release of information will be required so that attendance by the student can be documented. The student assumes any financial responsibility for these services.
5. Termination of the violator's Housing Agreement following 48-hours written notice. The Student will be charged a contract release fee. (See CONTRACT RELEASE.)

Failure to complete any of the above sanctions may result in one or both of the following:

1. Dismissal from the Apartments with restricted visitation. The Student will be charged a contract release fee. (See CONTRACT RELEASE.)
2. Expulsion from NMC.

ELECTRIC APPLIANCES

The following items are NOT permitted in Apartments:

- Portable/window air conditioners.
- Major appliances (freezers, dishwashers, washers/dryers, etc.)
- Multiple refrigerators/microwaves
- Waterbeds
- Multiple power strips

ENTERING APARTMENTS

Northwestern Michigan College recognizes and respects the right of its students to have privacy. NMC also recognizes its responsibility to preserve a wholesome learning and living environment on campus, to provide adequate maintenance and protection of property, and to protect the health and safety of all persons on campus. These fundamental assumptions are embodied in the following commitments and procedures for the entry or search of student Apartments or storage spaces.

NMC reserves the right to enter college Apartments under any of the following circumstances:

- For periodically scheduled administrative or health and safety inspections.
- When there exists an immediate threat to the health or safety of the occupants or property.
- When there is sufficient reason to suspect violation of college policy or local, state, or federal law.
- When invited by the resident.
- To make needed repairs or other maintenance.

When it is necessary for a college agent or employee to enter a student's apartment, the person will knock, pause for a reasonable and courteous time, knock a second time, pause, and then announce his or her name and purpose before entering the room.

EVACUATION

In the event of a tornado or other emergency, follow directions on the evacuation map posted near the main door of your apartment.

EVICION

Eviction proceedings will be initiated for illegal drug activity, nonpayment of rent, extensive and continuing physical injury to property, violation of a lease provision, forceful entry/forceful stay/trespassing, or holding over the natural expiration of the Housing Agreement term.

FIREARMS, WEAPONS AND EXPLOSIVES

The possession, use, or discharge of firearms or other dangerous weapons, including but not limited to shotguns, hand guns, hunting rifles, air rifles, BB guns, or chemical weapons, is prohibited on NMC property. The use or possession of fireworks, explosive materials, or similar dangerous substances or compounds is prohibited by NMC. Possession of such materials, or execution of such acts, may result in termination of the violator's Housing Agreement following 48-hours written notice.

FLOORS

Use only water-soluble wax on your tile floors. Any other type of wax will damage the floor.

FURNITURE

Apartments are unfurnished. Residents are not allowed to build lofts.

GAMBLING

Participation in organized gambling of any sort is not permitted.

GARBAGE DISPOSAL USE AND MAINTENANCE

To use your garbage disposal:

- Turn on the cold water and let it run directly into the disposal
- Turn on the disposal
- Feed food wastes into the disposal
- Let the disposal and water continue to run for approximately one minute after all food waste has passed through the machine. This will ensure that you will always have a clean disposal.
- **Do not dispose of any grease products down the disposal.**
- **When the disposal is not in use, place a cover over the opening,**

Two common reasons garbage disposals fail are: 1) too much food or foreign object in disposal and 2) grease poured down the drain.

GENERAL INFORMATION

NMC does not discriminate in admission, campus activities, education, employment, housing, public accommodation, or public service on the basis of age, color, disability, handicap, height, marital status, national origin, political affiliation, race, religion, gender, sexual orientation, veteran's status, or weight. No act of retaliation shall occur to any person making a charge, filing a complaint, testifying or participating in any discrimination investigation or proceeding.

Students are responsible for finding their own roommates for sharing a two bedroom apartment. **Roommates must apply and be accepted by the Auxiliary Services Office.** NMC does not allow subletting.

GRILLS

Gas grills are permitted. Grills and propane tanks must be stored outside at all times. Neither charcoal grills nor turkey fryers are permitted.

GUEST PARKING

All residents are required to request a guest parking permit, issued by the Auxiliary Office, which may be used for parking in Maple parking lot for one (1) to ten (10) days. Additional guests must register their vehicles with Auxiliary Services. A valid driver's license and vehicle registration will be needed before issuing additional guest parking permits.

Apartment residents are responsible for acquainting their guests with the parking regulations. The City of Traverse City patrols all NMC parking lots. Failure to follow the guest parking policy may result in the vehicle being ticketed or towed at the owner's expense and the guest parking permit being revoked.

There is a fee to replace lost or unreturned guest parking permits. (See also CHARGES.)

GUEST POLICY

Guests must observe all college regulations. Failure to comply will result in forfeiture of building visitation privileges.

Residents will assume financial and behavioral responsibility for their guests. Guests may stay overnight free of charge, but their stay is limited to ten (10) nights per semester. For situations where you may need or want to have a guest for longer than ten (10) nights, contact the Auxiliary Services Office.

HARASSMENT AND INTIMIDATION

Physical and verbal harassment, including harassment based on race, gender, ethnicity, sexual orientation, disability, religious preference, etc. will not be tolerated in the apartment community. Victims of harassment and /or intimidation should report it to an Auxiliary Services staff member immediately.

HEALTH AND SAFETY

The Auxiliary Services Office will conduct periodic health and safety inspections, typically one inspection per semester. An email will be sent to all current tenants and letters delivered to each apartment detailing the dates and times of the inspections. (See also ENTERING APARTMENTS.)

- Activities which would increase fire, health, or safety risks to any person or property are not permitted.
- Possession of weapons, look-alike weapons, firearms, fireworks, gunpowder, or any other materials or substances which endanger the health of any person is prohibited.
- Storing of combustible or flammable materials is not allowed.

INSURANCE AND LIABILITY

Residents are advised to secure property and liability protection through resident's insurance. A resident's insurance policy usually provides protection for personal property, such as furniture or electronic equipment in case of perils like fire or theft. Coverage may include liability protection for damages as a result of unintentional bodily injury or property damage to another person.

INTERNET SERVICE

Internet is provided and included in the price of rent. You can log onto the internet by using your NMC username and password. All internet issues need to be directed to the IT help desk. Computer labs are also available in many buildings on campus and most buildings.

JOINT AND SEVERAL LIABILITY

If more than two people sign the lease as residents, each person is responsible not only for his or her individual obligations but also for the obligations of the other resident. This includes paying rent and performing all other terms of the lease. However, if a resident is removed for disciplinary purposes, the remaining resident is not responsible for the removed resident's obligations, which shall continue until the end of the current academic semester.

KEYS

Keys are available at the Auxiliary Services Office and will be issued upon signing a Housing Agreement and payment of the security deposit plus first month rent. Keys are not to be copied. Default functionality for apartment doors is the locked position. Exterior building doors are swipe access and must be kept closed at all times.

Residents must report all lost swipe cards, apartment or mail keys immediately. Residents will be billed for the replacement swipe card, lock and keys. (See also CHARGES.)

LAUNDRY FACILITIES

Laundry facilities for the exclusive use of apartment residents are located in the lower level of each building. The washers and dryers are owned and maintained by AAL (Automatic Apartment Laundry, Inc.). Additionally, it is the responsibility of every resident who uses the laundry facilities to help maintain a safe, clean, and attractive physical environment.

Each washer and dryer is activated by a laundry card. Laundry cards are issued by the Auxiliary Services Office. Money is added to the card using a card reader machine located in Apartment building 1882 and in the lobby of East Hall. Each full wash cycle and dry cycle costs \$1.00. If a machine needs service or your card stops working, please call 1-800-521-9938.

There is a fee to replace lost or unreturned laundry cards. (See also CHARGES.)

Privately owned washers and dryers are not allowed in individual Apartments.

LIGHT BULBS

We use fluorescent light (CFL) bulbs. These bulbs use 75% less energy. When your CFL bulb burns out, call Auxiliary Services at 995-1119 or Campus Services at 995-1111 to have it replaced.

LOCKED OUT

Apartment doors lock when shut. If you are locked out, call the Campus Security. Residents are responsible for carrying their keys and may be charged a service call fee to be let in. (See also CHARGES.)

MAIL

Mail for residents in Apartment housing goes through the US Post Office, and is delivered Monday through Saturday. Any questions regarding the delivery of mail should be directed to the Barlow Branch Station at 231-946-5319. Packages from UPS or FedEx will be delivered to the NMC mail warehouse and Auxiliary Services will send an email to tenant to let them know they have a package to pick up (be sure to bring picture ID).

Sample mailing address:

Name
____ College Drive, Apt _
Traverse City, MI 49686

Address for Packages:

Name
1861 College Drive
Traverse City, MI 49686

MAINTENANCE REPAIRS

You are responsible for the proper care of your apartment and community facilities. Campus Services is responsible for all maintenance. Most repairs are free of charge. Repairs resulting from carelessness or negligence will be charged to the account of the responsible resident. Notwithstanding this practice, residents in a particular apartment are jointly and severally liable for all charges incurred pursuant to the Apartment Agreement (See also CHARGES.)

Please call **between 8 a.m. and 5 p.m.** to report your routine maintenance needs. If you have an emergency maintenance issue (problem with water, heat, or electricity) after Office hours, a Switchboard Operator or Campus Safety Officer will answer the 995-1111 line.

NOISE

All residents are asked to be considerate of the noise levels emanating from their apartment, especially when cooperation is requested by a neighbor. Residents are responsible for the actions of their children, visitors and guests. Loud parties which disturb the neighborhood will not be tolerated. (See also COURTESY HOURS and QUIET HOURS.) Further, two sound/noise violations during a one-year period may result in the termination of the apartment lease.

OFFICIAL VERSION/CHANGES – AMENDMENTS TO COLLEGE POLICIES AND REGULATIONS

The policies and regulations of the Apartment Living Handbook may be amended during the academic session or lease term by action of responsible bodies. Due to the likelihood of these changes, the official Apartment Living Handbook is the online version which can be found at <https://www.nmc.edu/student-services/housing/apartments/forms/apartment-living-handbook.pdf>.

OVEN MAINTENANCE – See STOVE AND OVEN MAINTENANCE

PARKING

A valid driver’s license and vehicle registration is required in order to receive a parking permit. Apartment resident parking permits are available in the Auxiliary Services Office. These permits can be used in any valid NMC parking lot in accordance with the sign at the entrance to each lot. An apartment permit is not valid for parking in:

- Special Needs lots and Special Needs spaces
- Handicap spaces

- Reserved spaces, including but not limited to those signed for Doctor, Guest, Visitor, Service, 10 Minute Loading, or Employee of the Semester vehicles
- Metered spaces
- Oak parking lot

The Pine parking lots are for parking motorized vehicles in working condition with valid apartment permits affixed as directed. Cars without plates, without valid permits, or in non-working condition, as well as boats, snowmobiles, trailers, campers, etc., will be subject to towing at the expense of the owner.

Residents are responsible for providing a guest pass for their visitors and to inform them to use the Maple parking lot. (See also GUEST PARKING.)

PAYMENTS

Payments can be made online using debit/credit cards or by cash, check or money order at the Cashier's Office in the Tanis Building. Rent is due the first of every month. If financial aid moneys are used or if online payments are made, the funds will not be applied to rent until tuition and fees are paid and books/supplies have been purchased.

PETS

NMC does not permit pets in the Apartments. No visiting pets are allowed. Residents found with a pet in their apartment may be billed for extermination, replacement of carpet (maximum \$2000) and/or cleaning by a professional restoration service (maximum \$1000). (See also POLICY VIOLATION and CHARGES.)

POLICY VIOLATION

Violation of the Housing Agreement or any NMC policy may trigger one or more of the following actions:

- Written notification of violation and required action(s) sent via postal service and/or delivered in person.
- REPORT OF ALLEGED VIOLATION filed with the Dean of Student Services.
- Bill referred to outside agency for collection.
- Termination of the Apartment Agreement by the College. (Should it become necessary for the College to enforce the terms and conditions of the Agreement by legal means the resident shall reimburse the College for such costs and expenses under the terms of the Agreement.)
- Other appropriate action.

POSTING

Postings by residents and approved potential residents wishing to share an apartment are permitted on bulletin boards near the mailboxes in each building.

PROPPED DOORS

To promote building safety, **the propping of any locked entrance/exit door is prohibited at all times.**

QUIET HOURS

Quiet Hours are as follows:

- Sunday through Thursday from 10:00 pm to 7:00 am
- Friday and Saturday from 12:00 am to 8:00 am

(See also COURTESY HOURS.)

REFRIGERATOR MAINTENANCE

It is necessary to defrost the refrigerator/freezer regularly. There should be no more than ¼ inch of frost build-up on the freezing unit. Regularly clean inside the refrigerator with warm water and baking soda (one tablespoon soda to one quart of water). Rinse with clear water and wipe dry. Do not use a sharp instrument for cleaning the interior of the refrigerator. Leave the refrigerator thermostat at a normal temperature when away or moving out. **Do not turn the refrigerator off.** Do not store bags, paper, etc. behind the refrigerator. The refrigerator can be moved out from the wall for cleaning.

RENT

Rent is due on the first of each month and is payable online or at the Student Financial Services Office in the Tanis building. Office hours are 8:00 am to 5:00 pm, Monday through Friday. Payments made after the fifteenth of the month are subject to a \$50 late fee and/or eviction proceedings. If financial aid moneys are used or if online payments are made, the funds will NOT be applied to rent UNTIL tuition and fees are paid and books/supplies have been purchased.

REPORTING VIOLATIONS

If you notice another resident has violated a policy and wish to report it, please document the incident in writing and give it to the Auxiliary Services Assistant or Office Manager. The violation must be in writing for any disciplinary action to be taken. If you suspect illegal activity is occurring, call Campus Services at 231-995-1111 or leave an anonymous tip on the 231-995-1116 voicemail box. **If the activity is life-threatening, call 911.**

SMOKING

Northwestern Michigan College's Board of Trustees has voted to make all NMC campuses tobacco-free, beginning fall 2010. The new policy, which was approved Nov. 23, 2009, reads:

In order to promote a healthy culture of learning for students, staff, faculty and guests, Northwestern Michigan College prohibits the use and/or sale of tobacco products on all NMC properties. No person shall use, chew, smoke or sell tobacco products at any time or in any place on NMC properties, including sidewalks within the boundaries of any NMC campus.

The policy will prohibit smoking or any tobacco use on NMC's campuses, including the Main Campus, Aero Park Campus, University Center, Rogers Observatory, and Great Lakes Campus. At this time, NMC has chosen not to enforce the policy inside private vehicles.

SOLICITATION

Solicitation by salespersons is not permitted in the apartment buildings. Residents may not use their apartments for commercial purposes, including solicitation or sales.

SPORTS IN THE HALLWAYS

For your safety and the safety of others, all sports are banned from inside the Apartment hallways. This includes rollerblading, bike riding, and any kind of ball play.

STORAGE UNITS

Storage units may be available at no additional charge upon request. The storage closets are located in the laundry rooms of each building. The Auxiliary Services Office provides a lock for each storage unit. **Personal locks are not permitted.** (See also ENTERING APARTMENTS.)

STOVE AND OVEN MAINTENANCE

Never clean the stove while it is hot. Wiping hot porcelain enamel with a damp cloth may cause cracking of the enamel. Use a mild soap or cleanser on porcelain enamel. Wipe off immediately with a very dry cloth any spattered fat or spilled acid food such as sour milk, vinegar, or lemon juice. Such acids may remove gloss and top finish coats (stoves are acid-resistant, not acid-proof).

If spillage occurs in the oven while it is in use, allow it to cool then clean immediately with soap and water. This will prevent the spillage from burning during the next use. If food becomes burnt on and difficult to remove carefully follow the directions for any commercially available oven cleaner.

When using the broiler, the broiler pan should be taken from the compartment and cleaned immediately after food is removed. For easy cleaning, sprinkle with soap or detergent, and water, and let soak until ready to wash. Clean broiler compartment in the same manner as the oven.

SUBLETTING

The accommodations granted by the Apartments Housing Agreement may be used only by you, in your capacity as a registered student. Your space cannot be transferred or sublet to another individual.

TELEPHONE SERVICES

Telephone hookups are available in all campus apartment units. The student is responsible for ordering and paying for service. AT&T may be reached at 1-800-244-4444.

TRASH

Dumpsters are provided at the south edge of the Pine parking lot for disposal of all rubbish and trash that is not suitable for the garbage disposal. Due to fire codes, no trash or other items may be stored anywhere in the public areas of the apartment buildings. If trash is left in the laundry rooms, hallways, stairwells, or near the dumpsters, the residents responsible may be subject to a fine of \$25.00 per bag. This creates unnecessary work for the Custodial and Grounds staff, and will take them away from maintaining other public areas.

Do not dispose of non-soluble material through the sewer (i.e. feminine products).

UTILITIES

Charges for electricity, gas, water, heat, waste removal, internet, and other services that the college deems appropriate are included in the rent payment.