



# Introduction & Community Standards

Viking Woods strives to provide a community that is:

- Safe and secure
- Conducive to learning
- Enjoyable and fun

Living in Viking Woods provides residents with new freedoms and personal choices that help shape unique educational experiences outside of the classroom. Responsibility often comes along with new opportunities and freedom, and Viking Woods is no exception. Everyone at Jefferson College is an important member of our campus community and therefore each resident is responsible for contributing to the community goals of providing a community that is: safe and secure; conducive to learning; enjoyable and fun.

Viking Woods residents will be responsible for playing a role to help achieve our goals. The policies, guidelines, procedures, and amenities outlined in this document each fit into one of the following

## **Community Standards:**

1. Viking Woods is a safe and secure environment.
2. Viking Woods promotes positive health and welfare for all residents, guests, and staff.
3. Viking Woods residents, guests, and staff display respect for one another.
4. Viking Woods residents and guests respect the facilities and grounds to help preserve the property.
5. Viking Woods residents learn how to live amongst a diverse population.
6. Viking Woods residents exhibit appropriate behaviors and actions.
7. Viking Woods residents accept responsibility associated with inappropriate behaviors and actions.

The Viking Woods Resident Guide is designed to provide residents with information about amenities, services, policies, guidelines, and procedures that will enable residents to fully participate in the community. Residents are responsible for reviewing this handbook, as well as the Code of Student Conduct (located in the Jefferson College Student Handbook), as these documents are an extension of the Lease Contract. Jefferson College's policies, rules, and regulations are designed to enforce existing local and state ordinances and laws, as well as to prevent the infringement of one's rights by the actions of another. Policies and procedures are subject to change.

Residents will be held responsible for their actions. Residents are expected to exhibit appropriate behavior within the residential community. Individuals who participate in or display inappropriate behavior may be subject to disciplinary action. Inappropriate behavior may be defined as an activity that disrupts, endangers, degrades, or threatens the environment of the residential community or any person within the community. Residents are expected to treat other residents, guests, and staff with dignity and respect at all times. Damage, theft, and/or vandalism to college property will not be tolerated. Harassment, irresponsible or inappropriate use of facilities, and/or failure to abide by the policies and procedures contained herein are violations of the Lease Contract, and may subject residents to eviction, College disciplinary action, and/or criminal or civil charges.

# Residential Life Staff

Staff can be contacted through the Office of Residential Life located in the Viking Woods Clubhouse.

The **Manager of Residential Life** supervises the Viking Woods staff and is responsible for the day-to-day operations at Viking Woods. The **Residential Life Coordinator** assists in the supervision of the staff, coordinates programming, and supports the day-to-day operations at Viking Woods. The **Office Assistant** assists the Manager and Coordinator of Residential Life, provides clerical support within the office, and supports the day-to-day operations. The **Maintenance Technician** responds to all work orders and repairs and performs preventative maintenance in Viking Woods. **Residential Assistants (RAs)** are live-in student-staff members who serve as leaders. In addition, they often help residents with personal, social, and academic issues. RAs carry out day-to-day operations at Viking Woods to help enforce College and Residential Life policies.

## Amenities & Services

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Viking Woods is open to residents year-round and

Mail should be addressed according to the resident examples on page 1. Mail is delivered during business hours (excluding holidays) to the Residential Life Office. The staff distributes all mail in resident mailboxes daily by 4:00 pm. Each resident has a private mailbox, identified by the resident's apartment number, located on the exterior of the Clubhouse. A mail slot is available for outgoing and misplaced mail or can also be brought to the Residential Life Office during business hours. It is important for residents to check their mailboxes on a daily basis to ensure they are receiving important information. In turn, mail may be sent from other Jefferson College departments and should be considered of high importance. Packages with accurate resident name/address may be delivered to the Residential Life Office for residents on campus. Residents will receive a package slip in their mailbox as notification and are encouraged to pick up packages during business hours within 24-hours of delivery. Viking Woods will only accept mail for current residents; mail received with non-resident credentials will be forwarded or returned to sender. Special permission may be granted for residents to collect mail that is not addressed to them pending a written request.

**16. Maintenance service**

Viking Woods provides maintenance services to residents who complete a work order. It is the resident's responsibility to submit a work order through their Housing Self-Service homepage. Maintenance and/or Residential Life staff may communicate by email to find out more details about the work order before a repair is made. Residents should report emergency maintenance issues immediately to the Residential Life Office or the RA cell phone outside of business hours. Emergencies include, but are not limited to, power outages, water leaks, doors/accessible windows unable to lock, fire, loss of heat (if the outside temperature is less than 40 degrees F°) or loss of A/C (if the outside temperature is greater than 80 degrees F°).

**17. Notifications**

Viking Woods uses @jeffco.edu email accounts to correspond with residents. It is important for residents to check their email accounts on a daily basis to ensure they are receiving important information. In turn, email notifications may be sent from other Jefferson College departments and should be considered of high importance. Viking Woods will also post important notifications on Clubhouse bulletin boards. Occasionally, notifications may be posted on kitchen refrigerators or front doors.

**18. Options to pass the time**

Viking Woods offers multiple amenities to help residents pass the time between studying. The sand volleyball court is located just outside of the Clubhouse near the 400 parking lot; volleyballs are available to check out from the Residential Life Office. A basketball half court is located on the east end of the 800 parking lot; basketballs are available for check out from the Residential Life Office. Within the Clubhouse there is a large screen television in the Great Room. Residents can check out board games, an Xbox, Hillbilly golf, footballs, soccer balls, a deck of cards, etc. Residents interested in checking out items must submit their Jefferson College student ID to be held until the items are returned. Residents may be held financially responsible for the repair/replacement of damaged or unreturned Viking Woods property.

**19. Pavilion & picnic tables**

The pavilion houses picnic tables and a BBQ grill for resident use. An overhead light is available when outside light conditions are low, in addition to outlet plugs for electronics. There are additional picnic tables throughout Viking Woods for resident use.

**20. Pest control service**

Viking Woods provides pest prevention efforts on a regular basis. Students who are allergic to pest control chemicals may request an exemption in writing. Residents may be asked to

move/remove bedding and furnishings away from walls to allow the pest control expert to treat areas of concern. Our community is surrounded by wooded areas and is therefore susceptible to insects, spiders, and small animals. However, residents can play a big part in minimizing pest problems by following these steps: • Keep your room/apartment clean • Ensure food items are tightly sealed in appropriate containers • Clean up thoroughly after eating or preparing food: o wash dishes o wipe counters and tables o sweep, vacuum, and/or mop o properly dispose of leftovers or put them in a sealed container • Eliminate “harborage” or shelter for pests o keep rooms free of loose papers o properly dispose of empty boxes (no cardboard boxes), paper shopping bags, and other types of clutter (including laundry) • Properly dispose of trash in provided dumpsters • Report pest problems to the Residential Life Office via a work order through your Housing Self-Service homepage immediately and request a follow-up if problems persist

**21. Recycling & waste removal service**

Public trash cans are located throughout the property; these receptacles should not be used for large trash bags as they are intended for individual use. Viking Woods provides for trash removal only from public dumpsters located at the edge of the 400 and 800 parking lots. There is also a large recycling container in the middle of the 800 parking lot. During high volume times of year, additional dumpsters may be added to accommodate the needs of residents.

**22. Safety & security**

Deadbolt locks and limited access doors are provided in each apartment. Guests must be escorted by their host resident at all times. Jefferson College Police Department provide courtesy patrols through Viking Woods, but residents should not assume the presence of these patrols. JCPD will provide escorted walks to residents who make a request. Several security cameras are present on the Viking Woods property. Health and safety inspections are conducted to ensure standards of safety and security. The College cannot guarantee safety, but reasonable measures have been taken to provide residents with a safe environment. Residents must also help ensure safety on campus by being aware of surroundings and reporting concerns immediately. Reports should include, but are not limited to, theft, vandalism, unsafe condition, criminal activity, door-to-door sales, trespassers, suspicious behavior, doors/windows/smoke detectors in need of repair, exterior lights in need of repair, blocked walkways, broken railings, etc.

**23. Snow removal service**

Viking Woods provides snow removal service on an as-needed basis determined by the Director of Buildings & Grounds. To assist in efficient snow removal, vehicles should be parked away from sidewalks and curbs when accumulation is anticipated. Any questions or concerns regarding this service should be directed to the Residential Life Office.

**24. Laundry & coin machines**

The Viking Woods Clubhouse includes coin-operated, 24-hour accessible laundry and coin machines. When the Clubhouse is locked, entrance can be gained through the key-pad entry door nearest the 800 parking lot. If you experience any problems while using these machines, please report it Hoppy’s Self Service Inc, 314-645-1100.

# **Policies & Guidelines**





obtain permission from the resident and/or allow them to be present. If the Residential Life staff is unable to make contact with the resident, the Residential Life staff will conduct a search with a witness present (i.e. secondary staff member and/or a JCPD officer). Any illegal item(s) or item(s) which violate Viking Woods policy may be confiscated.

#### Right to Confiscate

Residential Life staff will attempt to contact a resident prior to items being confiscated to allow for the resident to remove the item him/herself. If contact cannot be made, a member of the Residential Life staff and one witness (i.e. 10 secondary staff member and/or a JCPD officer) will be present. A list of items confiscated will be provided to the resident. Residential Life staff reserve the right to confiscate any item(s) prohibited by the Resident Guide or College property. Confiscated items will be stored in the Manager's office, unless the resident is otherwise notified, until arrangements can be made for the item to be removed from campus. Items related to alcohol, drugs, and weapon policies may be confiscated by the Jefferson College Police Department.

#### Medical Amnesty

Because health and safety are of primary concern at Jefferson College, residents are encouraged to not only be aware of their own health and safety but also for that of others. In a case where an individual is significantly impaired by alcohol or drugs, the College encourages residents and guests to seek medical assistance for themselves and/or others. Residents who actively assist others will not be charged for an alcohol or drug policy violation through the Office of Residential Life. Actively assisting is defined as calling 911, the Jefferson College Police Department, or the RA cell phone and remaining present until a first responder arrives.

### **3. Background Check Information**

Community Standards: 1, 7

Applicants/Tenants with a known felony conviction may not be granted tenancy; there is no appeal process available. Applicants who have been charged with or pleaded to a felony, but not convicted at the time of application, may be granted the right of appeal to the appropriate review committee established by the College. Applicants who have been charged with, pleaded guilty to, or convicted of a misdemeanor may be required to go through an interview as part of the acceptance and assignment processes to live on campus. The College reserves the right to access any information made available through state and federal sources, as well as conduct any background checks deemed necessary. Applicants who have been suspended or dismissed from a school or College, or required to leave campus housing, may be required to go through an interview as part of the acceptance and assignment processes to live on campus. The College reserves the right to access any information made available through other schebll availr rgrob proce3-2(ep)9(t)-4(an)9(ce)-2( )11(an)9(d as)-3(s)9(i)-4(g)11(nm)17(ent)-5( pr)-3(o

Community Standards: 3, 6, 7

Unauthorized cohabitation (i.e. living together) is prohibited. Only residents assigned to a particular bedroom will sleep in the room and perform all other daily functions (i.e. showering, cooking, studying, etc.) in his/her apartment on a regular basis.

## **5. Courtesy & quiet hours**

Community Standards: 2, 3, 5, 7





give any guest their keys. Residents should ensure guests respect all roommate rights to privacy and personal property.

- **Guest responsibility:** Guests must provide a state-issued photo ID upon check-in.

Guests must follow all College and Viking Woods policies. Guests are not permitted to use laundry or computer lab facilities. Guests should park in back row parking spaces and display a visitor parking tag if applicable. Guests should respect all resident rights to privacy and personal property.

- **Roommate/Neighbor rights:** Roommates and neighbors should not feel compelled to leave a room in order to accommodate a guest, nor should he/she be placed in a situation

Community Standards: 4, 5, 7

Only appropriate patio furnishings for outside use should be displayed on patios, porches, & balconies, and at the residents' own risk. No household/College-issued furniture is permitted outdoors. Drying of clothing or linens is not permitted. Storage of unsightly personal property will not be permitted (including but not limited to garbage, recyclables, broken furniture, etc.). No more than one pair of shoes per unit resident is permitted on that unit's patio, porch, or balcony. Items will not be thrown or dumped from patios, porches, or balconies. Residents will keep all patios, porches, and balconies (including the grassy areas in front of an

Residents must be enrolled as students in a minimum of 12 college-credit hour courses at Jefferson College to be eligible for housing. A minimum of 6 credit hours must be in person, you can't remain at Viking Woods if enrolled in all online classes. Residents enrolled in less than 12 credit hours must appeal this requirement from the Office of Residential Life. Any requests from applicants not enrolled will be reviewed by the Manager of Residential Life. Special permission must be granted in writing from the Manager for a resident to be issued a Lease Contract without a current Jefferson College enrollment status. Contact the ARO (Accessibility Resource Office) for information regarding your accommodations for a reduced course load.

### **23. Restricted items**

Community Standards: 1, 4, 7

Restricted items include, but are not limited to:

- Adhesive wall decorations or hangers
- Air conditioning window units
- Alcohol, drugs, paraphernalia, narcotics, or chemicals commonly associated with narcotics manufacturing
- BBQ grills/charcoal/lighter fluid
- Candles/Incense
- Explosives (gasoline, paint thinner, acids, etc.)
- Fireworks
- Halogen/Incandescent light bulbs
- Halogen/kerosene lamps
- Hookahs
- Live Christmas trees or wreaths
- Paper lanterns
- Personal refrigerator larger than 4-cubic feet
- Pumpkins
- Satellite dishes
- Sofas measuring more than 72 inches
- Space heaters
- String lights
- Traffic/road signs (and related items)
- Unauthorized possession of College property
- Waterbeds
- Weapons & firearms (including, but not limited to guns, bows, arrows, hunting knives with blades 3-



otherwise notified, until arrangements can be made for the item to be removed from campus. Items related to alcohol, drugs, and weapon policies may be confiscated by the Jefferson College Police Department.

## **24. Sanctions**

## **25. Security deposit refunds**

Among other items, the cost of labor and materials for cleaning and repairs, over and above "normal wear" and the amount of delinquent payments and late charges may be deducted from the security deposit. The Tenant cannot use the security deposit to offset or pay in advance rent or any additional charges under this Lease, but the College can use all or any part of the security deposit, for any unpaid Rent or other obligations. The Tenant agrees that the College has forty-five (45) days after the later of the following options: (a) expiration or termination of this Lease, (b) the date on which the College received written notice of the Tenant's forwarding address, and (c) payment in full of amounts that the Tenant owes to the College, to return any unused portion of the security deposit to the Tenant, unless the Tenant has renewed the current Lease Contract for the next consecutive term or has completed a housing application for the following academic year by the appropriate deadline, which will each result in the Tenant's security deposit rolling over to the appropriate term. Upon written request, and within ninety (90) days of the Lease Contract End Date, the College will provide the Tenant a description and itemized listing of deductions that have been taken from the security deposit. Applicable refunds will be issued by the Jefferson College Business Office in the tenant's preferred refund method selected on their MyJeffco Student Tab.

## **26. Solicitation**







## 5. **Emergencies**

For emergencies that occur in Viking Woods, call 911 or 636-481-3500 to notify the Campus Police Department.

### EARTHQUAKE

Inside:

- **STAY INSIDE.** Do not run outside.
- Take cover underneath a desk or table, protecting your head and neck.
- Stay away from windows and objects that could fall on you.
- Help direct persons with special needs, if safe to do so.
- Persons with wheelchairs should lock brakes.

Outside:

- Run to an area away from trees, buildings, walls, and power lines.
- Drop to your knees and get into a fetal position.
- Close your eyes and cross your arms over the back of your neck for protection.
- Stay in a fetal position until the shaking stops.

- Gather at the grassy area next to the Clubhouse and behind the volleyball court. Residential Life staff will take a headcount before further instructions are given.

### MEDICAL

- Call 911.
- Stay calm and carefully explain the problem and exact location (i.e. 808 Mel Carnahan Drive, Apt. 811) do not hang up until you are instructed to do so.
  - Ask a bystander to call the RA cell phone.
- Stay with the victim until help arrives.

### POWER OUTAGE

- Remain calm.
- Do not light candles or any other types of fire hazards for lighting.
- Unplug all electrical items and turn off light switches.
- Evacuate if instructed by the Residential Life staff or JCPD.
- In advance of an emergency, determine the nearest exit to your location and the best route to follow.
  - Walk, do not run.
  - If safe to do so, assist people with special needs as indicated by that person.
- Notify the Residential Life staff, JCPD, or fire personnel if you know or suspect someone is trapped inside a building.
  - Gather at the grassy area next to the Clubhouse and behind the volleyball court. Residential Life staff will take a headcount before further instructions are given.

### SEVERE WEATHER

Weather is constantly monitored by Residential Life staff, JCPD, and the Buildings & Grounds staff.

Watch (conditions are favorable for activity)

- Continue with normal activity, but monitor the weather and be on alert should conditions change.

Thunderstorm Warning (severe weather is occurring in the area)

- Remain indoors and away from windows until the severe weather passes

Tornado warning (trained spotters have identified a tornado in the area)

- Residential Life staff will patrol Viking Woods and sound bullhorns to notify residents to evacuate.
- Seek shelter immediately in the Fine Arts basement, via the path behind the 400 building. Residential Life staff will take a headcount before further instructions are given.

## **6. Health & safety inspections**

Safety is a priority in Viking Woods. In order to help maintain a safe environment, Residential

Life staff will conduct random inspections of Viking Woods. Residential Life staff will take a headcount before further instructions are given.





i. If the Tenant does not provide the Col

## **11. Reporting illness**

Residents must report illnesses, communicable diseases, and any conditions which might affect the health of other residents or staff. Provide a written explanation to the Manager immediately. Failure to report health issues that impact others due to communicability may result in disciplinary action.

## **12. Reporting policy violations & anonymous reporting**

Everyone at Jefferson College is an important member of our campus community and therefore each resident is responsible for contributing to the community goals of providing a community that is: safe and secure; conducive to learning; enjoyable and fun. Residents will report any actions or behaviors that violate the policies outlined in the Resident Guide. Reports can be made directly to Residential Life staff in-person, via email, over the phone, or through text message to the RA cell phone. Anonymous reports can be submitted through the “Maxient Incident Report” found on MyJeffco Vikings Care/R U OK? tab. Emergencies that occur in Viking Woods should be reported by calling 911, the Jefferson College Police Department at 636-481-3500, or the RA Cell Phone at 636-212-1827.

## **13. Resident Orientation**

Residents are required to complete a Resident Orientation within 10 business days of receiving keys/credentials. There will be an in-person orientation scheduled for all residents.

## **14. Thermostat settings**

A temperature consensus will be determined at each apartment’s first roommate meeting. Air flow within an apartment can be facilitated by opening/closing vents in each room, opening/closing windows, or using a fan. It is also recommended that residents wear appropriate clothing to help regulate body temperatures. The Thermostat needs to be kept between 65 and 75 degrees Fahrenheit. If roommates do not comply with the agreed upon temperature range, Viking Woods staff may put a lock box on the thermostat. Any residents who do not comply with the 65 to 75 degree range will be subject to a lock box on their thermostat as well.

## **15. Voluntary room changes**

Residents interested in a room change must complete the online Room Change Request form which is available beginning September 1 (fall term) or February 1 (spring term). Room changes will be granted based on space availability. Residents requesting a room change based on roommate conflicts must have worked through the Viking Woods Conflict Resolution Process first.

Residents approved for a room change must schedule a moving day with the Residential life Office three (3) business days in advance. Residents are not permitted to inhabit a bed space without receiving keys from the Residential Life Office. Residents will be issued a new apartment key/credential and granted 48-hours to complete the relocation 23 process

A new Room Condition Report must be submitted within 48-hours of move-in. A scheduled walk-through appointment is encouraged for the original bed space at the end of the 48-hours. The resident will return both original keys and receive a new mailbox key. Any cleaning/damage charges will be applied to the resident's account. Requesting residents may be charged a \$20 room change fee. Residents who do not follow this procedure may be in violation of the failure to comply policy and subject to disciplinary action.

Residents approved for a bed-for-bed room change must schedule a key exchange appointment to take place at the Residential Life Office during business hours. The appointment must be scheduled three (3) business days in advance. Residents are not permitted to inhabit a bed space without attending a key exchange appointment documented by the Residential Life Office. A new Room Condition Report must be submitted within 48-hours of key/credential exchange. Any discrepancies between each residents UCR may result in damage charges to be assessed within 30 days. A walk-through inspection will not be conducted and each resident will accept responsibility for the new bed spaces "as is" condition. Residents may be charged a \$10 room change fee. Residents who do not follow this procedure may be in violation of the failure to comply policy and subject to disciplinary action.

## **16. Work orders**

The online Work Order form found on your Housing Self-Service homepage is the preferred method of providing notification of any request for repairs or services to the Premises. Requests will be received, prioritized, and completed by the maintenance technician. Emergency maintenance issues should be reported immediately to the Residential Life Office during business hours and to the RA cell phone outside of business hours. Emergencies include, but are not limited to, power outages, water leaks, doors/accessible windows unable to lock, fire, loss of heat (if the outside temperature is less than 40 degrees F°) or loss of A/C (if the outside temperature is greater than 90 degrees F°).