

Employer Name

Housing Handbook

Housing Season - 2022

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Maintenance Requests

To report maintenance concerns, please contact your respected Residence Assistant. They will attempt to fix the problem first. But, if they are unable to find a solution, they are to email NAME at EMAIL.

NAME will look for options to solve the problem and have a response within 1 to 2 business days. If it is not an emergency, and an email was sent over the weekend, NAME will look to respond first thing on Monday morning.

If the maintenance issue is after hours and requires immediate attention, first contact your respective RA then contact NAME from EMPLOYER NAME. The RA's and NAME can reach out to our maintenance teams and other services if needed. You can also message them on WhatsApp.

If you need to contact someone for a maintenance issue immediately, follow the call-list, in order:

- EMPLOYER NAME RA – Name, Phone Number
- NAME, Phone Number

Cable Television

Wireless internet is available, but there is no cable television provided in the houses. You can stream Hulu, Netflix, and Amazon Prime from the TVs.

Recycling Information

You can drop your recyclable items at two local Drop Off Recycling Centers, listed below, unfortunately, there is no pick-up for recycling. Here at Employer Name, we express the attitude and commitment to doing what is right for the environment. Within our company, we encourage everyone to be mindful of the environment whenever possible, through conservation, waste minimization, education, awareness, and research. Recycling containers are located within each of your living locations. Recyclable materials include aluminum, glass, and plastic/tins.

City	City
Location Street Address City, MI Zip Code	Location Street Address City, MI Zip Code

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House Information

Mail

Mail sent through the U.S. Post Office will be delivered directly to the House. The House Address is:

Street Address
City, Michigan Zip Code

Outgoing mail can be placed in the mailbox, with the flag up. Or, you can go to the City Post Office in (location).

*Note: It is strongly recommended that you only mail packages here and **do not** change your address to the House address. Any mail sent here after your departure will be sent back to the Post Office as Return To Sender.

Laundry Facilities

- Located in the basement of the House
- Free to use

Features

- X Bedrooms
- X Bathrooms
- X Kitchens
- X Living rooms
- X Dining room
- Patio with propane grill
- Garbage pick-up on Wednesdays
- Fully furnished with linens, pillows, and dishes provided
- Big screen TV
- Bonus Room off garage
- Other features
- X,XXX Square Feet

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Community Standards

Safety and Living

1. *Alcohol/Drugs*

- a. Michigan Law recognizes 21 as the minimum legal drinking age and it is a violation for a person less than 21 years of age to attempt to purchase, consume, or transport alcoholic spirits, including cooking wine. It is unlawful for any person 21 years or older to furnish or sell alcoholic spirits to any persons less than 21 years of age. Open alcohol containers are prohibited in all common recreational areas and parking lots. Party balls and kegs of alcohol are also prohibited anywhere throughout the House.
- b. The manufacture, possession, sale, or usage of any illegal substances, drugs, or drug paraphernalia is prohibited. In addition to and without limiting or affecting the foregoing, the inappropriate usage of any substances intentionally to alter one's behavior is prohibited. The knowledge of any illegal activity must be brought to management's attention immediately.
- c. Smoking of any kind (vaping, cigarettes, marijuana) is prohibited inside the house. According to Michigan law, those who smoke cigarettes should be at least 15 feet away from entrances. There are smoking receptacles outside for you to use.

2. *Dangers/Emergencies*

- a. All emergencies should be directed to 911 or the local authorities. Any non-emergencies to your respective RA.
- b. Causing physical harm or threatening to do so, whether it is to self or others, intentionally or recklessly is prohibited. Should any of this occur, this will be grounds for immediate termination and eviction.

3. *Hazing*

- a. Any inappropriate behavior that causes physical harm, mental anguish, or is harassing in any way, however slight, and/or is threatening in any way to another resident is prohibited and is strictly forbidden by State Law. Any type of such activity should be brought to Management's attention immediately, as this is grounds for immediate termination and eviction.

4. *Firearms/Explosives*

- a. Possession or usage of any explosives, firecrackers, fireworks, smoke bombs, incense, candles, firearms, and/or weapons including darts, paintball, or BB guns, pocket knives/switchblades, or martial art equipment are prohibited on all properties. The knowledge of any firearm/explosive item must be brought to Management's attention immediately.

5. *Visitor Policy*

- a. You are allowed to have guests. Please be aware that you are responsible for your guests and family members who visit. Family and guests need to conduct themselves in an orderly manner and be aware that there are other people living in the house. Understand that you and your guests shall not permit or make any loud or offensive noises/conduct. Please also respect your roommates and

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understand that you are not to disturb the comfort or quiet enjoyment of other residents.

- i. Unfortunately, due to COVID-19, any guest visitations, with or without permission, are suspended until further notice.
- b. It is completely understandable that participants may have visitors from out of town. Understand though that the occupancy of the houses are limited to the residents of the houses and that your guests must follow the rules and regulations, community standards, and respect the rights of your roommates. It is strongly preferred that guests of the same sex may visit overnight and that guests of the opposite sex will need to make other accommodations if they have to stay overnight in the area. If you choose to have overnight guests, understand that any person staying in your room or in the house cannot stay for more than two (2) nights in a row. You are also limited to overnight guests no more than four (4) times during your program.
 - i. Unfortunately, due to COVID-19, any guest stays, with or without permission, are suspended until further notice.

6. *Quiet Hours*

- a. In order to allow other residents to have comfort and quiet enjoyment, there are quiet hours at the house. Quiet hours are the following at minimum:
 - i. Monday - Thursday: 10:00pm - 7:00am
 - ii. Friday - Sunday: 11:00p - 8:00am

7. *Termination:*

- a. If you happen to quit early or are terminated during your program, your lease with the house you live in shall be terminated at the same time. You will have two days to vacate the house and follow all move out procedures. If you are terminated early or leave early, you will be subjected to pay rent for the remainder of time left on your lease.

8. *Other:*

- a. You are expected to comply and cooperate with management at all times, including but not limited to inspections, meeting requests, and interviews.
- b. Due to COVID-19, only residents of the house are permitted to be inside their respective house. This is for the safety of all tenants.
- c. Management has the right to enter, inspect, and photograph all areas of the house, including bedrooms, with a 24 hour notice. If there is an emergency or illegal activity, management can enter without notice. If there are any illegal items, it will be seized and turned over to the proper authorities.
- d. The house must be kept in a clean and orderly condition. It also must be free of trash. All trash, including but not limited to cigarette butts, must be discarded in the trash bins provided next to the garages of the houses,
- e. Alterations and decorations cannot be done to the house without written permission of management. You also cannot move any furnishings provided as well, as there will be no storage. You cannot drive nails into the walls to hang items, but you can use Command Strips to hang posters or smaller decorative

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items. Window clings are also allowed, but they must be on the side of the window that's inside the house.

- f. All possessions must be removed upon moving out of the house.
- g. To prevent unwanted woodland friends or bugs, all exterior doors and windows should remain closed and secured at all times.
- h. Solicitation or distribution of literature, written or verbal, by participants or their visitors without Management's written permission is strictly prohibited.

Financial Responsibility

1. All participants are financially responsible for all amounts and payroll deductions that are owed with respect to all aspects of the house including without limitation responsibility for: failed inspection fees, damage or loss of furniture, and housing wares. Participants are to ensure accurate bi-weekly deductions for all costs in connection with rent and should notify management within 72 hours of noticing a mistake.
2. It is not required, but it is strongly recommended that participants carry a renter's insurance policy as it is the only safe and reliable source of financial compensation should any possessions be damaged, lost, or stolen due to fire, theft, flood, vandalism, loss of power, or any other unforeseen act. All participants who operate a vehicle on property must have a valid automobile liability insurance by an insurance company registered and authorized to sell automobile liability insurance in the United States that will cover any property damage or personal injury caused by the participant while operating the vehicle.
3. This handbook does not constitute as a lease. You will be receiving separate documents that will include your lease, rules and regulations, a pest addendum, and a payroll deduction rent form. Your accommodations at the house are dependent upon employment with Employer Name and these supporting documents.

Quiet Hours/Vehicle Access/Pets

1. Quiet hours are required to be observed Monday - Thursday from 10:00pm - 7:00a and Friday - Sunday: 11:00p - 8:00am.
2. When driving on any company property, please obey all speed limits. It is strongly recommended that you go a maximum of 15 mph when driving on the properties.
3. Vehicle access and parking is a privilege. Please be mindful of how you park on property and make sure to leave room for other tenants who have cars.
4. All pets, or the facilitation thereof, including but not limited to dogs, fish, cats, insects, and reptiles, are not allowed.

Acknowledgement/Release/Handbook

1. Release: In consideration with your living experience at the House, you will assume all risks associated with your living experience. Further, you, your heirs, executors, administrators, successors and assigns, here by RELEASE, AQUIT, FOREVER DISCHARGE, AND HOLD HARMLESS Employer Name, their related, affiliated and subsidiary companies, and the predecessors, successors, officers, directors, representatives, agents, employees, and insurers of each of the foregoing (collectively

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the “Released Parties”), from all liabilities, demands, attorney’s fees, claims, damages, costs, expenses, actions, or causes of action of any nature whatsoever, whether known or unknown, and whether fixed or contingent, arising out of or in any way connected with your living experience at the House, including, without limitation, personal injury (including death), property damage and criminal acts on any person or property. You understand that this release includes without limitation any and all claims based on negligence, action or inaction of any of the Released Parties and covers bodily injury, including death and property damage whether suffered by you or your possessions, before, during, or after the expiration of your living experience in the House.

2. You hereby consent to photographing, filming, taping, and/or recording of your likeness, name, voice, sound, and statements at the House by Employer Name and/or its assigns and grant Employee Name and its assigns the right to copyright, sell, or use in any manner such photographs, films, tapes, and/or recordings in all media without limitation in perpetuity.

Housing Safety Information

Here in housing, we have Community Standards to keep those who live and work here safe and secure, and ensure that your safety is always our top priority. To help you get acquainted with our safety resources and features in the House and the surrounding community, please take a few moments to read these pages carefully and to ask any and all questions if you are uncertain about anything noted.

Personal Safety

There are many things we can do to take ownership of our personal safety, starting with maintaining vigilant awareness to our surroundings. Here are a few additional recommendations provided by law enforcement:

- Call 9-1-1 in case of emergency. In non-emergency situations, contact your RA or Housing Managers.
- If you see something, say something! Report any unusual or suspicious activity, threats, or perceived threats you witness to your RAs and Housing Management immediately. Call 9-1-1 if in imminent danger.
- Always remain alert and aware of your surroundings, and trust your instincts. If a situation feels unsafe, take the appropriate safety precautions and report it to your RAs or Housing Management.
- Always lock up your valuables in the lockers provided at the House. Make sure you secure your locker or safe when you leave, even if you leave for a few minutes. Keep all exterior doors and windows closed and locked at all times, and never prop your doors open.
- When someone comes to your door, make sure you know who is knocking. Use the peephole, and if you do not know the person or were not expecting a visitor, do not let them in. Call your RA or Housing Management if you feel threatened or if the person is suspicious.
- Do not walk alone at night or off-property. Always use the buddy system when going out and keep close watch on your purse, wallet, and other personal belongings. Always carry your Driver's License or other identification.
- Do not drink alcohol if you are underage or in violation of the law; stressed, ill, depressed, anxious or tired; taking medications; driving or the designated driver; or are recovering or coping with alcoholism. If you drink alcohol, use extreme caution and limit your alcohol intake.
- Avoid driving alone or at night, and minimize all driving distractions. Never text while driving. Keep all car doors locked and windows closed while in or out of your car. Park as close as you can to your destination in a well-lit area and take notice of where you parked. Avoid parking next to vans, trucks with camper shells, or cars with tinted windows. Never leave your car unoccupied with the motor running. Do not leave packages or valuables on the seat of your car -- you should lock them in the trunk or put it out of sight.
- Be sure to locate your keys prior to getting out of your car. Keep a secure hold on your purse, wallet, handbag, and parcels. Do not put them down or on top of the car to open

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the door. When approaching and leaving your vehicle, be aware of your surroundings. Do not approach your car alone if there are suspicious people in the area. Ask mall or store security for an escort before leaving your location if you feel uncomfortable.

- If you must use an ATM, choose one located inside a mall/store or well-lighted location. Withdraw only the amount of cash you need. Protect your PIN by shielding the ATM keypad from anyone who is standing near you. Do not throw your ATM receipt away at the ATM location.
- Shop during daylight hours whenever possible. If you must shop at night, go with a friend. Dress casually and comfortably and be extra careful if you carry a wallet or purse. Avoid overloading yourself with packages because it is important to have clear visibility and freedom of motion to avoid mishaps. Beware of strangers approaching you for any reason.

Remember, in case of an emergency, call 9-1-1. We also urge you to discuss your safety plan with your roommates, ask the RAs or Housing Managers questions, and discuss safe practices at work with your supervisor or manager. Think about what safety measures you take at work that you can also adopt in the house, and your daily life.

Pedestrian and Traffic Safety:

Everyone has different preferences when it comes to transportation. But, there's one that all road users share and everyone is a pedestrian. Unfortunately, pedestrians are one of the few groups of road users to experience an increase in fatalities in the United States in recent years, totaling more than 5,000 deaths annually according to the CDC. Awareness is the most important resource when on the road, whether driving or a pedestrian. Our region gets pretty busy in the summer with all the tourists wanting to enjoy Northern Michigan's beauty and hospitality. It is part of our job to keep everyone safe. Here are tips to help keep each other safe:

Drivers can:

- Look out for pedestrians, especially in hard-to-see conditions such as at night or in bad weather.
- Slow down and be prepared to stop when turning or entering a crosswalk where pedestrians are likely to be.
- Stop at the crosswalk stop line to give drivers in other lanes an opportunity to see and yield to the pedestrians too.
- Be cautious when backing up, pedestrians may be walking behind your car. Always look both ways before fully backing out of your parking spot.

Pedestrians can:

- Be predictable. Follow the rules of the road, cross at crosswalks or intersections, and obey signs and signals.
- Walk facing traffic and as far from traffic as possible if there is no sidewalk.
- Pay attention to the traffic moving around you. This is not the time to be texting, talking on a cell phone, or listening to loud music with headphones.

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- Make eye contact with drivers as they approach. Never assume a driver sees you.
- Wear bright clothing during the day and reflective materials (or use a flashlight) at night.
- Look both ways before crossing a street.

For more driver and pedestrian safety tips, please visit the Michigan State Police website. A link below is provided for more Safe Driving Tips.

https://www.michigan.gov/msp/0,4643,7-123-1878_1711-16230--,00.html

Fire Safety

In the event of a fire, you may only have seconds to escape safely. Take the safest exit route, but if you must escape through smoke, remember to crawl low, under the smoke, and keep your mouth covered. Once you have moved from the building, call 9-1-1. Never go back into a burning building for any reason. If someone is missing, tell the firefighters right away. They are equipped to perform rescues safely. Once you have called 9-1-1, contact the Housing Managers so they may assist with evacuation and directing emergency personnel.

Portable fire extinguishers are valuable for immediate use on small fires. They contain a limited amount of extinguishing material and need to be properly used so that this material is not wasted. For example, when a pan initially catches on fire, it may be safe to turn off the burner, place a lid on the pan, and use an extinguisher. By the time the fire has spread, however, these actions would not be adequate. Only trained firefighters can safely extinguish such fires.

Only use a fire extinguisher only if:

- You have alerted other occupants and someone has called the fire department.
- The fire is small and contained to a single object, such as a waste basket.
- You have a means of escape identified and the fire is not between you and the escape route.

If all of these conditions are NOT present, you should NOT try to use a fire extinguisher. Alert all the other occupants of the house, leave the building, and call 9-1-1 from a cell phone. Once you have called 9-1-1, contact the Housing Managers so they can assist with evacuation and directing emergency personnel.

Most fire extinguishers operate using the following P.A.S.S. technique:

- PULL - Pull the pin. This will also break the tamper seal.
- AIM - Aim low. Point the extinguisher at the base of the fire.
- SQUEEZE - Squeeze the lever slowly and evenly.
- SWEEP - Sweep the nozzle from side to side.

To read more about the P.A.S.S. technique, visit the Red Cross' website. A great explanation can also be found here:

<https://www.redcross.org/get-help/how-to-prepare-for-emergencies/types-of-emergencies/fire/fire-safety-equipment.html>

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Cooking Safety

FACTS!

- According to michigan.gov, the leading cause of fires in the kitchen is unattended cooking.
- Most cooking fires in the home involve the kitchen stove.
- Home fires are more likely to start in the kitchen than any other room in your home.

Cook with Caution! Follow these tips from the Red Cross and michigan.gov to prevent fires and practice safe cooking.

- Be on alert! If you are sleepy or have consumed alcohol, do not use the stove or stovetop.
- Stay in the kitchen while you are frying, boiling, grilling, or broiling food. If you leave the kitchen, even for a short period of time, turn off the stove.
- If you are simmering, baking, or roasting food, check it regularly. Remain in the home while food is being cooked and use a timer to remind you that you are cooking.
- Keep anything that can catch fire -- oven mitts, wooden utensils, food packaging, towels, or curtains -- away from your stovetop.
- Clean cooking surfaces on a regular basis to prevent grease buildup.

If there does happen to be a small (grease) cooking fire and you do decide to fight the fire:

- NEVER pour water on a grease fire. This can lead to serious injury and extensive damage.
- On the stovetop, smother the flames by sliding a lid over the pan and turning off the burner. Leave the pan covered until it is completely cooled.
- For an oven fire, turn off the heat and keep the door closed.
- If a fire starts in the microwave, keep the door closed and unplug the unit.

When in doubt of fighting a fire...

- ... just get out!
- Know when a fire is too large to handle with an extinguisher. Any fire larger than the size of a small wastebasket is considered too large.
- You should immediately evacuate and dial 9-1-1.

Food Safety

Cross-Contamination is the transfer of harmful bacteria from one person, object, or place to another. It is one of the most common ways one can obtain a food-borne illness. Avoiding cross-contamination is just as important at home as it is in the workplace.

The food you store falls into three basic "storage categories":

1. **Perishable food:** in the refrigerator (read the label if you're not sure)
2. **Frozen food:** In the freezer
3. **Shelf-stable food:** in a clean, dry place

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Here are some tips to keep you and your roommates safe while storing, cooking, and preparing food:

- As you store your food, check dates on the labels. If the product does not have a date on it, write the purchase date on it before you refrigerate or freeze it. Place newer items in the back of the refrigerator or freezer. That way, you will use the older ones first.
- Store your food properly. Wrap all raw meat in a plastic bag when shopping. Make sure that meats cannot come into contact or drip onto ready-to-eat food, like fruits and vegetables. A great way to do this is to place raw food in a sealed container or plastic bag at the bottom shelf of your fridge.
- Always wash your hands with soap and warm water for 20 seconds before the beginning of food preparation, after handling food, and after using the bathroom.
- Use proper cutting board care. Always use a clean cutting board for food preparation. Try to use one cutting board for fresh produce and a separate one for any raw meat, poultry, and seafood.
- Make sure your utensils are cleaned. Harmful bacteria can spread throughout the kitchen and get onto cutting boards, utensils, and countertops. Keep raw meat, poultry, fish, and their juices away from other food - especially ready-to-eat food.

For more information about food safety and storage, please visit:

<https://www.michiganfoodsafety.com/design-and-features/home-food-preparation-and-storage/safe-home-preparation.html>

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Roommate Agreements

When you move in, it is extremely important to share with each other your living preferences, habits, expectations, and needs. After clarifying your initial expectations for living together, negotiate solutions and compromises that will work for all of you.

Below are some common topics to consider when making up your roommate agreements:

<p>Common Areas? <i>How do we share the common areas?</i></p>
<p>Guests? <i>When will guests be permitted in the house? (during non-Covid times)</i></p>
<p>Problem Resolution? <i>Agree on a strategy for resolving conflict:</i></p>
<p>Food? <i>Will we each buy our own foods or purchase items together? How will we share pantry/refrigerator space?</i></p>

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Air conditioning? Heat?

Try to compromise on a reasonable temperature range. You might even hold a "secret ballot" election to find a winning number

--

Personal Property?

*What will and won't be shared?
How will "off-limits" items be designated (initials, notes, etc.)?*

--

Safety?

*The front door should always remain closed, not propped open.
What safety measure would each roommate like to adopt?*

--

Quiet Hours?

House quiet hours are from 10p - 7a M-Th, 11p - 8a F-Su. Any additional?

--

Mail? <i>Where will new mail be placed?</i>
Messages? <i>Where will we post messages for each other and messages from Housing?</i>

Making decisions about these issues early on will go a long way toward fostering good roommate relations. Taking the time now can save a lot of headaches later.

Remember to write down your conclusions and keep the list in a convenient place (on the refrigerator, a bulletin board, etc.) for easy reference.

A Guide to Roommate Agreements

We know that sometimes it can be difficult to live with roommates. Disagreements between people are sometimes unavoidable, especially in a roommate situation where people live together and interact on a daily basis. Conflicts usually occur when changes are needed and when behaviors, thoughts, and feelings need to be re-examined. Don't be afraid. Talk with your roommates about what's bothering you. If you know how to deal with conflict positively and productively, all involved can benefit from the situation.

Ten Steps to Resolve Conflict:

1. Get everyone involved in the conflict together
2. Each roommate should take a turn describing his/her perception of the situation and how he/she feels about it and what he/she wants.
3. Together, come to an agreement on what the issue is.
4. Everyone should be willing to compromise something to come up with a solution.
5. Together, describe a situation that would be a compromise.
6. Come to an agreement on the described situation.
7. Talk about what changes will be needed to bring about an acceptable situation.
8. Together, make a plan of action that will help achieve the desired new situation and set a time frame for these changes.
9. Make a commitment to make the necessary changes.
10. Set a future date to evaluate the situation and to renegotiate any differences if necessary.

These steps sound very simple, but to make them work, you need to be calm, positive, and flexible.

The key to successful dispute resolution is effective communication. To resolve conflict, communicate with each other on a one-on-one equal basis and avoid behavior that will break down communication.

Remember, start early and try to be open and understanding. It will make your living experience, as well as those of your roommates, manageable and memorable. If you try these techniques but are still experiencing conflict in the house, don't allow the situation to escalate. Reach out to your RA's or Housing Managers for additional assistance and mediation counseling. Please ask for help!

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Inspections

Housing inspections are conducted on a regular basis. Inspections check the general cleanliness of your living space and the condition of your furniture, carpets, etc. When the house overall do a great job, you are rewarded, so you'll definitely want to make sure that you are ready! You can expect inspections to take place twice a month on Wednesdays, and occasionally more often if needed.

When you move in, a housing manager will give you a Move-In/Move-Out checklist to fill out. It is very important to do this within the first few days of being in the house. This inspection checklist will take note of any damages or missing items in the house prior to your arrival and ensure you will not be held responsible further down the road.

There will also be a final inspection of the house prior to your departure date, so it's a good idea to make note of any suggestions or issues that were found during your regular inspections. It could save you time (and money!) on your final inspection.

The most common issues found are:

Trash not taken out on a daily basis	Prohibited items, such as candles
Dirty dishes out too long	Food debris on stovetops or in ovens
Mildew in the bathrooms	Dirty laundry piles or items piled on the floor
Burns on the countertops	Expired perishables in pantry and fridge or left out on countertops

The following tips will help you have successful housing inspections:

Common areas:

- Floors are vacuumed and mopped.
- Sinks are clean and free of dirty dishes.
- Countertops are clean and free of clutter.
- Microwave is clean.
- Stovetop and oven are clean.
- Furniture cushions and dining room tables are not cluttered with food or trash.
- Furniture reflects care and that it is being maintained in a good manner without damage.
- Floors are free of clothing and/or personal possessions.
- Vents are clean.
- The house is neat, organized, and free of clutter.

Bath/Bedroom:

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- Floors are mopped and vacuumed
- Clothing is removed from the floor and tops of furniture.
- Beds are made.
- Countertops, dressers, and nightstand tops are neat and items organized.
- Tub, shower, sinks, and toilets are clean, wiped down with cleaners and free of mildew.
- Mirrors are clean
- Towels are picked up from the floor.

Failure to pass the apartment inspection will result in fees ranging from \$25 to \$100 and are assessed to each roommate. Additional failed inspections will result in escalated fees and additional disciplinary action.

Damages to the apartment structure, furniture and/or appliances should be reported to your RA and Housing Managers immediately or within 72 hours of the incident. Fees will be assessed in accordance to the cost of repairs/replacement. Damages found by the inspection team will result in additional fines and disciplinary action, not excluding termination. Intentional damages are grounds for immediate dismissal.

Remember, the house should remain clean and in good condition throughout your stay. The next few pages contain additional information and hints to help keep the house clean and comfortable.

Housekeeping & Appliance Usage Hints:

Whether or not you have had to clean your own home in your native state or country, cleaning in a new environment can be a challenge. To assist, here are some housekeeping and appliance tips:

Kitchen Appliances

- **Dishwasher:** Use only dishwasher detergent specifically made for dishwashers and use it according to the manufacturer's directions. Do not use dish soap. Do not let dirty dishes sit too long - they attract bugs. Before loading the dishwasher, remember to run the garbage disposal and rinse the dishes.
- **Oven:** The oven has a setting for self-cleaning, however, if you place a sheet of aluminum foil on the bottom of the oven as a grease catch, there will be less to clean. When the foil becomes dirty, simply throw away the dirty foil and replace it with new foil. If you wish to activate the self-cleaning cycle of the oven, first set the oven clock for the correct time. Please make sure you fully understand how it works. Housing Management will be glad to answer any questions regarding this or any other appliance. Oven is operated by a Fahrenheit temperature gauge located on the back panel.
- **Stovetop:** You must ensure the container used for cooking on the stovetop or oven is able to be heated. Look for labeling on the container. DO NOT leave the oven or stove unattended. Use extreme caution when cooking with oil, constantly monitoring and

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avoiding high heat. Never use water to contain a grease fire. In the event of a fire, a fire extinguisher is located in each kitchen and in the garage. Fires can spread quickly. If the fire spreads beyond your pan, calmly exit the house and call 9-1-1.

- Microwave: You must not put any metal or aluminum foil in the microwave oven. Many items require stirring or monitoring while being heated.
- Refrigerator & Freezer: Always wrap fresh meats, fish, and vegetables in plastic wrap, aluminum foil, or plastic bags to prevent spoilage. Store products such as bread, crackers, or breakfast cereal in the refrigerator or an airtight container in the pantry to prevent mold growth. Use plastic bags or covered plastic containers for storing leftover foods. Do not allow plastic grocery bags to inhibit air circulation in the freezer.

To prevent mold and mildew, wipe shelves frequently with soap and warm water, and throw away any old food. An open box of baking soda placed in the back of the refrigerator will absorb odors; remember to change the box every two or three months. Please do not overfill your refrigerator, as this will prevent it from cooling properly.

- In-sink garbage disposal: This is for soft-food waste only. Do not put hard-food items such as bones or any non-food item such as paper or metal in the disposal. Always run water through the disposal when it is turned on. Run the disposal before turning on the dishwasher. The garbage disposal is activated by the wall switch.

Floors

- Mopping and Sweeping: A broom and mop is stored in the cleaning closets of the house. For mopping floors, use all-purpose cleaners with no wax.
- Vacuuming: Vacuuming your carpets regularly will prevent the need for deep cleaning. Vacuum cleaners are located in the closets of the houses.

If something gets spilled on any carpet, try to sponge it off immediately. If that does not work, buy carpet cleaner that can be used with a vacuum cleaner. If the carpet requires professional cleaning other than normal care, you will be charged for the carpet cleaner's fees.

Bathrooms

- Toilets: Weekly use of a toilet bowl cleaner will prevent stains. Be careful of using chemical detergents in enclosed spaces and be sure you have proper ventilation.
- Mold and mildew: Because of humidity and moisture build-up, the bathroom tub and tile can turn black with mildew. First, use a degreasing agent to eliminate body oil. There are many products available. You can also use diluted chlorine bleach by pouring it over the stain and letting it set for a while, then rinsing it with cool water. You will be required to remove stains and/or dirt before you check out of the house at the end of your stay.

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Note: Do not mix any type of cleaning liquid or powder with bleach. A severe chemical reaction will occur, which may cause physical harm.

Insects

- Due to Michigan's beautiful climate, there are many insects. They are a nuisance and some may carry disease. To prevent them from invading the home:
 - Keep the kitchen clean and free of crumbs and other food that will attract insects.
 - Wash dishes daily.
 - Seal food packages completely.
 - Take trash to the dumpster on a regular basis.
 - Keep doors and windows closed and locked at all times.

Shopping

Before going to the grocery store, you may want to check with your new roommates to see if your house or common area has some of the items listed below, so you only buy what you need and do not buy duplicate items. Some items may already be provided to you as well.

All-purpose cleaner	Plastic bags	Dish towels
Baking soda	Sponges	Laundry detergent (liquid or powder)
Bathroom cleaner	Toilet paper	Paper towels
Dishwashing detergent	Aluminum foil	Plastic wrap
Napkins	Bath soap	Toilet bowl cleaner

Your house was inspected before your arrival for cleanliness, maintenance, and furnishings. It will be checked again before you leave. At that time, we expect to find the house in the same condition, excluding normal wear in the living areas.

If you did not receive a move-in checklist upon arrival, please contact the Housing Managers to receive one.

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Transportation

Bay Area Transportation Authority (BATA) is the Traverse City, Benzie County, and Leelanau County local transportation system. Here are some tips to keep in mind when utilizing their transportation services:

Plan Accordingly

Departure times are approximate and are affected by many factors, including inclement weather, road construction, and occasional traffic and mechanical challenges. Please plan with these factors in mind and expect delays. **You should plan for your arrival to be at least 15 minutes prior to your scheduled shift start time.** You can also sign up for service alerts and delays by visiting bata.net/news/sign-up-to-stay-in-the-loop.html.

Arrive Early

Always arrive at the bus stop at least 15 minutes prior to the scheduled departure time. Buses depart on a schedule according to BATA's operator's radio.

Wait at Designated Locations

For the safety of yourself, the passengers, bus driver, and other users of the road. Please wait at the designated bus stop. Please do not attempt to chase vehicles, as this compromises your safety and that of the driver and passengers.

Know When to Contact Dispatch

Whenever your work-related transportation needs fall outside of the printed schedule, please call BATA's Customer Service Line for Link Options and Advanced Registration Scheduling Hours. Call 231-941-2324 for assistance. If you need transportation earlier than when services begin or after services end, be sure to call one day in advance so BATA can ensure transportation services are available.

Keep Informed of Changes

Routes are subject to change and amended transportation schedules will be posted online accordingly. We will make every effort to provide you with enough notice so you can plan accordingly. Stay informed by reading the Village Loop Routes 10 - 16 & Leelanau Loop page on BATA's website.

BATA's Customer Service Number & Email

For any questions, comments, need any information, or have feedback that you'd like to share with BATA, please contact them via one of the below methods:

Customer Service Representatives

231-941-2324

Dispatch Services

231-941-2324

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Departures

Leaving may be the last thing on your mind right now! But, we want to make sure you know what to expect when it is time to say goodbye. To ensure you have enough time to leave housing by 11am on the day of your departure, please plan accordingly. If you need a later check-out time, please contact NAME at EMAIL. You will be required to do a final walk-through of the house you stayed in to ensure there were no damages and the area is left how you found it.

It's never too early to start planning for a smooth departure! The checklist below can help you prepare:

- Please make sure your apartment has been cleaned according to the inspection guidelines detailed in this book.
- You must vacate the house by 11am on your departure day. Please make any travel plans based on an 11am departure.
- Be sure to return all materials borrowed from your department. You may give them to your manager or supervisor on the last day of work.
- To avoid charges, you must fill out the move-out inspection form.
- Be sure to update your mailing and email addresses upon departure. The email and mailing addresses you give will be used when sending out your tax information.
 - Mail that does not directly come from Employer Name will automatically be sent back to the Post Office as Return to Sender upon your departure.
- The U.S. Post Office Does not forward mail for workforce or college housing. Please contact each entity that has sent you mail while staying in Northern Michigan and inform them of your new address for all future mailings.
 - Any mail will be sent back to the Post Office as Return to Sender upon your departure.
- Be sure to return all keys and company property on the day of your departure. You can arrange for NAME to obtain them from you on the day of your departure.

Unapproved Early Departures

If you leave prior to your scheduled departure date, without approval, you will be required to pay the remaining amount of rent and perform all other obligations of the lease you signed upon arrival to housing.

It is important to us that you have a valuable, fun, and worthwhile work experience with us. If you're thinking about leaving early because of a conflict you are experiencing, we are here to listen, and we want to help you! Please call NAME at PHONE or email them at EMAIL to set up a time to talk things out!

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