

RESIDENT HANDBOOK



**HILLSIDE
COMMONS**



live within.®

HILLSIDE COMMONS RESIDENT HANDBOOK

Welcome to **Hillside Commons**, a 138-unit, 278-bed student housing facility owned and managed by College Town Communities and located minutes from the University of Alabama Campus in Tuscaloosa, Alabama. Here you will find a cozy community of apartments with individual private bedrooms, password protected Wi-Fi in every unit, high-end furnishings offered in select units, full-time staff members and an after-hours Maintenance Team ready to assist you.

The goal of the Hillside Commons staff is to provide an off-campus student housing environment that supports your academic, social, cultural, and personal growth. Living on your own is a big responsibility, and at Hillside you get the chance to be in charge of your own environment, while having the structure of a well-managed and well-maintained student housing facility.

This Resident Handbook includes a wealth of information that should help you solve many questions you may encounter while you live with us. The handy Table of Contents will help you find what you are looking for quickly. Please familiarize yourself with this handbook. We consider this to be a guidebook, rulebook, and all-around information source and will refer you to it often. If you cannot find what you need to know here, please contact the Leasing Office.

We are pleased that you have chosen to live in our community during your college career, and we hope you enjoy your time here. We know we will enjoy having you!

Hillside Commons

1130 Jack Warner Parkway, NE • Tuscaloosa, AL 35404

Phone: (205) 556-4528 • Email: Hillside@CollegeTownCommunities.com

Office Hours: Mon. – Fri. 10am – 5pm • Saturdays 10am – 3pm

IMPORTANT PHONE NUMBERS

In the event of a life-threatening emergency, please call 911.

Tuscaloosa Police Department.....(205) 349-2121

Tuscaloosa Fire and Rescue911

Crisis Text Line (www.crisistextline.org).....text to 741-741

University of Alabama Counseling Services(205) 348-3863

WhiteSky (Internet & Cable Provider).....(866) 755-8593

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I AFTER-HOURS SERVICE

Even after office hours, College Town Communities provides assistance for residents. Simply call the main office number, 205-556-4528, and your call will be directed to an operator who will respond accordingly. Non-emergency issues will be handled by a College Town Communities staff member during normal business hours.

I ADMINISTRATIVE FEE

The Administrative Fee is a nonrefundable annual fee due at lease signing for all applicants and renewals. The Administrative Fee covers the online application process, renewal lease generation, resident and guarantor screening, resident financial ledger maintenance, programmable key fobs, 24-7 access to the online Resident Portal, maintenance, and after-hours services.

Residents wishing to renew their lease for the following year in the same bedroom will NOT have to pay a new Security Deposit but will have to pay a new Administrative Fee.

I APPLIANCES

Appliances provided in your Hillside Commons apartment include a full-sized stove/range, garbage disposal, microwave oven, dishwasher, and refrigerator. (Renovated units will also include a washer and dryer.) Your unit also includes central air and heat.

The following appliances are allowed but may ONLY be used in the kitchen area: coffee pots/makers, rice cookers or slow cookers with auto shutoff, toasters, and toaster ovens.

The following appliances are NOT allowed inside or outside of ANY Hillside Commons apartment: BBQ's or outside grills, space heaters, water coolers, camping stoves, woks, griddles, convection ovens, Kegerators, hot oil popcorn poppers, hot plates, oven broilers, and any appliance with open coils other than the oven/stove provided. Should they be discovered upon routine inspection, our staff will confiscate prohibited appliances.

I BBQ AND FIRE TOWER PATIO

The Hillside Commons BBQ and fire tower patio is provided to our residents as an amenity that allows residents to enjoy the outdoors and socialize with friends and neighbors. Please abide by these guidelines while using this area:

- Hillside Commons is not responsible for injury, damage or theft; enjoy the patio area at your own risk;
- Please clean the area before leaving, placing all trash and food items into the provided receptacles;
- NO glass is allowed in the BBQ/patio area;
- Do not remove any furniture, chairs, or other items from the patio area;
- Fully extinguish all BBQ's and fire towers before you leave the patio area;
- No loud music that will affect others around you is allowed;
- The patio is for residents' use only;
- In an emergency, please call 911.

IBUSINESS/PRIVATE ENTERPRISE

The authorized occupants and their guests may only use the Leased Premises for residential purposes and may not use the premises for commercial or business purposes. Conducting ANY kind of business in your apartment or on the premises of Hillside Commons is strictly prohibited.

IBUS/TRAIN SERVICE/PUBLIC TRANSPORTATION

Crimson Ride's TransLoc website allows you to view University of Alabama's Crimson Ride buses in "real time" as they travel on the routes around campus. The buses have GPS technology and can be tracked from a cell phone with a browser and PDA or a computer. Check TransLoc for the bus stop nearest you.

The **Tuscaloosa Transit Authority, or TTA**, is a local, government-owned bus system based in Tuscaloosa that serves the city of Tuscaloosa and also operates the trolleys between the student entertainment districts downtown and The Strip and game day shuttle buses for Alabama football games. Find more info at <http://www.tuscaloosatransit.com>.

The **Greyhound Bus Station** is located at 3301 Greensboro Avenue, Tuscaloosa, AL 35401. For more information, visit www.greyhound.com.

The **Amtrak Station** is located at 2105 Greensboro Avenue, Tuscaloosa, AL 35401. Visit www.amtrak.com for details.

Birmingham-Shuttlesworth International Airport is just 60 miles northwest of Tuscaloosa. For fares and schedules, visit www.flybirmingham.com.

ICABLE AND INTERNET

Your apartment's living room is prewired for digital cable and high-speed Internet, both of which are included in your rent. In addition, College Town Communities provides all Hillside Commons residents with property-wide wi-fi access, so whether you're lounging poolside or walking your dog, you'll remain connected.

In renovated units, 55" SMART 4K flat-screen televisions are provided in the common living room where the primary WhiteSky HD digital box is housed. The main apartment modem and wireless router are also located in the living room, with password protected access available to all residents.

If you have an Internet or cable issue, we can help you troubleshoot the issue. If the issue goes beyond the usual problem, the Internet and cable provider, WhiteSky, can be reached at (866) 755-8593. Tell the WhiteSky operator that you are a bulk customer living at Hillside Commons and explain the nature of the problem. (Please note: The physical address for your apartment will be the address that is on the Hillside Commons cable account and is the address you will need in order for the operator to look up and access the account for you.)

You are absolutely prohibited from tampering with any cable box, Internet cords, routers, etc. that are owned by WhiteSky. **Residents living in renovated units are NOT allowed to move the living room TV.**

HD cable and Internet are included in your rent. If you wish to add additional bandwidth or expand cable into your bedroom, you can do so at your cost by contacting WhiteSky at (866) 755-8593.

COMMON AREAS/PATIOS/DECKS/PORCHES

Please care for your building and the Hillside Commons facility. If you see a piece of trash or garbage on the ground outside your apartment, in grassy areas, or in parking lots, please pick it up and dispose of it properly. Help us make Hillside Commons an enjoyable and clean place to live. The Hillside Commons Management Team regularly inspects all porches, patios, decks, and lawn areas to ensure a clean and safe environment. To ensure that the exterior grounds of Hillside Commons remain in a pristine condition for all to enjoy, you are required to follow these guidelines:

- Any furniture must remain on the porch/patio and not in the mulch or grass so that it does not interfere with lawn maintenance;
- Interior furniture may NOT be used outside, including on decks, porches, patios, and grassy areas;
- No alcoholic beverages may be consumed on the grounds within which the Leased Premises are located. This includes decks, patios, front porches, grassy areas, and common/amenity areas;
- Residents are not allowed on the roof of any buildings within Hillside Commons;
- Residents may not hang laundry outside to dry. This includes but is not limited to the use of portable drying racks, wash lines, etc.;
- Residents may not install/plant gardens of any type;
- Items that collect water are not permitted, including but not limited to bird baths, decorative fountains, etc.;
- Outdoor cooking is only allowed in the picnic/pool area. This means portable, gas, or charcoal grills, camp stoves, propane tanks, or any other such portable fuel-burning equipment is prohibited on screened porches, exterior stoops, landings, stairwells, grassy areas, and sidewalks at Hillside Commons. These devices and their fuels constitute a fire hazard when not used properly;
- No signs, window guards, awnings, advertisements, posters, including but not limited to political posters, or lawn signs shall be placed upon the exterior of the premises, including decks, porches, patios, and grassy areas;
- No towels, flags, posters, liquor bottles, fraternity, or sorority letters shall be seen in the windows of the apartment from outside. Management will request the removal of said item immediately or remove the item itself if prompt enough removal does not happen by resident;
- No radio or television reception devices such as antennas and satellite dishes shall be installed upon the Leased Premises or in the common area around the Leased Premises by the resident. No wires or cables of any kind are permitted to be run along the outside of any building;

- The washing of cars on the premises or the use of water from the premises for the purpose of washing cars is prohibited;
- No mechanical work on motor vehicles of any type is permitted on the premises;
- No parties, meetings, or gatherings may be held in any common area, including decks, porches, patios, grassy areas and parking lots. A “party, meeting, or gathering” is defined as six or more guests;
- Residents may not install hot tubs or swimming pools anywhere on the Leased Premises;
- Renovations to the pool area are under review at this time. Anyone wishing for updates regarding the renovations should stop in the Leasing Office for details. Upon completion of the pool project, a complete set of rules for pool use will be posted in the pool area;
- No tires or vehicle parts of any kind may be stored outside of the Leased Premises. This includes porches, patios, stairwells, and grassy areas.

DECORATING/WALL HANGINGS

We encourage all residents to personalize their apartment by hanging pictures, posters, and other items as long as they do not create a health or fire hazard or damage the apartment in any way. All common area decorations in the kitchen, living room, bathroom, and hallways must meet the approval of all roommates. Decorations should not be visible through the window particularly if they are of a questionable nature. Holiday lights may be used on a limited basis only and must be UL approved, i.e., there is a label on the lights with the UL Seal of Approval.

- Use only thumb tacks or push pins to hang posters, tapestries or other wall decorations;
- Use only picture frame hangers to hang pictures;
- **DO NOT USE ANY LARGE OR LONG NAILS OR SCREWS EXCEPT FOR THOSE INCLUDED IN THE PICTURE FRAME HANGING KITS.** There are many mechanical utilities in the walls that if damaged could cause fire or injury;
- Do NOT use sticky adhesives including adhesive hooks to hang anything on walls or doors;
- Wall decals of any kind are prohibited. When removed, they will damage the drywall finish and result in deductions from your Security Deposit;
- Any hooks, shelf brackets, etc. must be removed at move-out to avoid deductions from your Security Deposit.

IDOG PARK/DOG RUN/WALKING TRAIL

The Hillside Commons experience offers a relaxing environment not only for its residents but also for the pets that live within. The Hillside Commons dog park, dog run, and walking trail allow pet owners and their dogs the opportunity to spend time together and offers dogs a space for play and companionship with others. In order to make these areas safe and enjoyable for all, please follow these guidelines:

- Hillside Commons is not responsible for injury, damage or theft; enjoy these areas at your own risk;
- Owners are legally responsible for the behavior of their dog(s) at all times;
- Dogs must be leashed while entering and exiting the dog park, with one leash for each dog;
- Dog waste **MUST** be cleaned up by the owner **IMMEDIATELY** and disposed of in provided receptacles;
- Owners must be within the dog park and supervising their dog(s) with a leash readily available at all times;
- Residents must be accompanied by a dog(s) to use the park;
- Aggressive dogs must be removed by the owner immediately;
- All dogs must be wearing a collar with tags;
- Dogs **ONLY** are allowed on the equipment;
- The park is open dawn until dusk;
- The park is for Hillside Commons residents' use only;
- Access to the wooded area is not permitted, either by residents or pets;
- Do not litter;
- In an emergency, please call 911.

EMERGENCY RESPONSE PROCEDURES

Residents should call 911 without hesitation if they perceive that they or others are in danger. Non-life-threatening situations should be directed to the Hillside Commons on-call number at (205) 556-4528 or local police departments using the non-emergency numbers listed on the Welcome Page of this handbook. Non-life-threatening emergencies outside of these hours can be directed to the Leasing Office at (205) 556-4528.

FIRE SAFETY/PREVENTION

Follow these important guidelines to keep you and your fellow residents safe in the event of a fire:

- Call 911 immediately in the event of fire or excessive smoke or a serious fire. Do NOT hesitate. It is better to be safe than sorry;
- Non-life-threatening situations can be directed to the Leasing Office at (205) 556-4528, 24 hours a day;
- Hillside Commons After-Hours Maintenance is available at (205) 556-4528 to assist with any non-life-threatening emergencies;

- If a smoke detector goes off because of cooking smoke AND there is no fire threat, open all windows and exterior doors in the apartment and fan the smoke detector with a book or towel. Do NOT attempt to remove or dismantle the device to prevent it from going off. Multiple false alarms from the same apartment from cooking or other lifestyle related issues could result in a fine;
- Fire extinguishers are provided in all apartments; be sure to locate yours at move-in;
- The following fire hazards are forbidden in all apartments: candles and/or incense; overloaded electrical outlets; stacks of newspapers and/or magazines; built-up grease in ovens and on stovetops; storage of flammable materials; space heaters, potpourri pots, halogen lamps or any cooking device used outside of a designated cooking area;
- Let cooking grease cool and pour it into a metal can. Never pour hot grease into a plastic container or down the kitchen sink;
- NEVER put water on a grease fire. Turn off the stove or oven and cover the flame, if possible.
Call 911 immediately if the flames spread;
- Cooking fires are the #1 cause of home fires and home fire injuries. Unattended cooking represents 90% of home fires. Do NOT leave your stove or oven unattended during cooking, especially when cooking with grease or oil;
- If there is an actual large-scale fire, exit the apartment immediately and knock on the doors of your neighboring apartments to let them know;
- If you cannot escape your apartment, stuff wet towels, sheets and clothes around the door and vents to keep smoke out. Call 911 and give them your exact location. If no smoke is coming into the room, slightly open a window. Stay low and wave a bright cloth, towel, or sheet out a window to signal your exact location;
- **Never cover or attempt to obstruct a smoke detector device. Doing so will result in a fine, per your Residential Lease, and puts you and other residents in jeopardy.**

FORBIDDEN ITEMS

Under NO circumstances may the following items be used, found or stored in your Hillside Commons apartment or common areas:

- Aquariums;
- BBQ's or any open flame cookers;
- Flammable items like propane tanks, lighter fluid, and other oil-based products;
- Candles and incense sticks (for safety during power outages, please have a flashlight with fresh batteries stored in a convenient location);
- Excessively large or loud stereo speakers, surround sound or sound bars;
- Firearms, even if you are licensed to carry one;
- Fog and/or smoke machines;
- Halogen lamps;
- Kegerators;
- Pets (unless you have filled out the necessary paperwork with the Leasing Office);
- Portable dishwashers;
- Potpourri pots or plug-ins;
- Space heaters;
- Waterbeds.

I FURNITURE/FURNISHINGS

If you have chosen to lease a renovated, or Premier, unit, your apartment is fully furnished. You are allowed to rearrange the furniture to your liking, but please be careful not to damage floors and walls when doing so. You may NOT move the television and entertainment stand. You are NOT allowed to bring in your own mattresses or any upholstered couches, arm chairs, etc. (applies to renovated units only). Any other piece of furniture you may want to bring in MUST be inspected and then approved by Management in writing via email. Any damage to the furniture during your stay will be evaluated and deducted from your Security Deposit. A list of "Apartment Damage/Replacement/Cleaning Charges" will be provided to you at move-in.

You will need to bring items such as a coffee maker, dishes, eating and cooking utensils, pots and pans, bed linens, and towels. Also, consult with your roommates before moving in to avoid bringing duplicate items.

I GARBAGE DISPOSALS

A garbage disposal is provided in each kitchen. This IS NOT a trash can.

*What **TO** do to use your disposal properly:*

- Before turning on the disposal, run cold water and keep it running the entire time you are disposing of food;
- Turn on the disposal;
- Gradually add small pieces of food. Do not fill the unit before turning it on;
- Allow your disposal to run for at least 10 seconds to give it enough time to work;
- Turn off the disposal;
- Continue running water for 15 seconds more to allow the food to flush through;
- Turn off the water.

*What **NOT** to do:*

- Hard objects such as chicken or steak bones, tableware, shot glasses, or other non-food items should never be placed in the unit;
- Avoid putting large chunks of food into the disposal. The purpose of a disposal is to grind up leftover pieces of food, not an entire meal;
- NEVER allow bottle caps, glass, foil, dishcloths, sponges, cigarettes, string, paper or grease into the disposal; doing so will result in a billable repair.

I GUESTS

Per your lease, a guest may not stay in your bedroom or apartment for more than three (3) days at a time. Guests must abide by all policies listed in the lease and this handbook. You are responsible for the actions of your guests and informing them of the rules of the Hillside Commons community. **Guests must be accompanied by the resident at all times while inside the apartment and in the common/amenity areas of the property.** If complaints arise for any reason about an unaccompanied guest or a guest visiting too often, Management will notify the resident to cease the behavior and/or may move toward placing a legal Order of No Trespassing against said guest. NO parents, older family members or children

can stay overnight in the facility at any time. Just as in an on-campus dormitory setting, this is a specifically designed living environment for college-aged students. It is not fair to compromise the living experience for other residents in the building by allowing other-aged individuals to stay overnight at Hillside Commons.

IHEALTH AND SAFETY INSPECTIONS

Our Operations Team will perform periodic apartment inspections to ensure that all health and safety standards are being met and to identify potential hazards. Unless there is an imminent threat, you will receive advance notification of the following inspections: air filters, smoke detectors, sprinkler heads, electronic lock systems, fire hazards, and health hazards, such as mold, mildew, improperly disposed of food or garbage and unsanitary conditions. Hillside Commons abides by all local, state, and federal licensing laws pertaining to these safety systems.

IHEAT/AIR CONDITIONING/THERMOSTATS

Contact the Leasing Office at (205) 556-4528 for any questions about setting your thermostat.

- Never set your thermostat above 76 degrees when using heat nor below 68 degrees when using the air conditioning;
- If and when you leave for Winter Break, please set the temperature to 65 degrees;
- If you are using the heat and the air coming out of your vents is not warm, or if you have set the system to cool and the air coming out of your vents is not cool, file a Work Order for maintenance immediately;
- On autumn or spring days when the outside temperature fluctuates dramatically, do not switch the system from heat to AC or vice versa in a single day. Systems can freeze up if they are not allowed to cycle through properly. This does not mean the system is broken, but rather that usage of the thermostat is in error;
- There is a single programmable digital thermostat in your living area. It will be set to 72 degrees upon your move-in. If you do nothing to it, it will stay set at 72 indefinitely. If you wish to change the temperature, simply reset the thermostat, and that temperature will be permanently held. We do NOT recommend programming your thermostat. You must select heat or cool depending on which system you need. Always keep the fan function set to AUTO only, NEVER set to "ON."

IHOLIDAY/BREAK CHECKLIST

You are NOT required to move out during school holidays or breaks, but if you do, you and your roommates should:

- Adjust your thermostat to a lower temperature (65 is recommended) if using heat or to a higher temperature (74 is recommended) if using the air conditioning;
- Dispose of perishable food on the counter and in the refrigerator;
- Run and empty your dishwasher and clean all dirty dishes in the sink and on the stove;
- Ensure all windows are closed and locked;
- Turn off all lights, TVs, computers, etc.;
- Take out the garbage.

■ HOT WATER

Each Hillside Commons apartment has its own independent water heater. If used properly, you should never run out of hot water.

Do NOT tamper or change anything on the water heater or in the water heater closet. The area around the water heater is NOT for storage of any kind. Do NOT place any possessions in front of the water heater closet door.

■ KEYS/LOCKOUTS

Your key fob will give you access to your apartment and bedroom. In order to use your key fob, simply touch the fob to the pinpoint on the door, wait for the light to turn green or the sound of a beep, and open the door. You have 5 seconds to do that once the light turns green or the lock beeps. The same is required to lock your apartment doors.

If you are locked out, you can do one of three things: (1) Call your roommate to come let you in; (2) go to the Hillside Commons leasing office during regular business hours; or, (3) contact Hillside Commons After-Hours Maintenance at (205) 556-4528. You will be required to show Hillside Commons service personnel photo identification in order to enter. **For lockouts that occur during office hours, a \$20 lockout fee will be charged per event; for those that occur after office hours, a \$75 lock-out charge will be charged per event. Remember your key at all times!**

Do NOT lose your key fob. There is a \$100 replacement fee, which covers programming a new key, deprogramming the old key and updating all property locks to accept the change. If you do need a replacement, stop by the Leasing Office during office hours (Monday through Friday 10am – 5pm).

■ LAUNDRY FACILITIES

There is a washer and dryer in each renovated (Premier) apartment at Hillside Commons, and all machines are FREE of charge. (At this time, unrenovated units have washer/dryer hook-ups only.) Be respectful of others in the apartment when doing laundry late at night or early in the morning. Also, be sure to promptly remove your clothing when the cycle is complete to make the machine(s) available for your roommates. Do NOT remove your roommates' laundry without permission. Always file a Work Order if the machines appear to be malfunctioning.

■ LEASING OFFICE LOCATION AND HOURS

The Leasing Office is located at Apartment 1-A at Hillside Commons. Hours of operation are Monday – Friday from 10am – 5pm and Saturday from 10am – 3pm. In the event of a staffing emergency, inclement weather, or holiday closing, residents will be notified via email and/or posted notices that the office will be closed. Notices will include information as to when the office will be closed and when it will reopen. For scheduled closings, our staff will provide a minimum of 72 hours' notice prior to closing. Like us on Facebook ([hillsidecommonsAlabama](https://www.facebook.com/hillsidecommonsAlabama)) and Instagram ([@hillsidecommonsAlabama](https://www.instagram.com/hillsidecommonsAlabama)) for updates on office hours or emergencies.

MAIL AND PACKAGE DELIVERY

The mailboxes for each apartment are located in clusters throughout the property. (See Site Plan.) There is one mailbox designed to be shared by all residents in your apartment.

Residents are prohibited from posting or displaying any advertisements for business, events, products, or political purposes on or around mailboxes.

Packages from FedEx, UPS, and USPS will be delivered directly to your front door. The Leasing Office does not accept packages on behalf of residents.

Outgoing packages being mailed will NOT be accepted at the Leasing Office for shipping. You will have to make your own arrangements in order to mail out your packages.

Your sample mailing address is below. When using your mailing address, include ONLY your apartment number; do not include your bedroom letter.

Sample Mailing Address:
First Name, Last Name
1130 Jack Warner Parkway, NE
Apartment # _____
Tuscaloosa, Alabama 35404

MAINTENANCE/WORK ORDERS

Work Orders are requests for maintenance for your apartment that each resident must complete electronically through the Resident Portal. To file a Work Order, log into your Resident Portal account. On the main page below the Balance Due section is a button for "Submit a Work Order." **All requests for maintenance must be filed as a Work Order.** This system allows our Operations Team to receive the requests immediately and to track the progress of the Work Order through the system. You can receive follow-ups on each Work Order including parts ordered, services performed and completion dates. Work Orders are addressed as soon as possible, to the best of our ability. If the work requested is a result of negligence by the resident(s), nominal charges may be assessed to the resident(s). It is critical that all maintenance issues be reported through a Work Order regardless of how the issue arose. In order to maintain the quality property that we have, prompt repairs are necessary.

Work Orders or requests for work to be completed will not be received if a resident texts, calls, or stops in to speak with a staff member at the leasing office. A formal Work Order through the Resident Portal MUST be submitted!

MOVE-IN

Approximately three weeks prior to the start date of your lease, you will receive via email a complete list of move-in instructions, along with your unit assignment and the names of roommates and their contact information. All requirements as outlined in the lease and listed below must be completed PRIOR to the start of your lease. All residents MUST schedule an appointment to pick up their keys during posted office hours. Upon move-in, it is the responsibility of each resident to conduct a thorough inspection of all common areas and their bedroom using the **Move-In Review Form** provided by Management when you pick up your keys. A completed form must be submitted to the Leasing Office within 48 hours of move-in. More details on how to complete the inspection will be provided when you check in.

In order to expedite the move-in process, you should complete the following prior to your arrival at Hillside Commons:

- Ensure that all required payments (Security Deposit, Administrative Fee, and first and last installment of your rent) have been paid in full. This applies to ALL residents, regardless of financial aid status;
- Establish a renter's insurance policy for yourself that names College Town Communities and Hillside Commons as additional insureds. Upload the Declaration Page to the Resident Portal and send a copy of the same page to Hillside@CollegeTownCommunities.com;
- Adjust your communication preferences through your Resident Portal to ensure you receive text messages about emergency announcements. Go to MENU>EDIT MY PROFILE>CONTACT and check all SMS notifications;
- Like us on Facebook ([hillsidecommonsAlabama](https://www.facebook.com/hillsidecommonsAlabama)) and Instagram ([@hillsidecommonsAlabama](https://www.instagram.com/hillsidecommonsAlabama)) to get updates, reminders, special announcements, and postings about on- and off-campus activities;
- Your Resident Portal is the place to go to pay your rent, review your payment records, view documents, update personal information and file maintenance requests, aka "Work Orders." If you need assistance accessing your portal, contact the Leasing Office. While you are in the portal, please complete the following:
 - Register your car (all residents who plan to park a car on the Hillside Commons lot must register it);
 - Update your email and phone information, if necessary;
 - Add/edit any personal information that may have changed since registration.
- For leasing and payment questions, contact the Leasing Office at (205) 556-4528.

MOVE-OUT

Our staff will distribute detailed instructions about move-out procedures at least two weeks prior to the end of your lease. These instructions will advise you on ways to ensure you receive the most back from your Security Deposit. In general, this means that you return the apartment back to the same condition as when you moved in. If you created damage, identify it and let Management know, in advance, when it happens. Suggestions we provide include cleaning guidelines, how to return your key, reminders to ensure rent, fines, or overages are paid on time, etc. Any questions regarding move-out can be directed to the Leasing Office.

If you are a renewing resident and will have new roommates next year, you are expected to cooperate with the Operations Team in ensuring the entire apartment looks as good for the new residents when they move in as it did when you moved in. **Failure to vacate the Leased Premises, return your key fob, or remove all personal possessions by the lease end date will result in additional charges, as per your Residential Lease.**

INOISE

Per Section 21 of your Lease, all residents have the right to “quiet enjoyment” of their apartments. Excessive noise and loud music in apartments or outdoor areas are not permitted at any time. As a courtesy to all residents, the hours between 11pm and 7am should be observed as “quiet hours,” and no noise of any kind should be heard or felt outside of any apartment. This includes stereos, televisions, musical instruments, slamming doors, running up and down stairs, sounding vehicle horns, phone conversations, and yelling. You are responsible, also, for your guests’ behavior. Additionally, local municipal noise ordinances also apply to Hillside Commons. If you have a noise complaint with a neighbor(s), please first address the issue in a civil manner with that person or persons. You can stop by the Leasing Office and meet with a Leasing Agent to discuss any ongoing issues you may have. If you ever fear for your safety and/or that of others, call 911 immediately.

PARKING/PARKING PERMIT

Free, private, off-street parking is available at Hillside Commons for all residents. Residents wishing to park their vehicle at Hillside Commons must register their vehicle through the Resident Portal and receive a parking decal from the Leasing Office. The decal should be placed on the inside of the driver’s side rear windshield, near the bottom. Residents will only be permitted to register a vehicle if it is in their name or a parent’s name. Cars registered to friends or other family members will not be permitted.

As a courtesy to our residents, guest parking is available at Hillside Commons. Residents whose guests wish to park at Hillside Commons must obtain a signed and dated Guest Parking Permit from the Leasing Office during office hours. Passes are available on a first-come, first-served basis with a limit of two parking passes at any given time to any resident. Each pass is valid for no more than two days or 48 hours. The Guest Parking Permit must be hung date side out on the inside rear-view mirror, or placed on the dashboard. Note that these guidelines are subject to change based on availability of parking spaces.

Please observe parking signs. If an unauthorized vehicle is in the lot, it may be towed. Before you move in, you must register the make, model, color and license plate state and number of the car you wish to park in the lot by accessing the Resident Portal at www.offcampushousingalabama.com. You cannot change this car unless without notifying the office and updating your information in our system. Your vehicle is your responsibility. We are not responsible for theft, damage, vandalism, towing charges, etc., so use discretion at all times when parking and driving at Hillside Commons.

Parking permits expire at the end of each lease term. It is the resident’s responsibility to procure a new parking pass. Your old pass will NOT protect you against towing, as the style of each permit changes yearly. Permits are not transferable.

All vehicles must have valid, current inspection stickers. Vehicles with broken windows, flat tires, oil leaks, or other signs of lack of maintenance will not be allowed on the grounds of Hillside Commons. If Management requests removal of an inoperable vehicle, including but not limited to cars, bicycles, motorcycles, watercraft, etc., said vehicle must be removed within 24 hours at the owner's expense. Failure to comply with the requested removal may result in towing without notice at the owner's expense.

Due to local government regulations and for safety reasons, no motor vehicles may be parked on the grass or sidewalks at any time. No motorbikes or motorcycles may be kept on porches, patios, decks, or inside of any apartment at any time. Parking lots are not to be used for vehicle maintenance or washing cars.

PEST CONTROL

Hillside Commons contracts with a commercial vendor for pest control service. All apartments will receive extermination services at least twice a year, with additional services scheduled as needed. Preventative extermination service within each individual apartment is offered at no cost to residents, who will be notified in advance via email or text as to when each apartment is scheduled to be treated. Should a resident notice any signs of pest infestation, despite our best preventative efforts, he/she should submit a Work Order through the resident portal IMMEDIATELY so prompt action may be taken by our pest control servicer. Should the infestation be the result of unsanitary living conditions, the resident(s) will be held liable for the cost of treatment(s).

Residents may be responsible for the costs associated with any special testing that was asked to be completed regarding a potential infestation, e.g., repeatedly asking for additional services when the presence of that pest is not identified by the service professional.

PET/ANIMAL POLICY

Pets under 20 pounds are allowed at Hillside Commons with the following stipulations, per your Residential Lease: both the resident and a representative of College Town Communities have signed the Addendum for Owning a Pet in Leased Premises; all necessary veterinary paperwork has been submitted, including proof of immunizations/shots and local and state registrations; all roommates must agree in writing that an animal/pet is allowed in the Leased Premises; a pet security deposit of \$250 has been paid; and a recurring fee of \$25 has been added to the monthly rent charges. A maximum of two animals/pets per apartment unit is allowed.

Any resident found housing an animal/pet in the Leased Premises without a signed and Landlord-approved "Addendum for Owning a Pet in Leased Premises" will be **fined a rate of \$50 per day**. This includes animals that are said to be "visiting." Fines will continue until the animal/pet has been removed from the Premises OR has a signed and Landlord-approved "Addendum for Owning a Pet in Leased Premises."

Following guidelines pursuant to the Federal Fair Housing Act and your state's Human Relation Commission, College Town Communities is committed to making reasonable

accommodations to allow a Service Animal or Emotional Support Animal (ESA) to live with a resident in the Leased Premises. Applicants and current residents requesting such accommodations must contact the Leasing Office prior to bringing the Service Animal or ESA on property, complete all necessary paperwork required by your state's Human Relations Commission, and be granted written permission by Landlord in order to do so. More information regarding your rights and responsibilities to allow a Service Animal or Emotional Support Animal to live with you in the Leased Premises can be found [here](#).

I POOL SAFETY

Where a swimming pool, wading pool, and/or patios are a part of the total premises, the Landlord reserves the right to issue special rules and regulations concerning the use of said areas, including, but NOT limited to:

- The pool will be open only during hours set by the Landlord;
- Pets are not allowed in the pool or deck area;
- No glass containers will be allowed in the pool or deck area;
- Children under 12 are not allowed in the pool or deck area unless accompanied by an adult;
- The life preserver, pool cleaning equipment, pool gate, and cleanout covers are not to be used as play things;
- Excessive rough housing and games are not allowed inside the pool fence;
- Alcoholic beverages are strictly prohibited in the pool or deck area;
- These restrictions are subject to change and additions as deemed necessary by Management.

I POWER OUTAGES

Very rarely, the community may experience a power outage. Please know that Management has no control over the power and cannot expedite its return. In the event of a power outage, do one or more of the following:

- Find a flashlight or use your mobile phone as a light source, if necessary;
- Check to see if other parts of your apartment have power and whether your neighbors have power;
- Check to see if you have tripped a breaker in your apartment's main electric panel box;
 - Depending on your unit, the box will be located on the wall inside your closet or in the laundry room area;
 - Contact Hillside Commons After-Hours Maintenance at (205) 556-4528 if you need assistance;
- Check the Alabama Power website to see any reported outages;
- Do not open your refrigerator more than is necessary to keep the cold air in the unit and prevent food spoilage;
- Do not light candles;
- Do not panic. The power will return as soon as possible.

RENEWALS

Only residents in good financial and disciplinary standing are welcome to renew their lease. Interested residents should contact the Leasing Office at (205) 556-4528 for renewal procedures. The entire renewal process can easily be completed via the Resident Portal. Staff will begin to advertise a renewal period during the Fall Semester. Be advised: the **ONLY** way to secure your room for additional terms is to renew with a new lease through the Leasing Office. A verbal statement of your intent to renew is not sufficient! We always prefer to re-rent to residents with whom we have a relationship so we look forward to working with you. Our facility fills early each year so do not delay your decision.

Be sure when you renew your lease that you are 100% sure that renewing your lease is what you want for another year as a Renewal Lease is a binding contract for a full term and for a full financial commitment.

RENT AND OTHER PAYMENTS

Each rent installment is due on the first (1st) day of each month, per your lease. Rent is due on the first (1st) even if that day falls on a weekend or on a day you are away on break or vacation, or if you choose to move out early. You will NOT receive a formal bill; it is your responsibility to know when rent is due, but Management may send routine reminders.

At no time may you skip a payment and credit the final installment payment toward your current rent due. Your ledger should carry a zero balance (**\$0.00 in green**) to reflect that you have paid the last installment in advance and that all other payments have been received on time. If you have a credit, meaning you have overpaid or made advanced payments, the amount will also show in green, e.g. **\$715.00**, with the words "Credit Balance" above the amount. An outstanding balance, meaning you OWE money, will show in red, e.g., **\$715.00** with the words "Balance Due" above the amount. Any additional charges you incur due to overages, fines, late fees, lost key fees, parking pass replacement fees, etc., must be paid with your next rental installment. If not paid, those additional charges could themselves incur late fees.

To pay your rent, choose one of the following payment options:

1. Submit a check or money order directly at the Leasing Office. Make the check payable to "Hillside Commons" and **include your full name and unit number CLEARLY written on the check.** We have residents with similar names or "unique" handwriting so it is very important that we know to whom the payment should be credited;
2. Mail a check **including your name and unit number CLEARLY written on the check** made payable to "Hillside Commons" to:

**Hillside Commons Leasing Office
1130 Jack Warner Parkway, NE
Tuscaloosa, Alabama 35404**

3. Pay online with a credit card, debit card or checking account through our website at **www.offcampushousingalabama.com** by clicking on "Resident Portal." Use your username and password to enter the portal. We recommend using the e-check option to avoid excessive online convenience fees;

4. Once you've entered your payment information, you can also set up recurring (i.e., automatic, regularly-scheduled) payments to avoid having to worry about monthly payments;
5. Arrange to transfer money from your bank to ours through a wire transfer. This is particularly convenient for international students whose banks are overseas. If you wish to pay by wire transfer, email Hillside@CollegeTownCommunities.com for instructions. A wire transfer fee of \$15.00 should be added to the amount you are paying.











There is a grace period until the 5th day of the month to have your rent payment into our office. If your rent payment is received after the 5th (if mailed, the postmark date is NOT considered), there is a 10% penalty for late rent not received by the time the office opens on the 6th.

A \$30 returned check fee plus all applicable late charges will be assessed on all checks returned by the bank for any reason. After two (2) returned checks, we will no longer accept checks for your rent payment or any other charges owed. All subsequent payments must be made with a money order, or cashier's check.

No cash payments will be accepted for rent, electric overages, fines, etc., no matter how small. Money Orders are only accepted in person at the Leasing Office. Money Orders are not accepted after hours or via mail.

RENT PAYMENT CONVENIENCE FEES

Use the following “Resident Portal Payment Options” to determine which payment method best suits your needs. **Remember! You can avoid convenience fees completely by paying with a check or money order.**

METHOD	CONVENIENCE FEE	HOW TO PAY												
<div>Electronic check</div> <div></div>	Flat fee of \$1.25, no matter how much you pay	Enter the account holder's name, your checking account number and the bank routing number. This information can be obtained from your bank or from a paper check issued for the account. If you have a debit card, please call your bank for the information you'll need to process the payment. Accept the terms and submit payment.												
<div>Credit Card</div> <div></div>	<div>Examples:</div> <table><tr><td>\$100.00</td><td>\$5.00</td></tr><tr><td>\$250.00</td><td>\$7.25</td></tr><tr><td>\$575.00</td><td>\$12.13</td></tr><tr><td>\$675.00</td><td>\$13.63</td></tr><tr><td>\$750.00</td><td>\$14.75</td></tr><tr><td>\$800.00</td><td>\$15.50</td></tr></table>	\$100.00	\$5.00	\$250.00	\$7.25	\$575.00	\$12.13	\$675.00	\$13.63	\$750.00	\$14.75	\$800.00	\$15.50	Enter account info, accept terms, and submit payment. Payments up to and including \$5,000.00 can be made at a single time.
\$100.00	\$5.00													
\$250.00	\$7.25													
\$575.00	\$12.13													
\$675.00	\$13.63													
\$750.00	\$14.75													
\$800.00	\$15.50													
<div>Debit Card</div> <div></div>	Flat fee of \$6.95, no matter how much you pay	Enter account info, accept terms, and submit payment. Payments up to and including \$5,000.00 can be made at a single time.												
<div>MoneyGram</div> <div></div>	Flat fee of \$3.99, no matter how much you pay	Use this method to pay with cash. Follow the instructions listed to get your MoneyGram code and account number. Take this information to your nearest MoneyGram location, such as CVS or Walmart, and make the cash payment. The payment is then automatically transferred directly to your portal account, almost like an electronic money order.												

RENTER'S INSURANCE

Renter's insurance is mandatory for all residents. Imagine a mystery leak from the roof or the upstairs bathroom that fries your laptop or ruins all of your clothes in your closet. This unpredictable yet common problem is why renter's insurance is essential. Per Section 11 of your Residential Lease, you are responsible for obtaining renter's insurance for your personal belongings and to protect yourself against liability. This is particularly important because the insurance that College Town Communities has in place for our property in Tuscaloosa (like that of any off-campus housing facility) does NOT provide coverage for your personal belongings, property damage or bodily injury. If you or your guests suffer a loss due to fire, flood, vandalism, theft, or other cause of loss, that loss will not be covered by College Town Communities' insurance.

Note: You may NOT submit your parents' homeowner's insurance as proof of coverage. This must be a separate renter's insurance policy in your name only.

Renter's insurance may be purchased directly through the Resident Portal under QUICK LINKS > SET-UP RENTER'S INSURANCE on the left-hand side of your home page. You may also purchase insurance through any major insurance company. Our office can refer you to an agent. Rates and coverage vary but start around \$9-10/month (approximately \$100 per lease term). Per your lease, the minimum coverage required is:

- Personal Property Value - \$20,000
- Personal Liability - \$100,000
- Medical Payments to Others - \$1,000
- Name College Town Communities and the address of your building as an "additional insured" so that we are kept updated should the policy change or lapse. You will need to provide your apartment number when you apply.

Prices per month can increase if you choose additional coverage. It's a small price to pay for the peace of mind this insurance will provide.

Proof of renter's insurance is tracked through the Resident Portal and will be required BEFORE you can get your key. Renter's insurance must be in effect through the FULL TERM of your lease.

RESIDENT PORTAL

Upon completion of your application and when all documents have been signed, all residents' accounts transfer from the **Applicant Portal** to the **Resident Portal**. A link to the Resident Portal can be found on our website at www.offcampushousingalabama.com by clicking the link on the navigation bar. Your username and password will be the same as what you used for the application, unless you have edited it yourself. The Resident Portal provides you with access to your financial ledger of charges and payments, the ability to make one-time or set up recurring online payments, view and download electronic copies of your lease documents, file a Work Order for maintenance, register your car, update your email or phone numbers, renew your lease, and elect to receive communications from the Leasing Office. Familiarize yourself with these features or contact the Leasing Office at (205) 556-4528 if you need assistance.

I ROOM CHANGES/TRANSFERS

Once you are assigned to a room, we cannot change that assignment. Our staff takes an exceptional amount of time and care placing applicants based on available units, roommate requests, and personal preferences provided during the application process. We will email your room assignment, roommates' names and their contact information, and important move-in information prior to move-in. We do this to give you the opportunity to communicate with your roommates, to get to know them in advance, and to plan for additional items you may need in the apartment. College is one of those times when you should be open to new people and new ideas. Please go into your room assignment with an open mind and a compassionate heart. You may make friends with people you never imagined you would have the opportunity to meet. We advise all units to meet as a group and establish "house rules" at the beginning of the year to avoid the common arguments that arise among roommates, i.e., cleaning, guests, temperature, quiet hours, etc.

Unauthorized room changes/switches may incur additional fees as outlined in the Residential Lease.

I ROOMMATE REMEDIATION/ROOMMATE PROBLEMS

If a conflict arises between you and your roommate, it will not immediately be considered grounds to terminate your lease or anyone else's. We cannot immediately move anyone to a new unit. Additionally, it is not the responsibility of Hillside Commons Management to resolve the conflict. Although we will gladly assist you with mediation and finding possible solutions, it is the responsibility of you and your roommate(s) to find a peaceful resolution. Management works closely with the University of Alabama and supports its Student Code of Conduct. Dependent upon the severity of a situation, Management may involve school officials for assistance.

SAFETY

Although we do our best to provide a safe living environment, no community is immune to crime. The following guidelines provide you with basic, common-sense tips to help protect yourself:

- Dial 911 for emergencies first, then contact the Management office as soon as possible;
- Hillside Commons After-Hours Maintenance at (205) 556-4528 is available 7 days a week to assist in non-life-threatening situations or even to walk you to your building late at night. Keep their number in your phone contacts;
- Lock your doors and windows, even when you are inside; do not keep your door propped open;
- When answering the door, use the peephole to see who's there. If you don't know the person, first talk with him/her without opening the door. If you have any doubts whatsoever, do NOT open the door;
- If you return to your apartment and think it has been entered illegally, do not enter. Call 911;
- Tell your roommate(s) where you are going and when you will be back;
- Do not walk alone at night;
- Do not carelessly display your apartment keys in public or carelessly leave them away from your person;
- If you leave your apartment for breaks or vacations, do not leave notes on your door or answering machine indicating that you are away;
- If your key is lost or stolen, contact the Leasing Office at (205) 556-4528 immediately to arrange for the purchase of a new key and to have your old key deprogrammed;
- In a student-housing community, screaming may sound like horseplay. In an emergency, be specific by shouting "Help!" or "Police!" or "Fire!"
- Always lock your car and close all windows completely; do not store valuables in your automobile.
- Maintain in a safe place a list of serial and identification numbers of computer equipment, personal TVs, DVD players, stereo and gaming equipment, etc. in the event that these items are stolen;
- Make sure the Leasing Office has updated emergency contact information at all times.

SECURITY (OVERALL SITE)

- Individually programmed key fobs are provided to each resident to allow access to their apartment and their bedroom;
- Well-positioned, regularly monitored on-site security cameras are located throughout the complex, both in exterior and parking lot areas. Although video cameras do not stop crimes from happening, they are useful and preventative tools. Camera footage is regularly reviewed by the College Town Communities Management Team;
- Our entire site is covered with ample exterior lighting that automatically turns on every day at dusk.

SECURITY DEPOSIT

Per your lease, a Security Deposit is due at lease signing. This amount is paid along with the Administrative Fee. (See section of the same name on Page 4 of this Handbook.) Per Alabama's Landlord-Tenant Code, this Security Deposit will be held in a separate savings account until it is withdrawn at the end of your lease term to pay for any damages or to generate a refund back to you. Prior to the end of your lease, we will provide detailed instructions on how to ensure you receive the most money back from your Security Deposit after you move out. Per Alabama law, within 60 days after you surrender possession of your apartment, we will perform a final walkthrough, list any damages found, and compare them to any that were identified by the resident on the Move-In Review at move-in. Photos will be taken of damage for our records and are available to you upon request. Within that same 30 days, we will send you a detailed inspection report and move-out statement outlining what amount of money is being refunded or withheld. Any questions about this report should be sent in writing to the Leasing Office at Hillside@CollegeTownCommunities.com. All Security Deposit refund issues will be reviewed by the College Town Communities Management Team and responded to after a review has been completed. **The number one way to avoid Security Deposit disputes (besides the obvious point of taking good care of your apartment) is to submit at move-in a detailed and thoroughly documented Move-In Review.**

SMOKE DETECTORS

All apartments are equipped with a hard-wired smoke detection system. If a smoke detector goes off because of cooking smoke AND there is no fire threat, turn off the stove or oven, open all windows and exterior doors in the apartment and fan the smoke detector with a book or towel until the smoke has cleared and the smoke alarm ceases to sound. Do NOT attempt to remove or dismantle the device to prevent it from going off. It is illegal to cover, remove, or tamper with any part of the fire protection system at Hillside Commons. There is a zero-tolerance policy towards any finding of a tampered device. **Per the lease, you will be fined \$500 per incident for any tampering with a smoke/fire device, e.g., removing batteries, removing the device, covering the device with plastic, etc.** In addition, the local Police Department and Fire Marshal will be contacted immediately. Multiple false alarms from cooking or other lifestyle related issues from the same apartment could result in a fine.

SMOKING POLICY

Hillside Commons has a strict "no smoking inside buildings" policy. Costs for damages to the apartment finishes or furniture from smoke of ANY kind (cigarettes, cigars, cigarillos, incense, hookah, vaporizing cigarettes, etc.) will be deducted from your Security Deposit. Please smoke outside the building and properly and safely dispose of your cigarettes. There will be charges for littering, if excessive. Since most smoking violators are residents' guests, please remember that you are responsible for ALL of your guests' actions. **Per your lease, a \$100 fine per resident will be assessed for each smoking offense inside your apartment.** Should one occur, monthly inspections can continue and additional fines be levied if smoking persists. Your lease also prohibits the burning of candles, incense, or any device that requires a flame to operate, e.g., a hookah pipe.

ISNOW REMOVAL

Although plowable snow amounts are rare in Alabama, snow removal services are included in your monthly rental payment. We will plow all drive lanes and open parking spots, shovel all sidewalks and stairs, and salt where necessary at our earliest convenience upon completion of the snow storm. Our insurance does not allow us to shovel directly behind vehicles or between vehicles; therefore, we recommend carrying a small shovel in the trunk of your car during the winter months. During snow emergencies, Management will communicate with you via text, email and building postings with specific instructions for moving cars on parking lots to facilitate snow removal. Ensure that your communication settings are up-to-date by going to your Resident Portal and clicking on MENU>EDIT MY PROFILE>CONTACT.

ISOCIAL MEDIA

Hillside Commons is active on Facebook and Instagram. Follow us for updates, announcements, specials, reminders, emergency information, etc. Be sure to like and tag us!

- Facebook – [HillsideCommonsAlabama](#)
- Instagram – [@HillsideCommonsAlabama](#)

ITELEVISIONS AND ELECTRONIC EQUIPMENT

Your apartment's living room is prewired for digital cable and high-speed Internet, both of which are included in your rent.

In renovated units, 55" SMART 4K flat-screen televisions are provided in the common living room where the primary WhiteSky HD digital box is housed. The main apartment modem and wireless router are also located in the living room, with password protected access available to all residents.

If you have a cable issue, we can help you troubleshoot the issue. If the issue goes beyond the usual problem, the cable provider, WhiteSky, can be reached at (866) 755-8593. Tell the WhiteSky operator that you are a bulk customer living at Hillside Commons and explain the nature of the problem. (Please note: The physical address for your apartment will be the address that is on the Hillside Commons cable account and is the address you will need in order for the operator to look up and access the account for you.)

You are absolutely prohibited from tampering with any cable box, Internet cords, routers, etc. that are owned by WhiteSky. **Residents living in renovated units are NOT allowed to move the living room TV.**

HD cable and Internet are included in your rent. If you wish to expand cable into your bedroom, you can do so at your cost by contacting WhiteSky at (866) 755-8593.

TOILETS

Misuse of a toilet can create a lot of trouble for a resident and for Management. Proper use outlined below will help you to avoid costly repairs, damage or inconvenience. ANY problem or issue that arises regarding your toilet should be directed to our Operations Team by filing a Work Order through the Resident Portal immediately.

- Common toilet issues include a loose handle, taking a long time to fill, not filling completely, filling continuously, slow flushing, dripping and/or condensation on the tank. All should be reported as soon as they are discovered;
- Clogged toilets can be prevented by ensuring that **ONLY** toilet tissue used in moderation is flushed down the toilet. Baby wipes, facial tissues, paper towels, napkins, feminine hygiene products, cotton balls, prophylactics, etc. **SHOULD NEVER BE** flushed down the toilet. Keeping a plunger on hand will allow you to solve simple clogs quickly. **DO NOT CONTINUE USING THE TOILET SHOULD A SERIOUS CLOG OCCUR.** File a Work Order immediately;
- If the toilet appears to be on the verge of an overflow, **TURN OFF THE WATER** by closing the water supply valve located on the wall under the tank on the left-hand side. Turn this valve off clockwise (to the right) until tight and until you no longer hear the whistling of flowing water in the pipes. File a Work Order immediately.

TRASH/RECYCLING AREAS

Dumpster areas are conveniently located throughout the Hillside Commons complex. (Please refer to the Site Map for dumpster locations.) It is your responsibility to take all of your trash out to the dumpster as soon as possible. Do NOT let it sit in the apartment and begin to smell. Ideally, you should remove all garbage from your apartment **AT LEAST** once a week. Individual trash and recycling cans will NOT be provided in the apartments; you need to bring your own.

- Do NOT leave bags of trash on the ground next to the dumpsters. A \$25 per bag fine will be issued for any bag left outside of a dumpster;
- If the dumpster you go to is full, walk to the next closest dumpster and deposit your trash there;
- Any bulk items like a chair, table, bookshelf, etc. **CANNOT** be left at our dumpster. These items need to return home with you **OR** be donated to a thrift store for resale;
- Do NOT put hot ashes, paint, chemicals, motor oil or other hazardous materials of any nature whatsoever in any trash receptacles, dumpsters, or similar containers.

ITROUBLESHOOTING

The garbage disposal is making a loud noise.	Something is jammed in the unit. File a Work Order.
The garbage disposal is not working but produces a humming sound.	The unit may need to be reset. Under the sink on the bottom of the disposal housing is a small button or switch. Press that button, and try the disposal again. If this does not correct the problem, file a Work Order.
The kitchen sink or dishwasher will not drain.	Garbage disposal/dishwasher is clogged. File a Work Order.
The food in my refrigerator is not cold.	Be sure the refrigerator door can close and seal completely. Next, be sure the unit is not overly full which can prevent the circulation of air. Finally, ensure there are several inches of space between the rear of the unit and the wall. If conditions persist, file a Work Order.
A light bulb is out.	All light fixtures provided in your apartment have working bulbs in them when you move in. It is your responsibility to replace burned out light bulbs in any personal lamps or fixtures. For any burned-out bulbs in walkways, halls, or common areas, please file a Work Order.
The fire alarm goes off every time I cook.	With all heat turned off, check your burners, the drip pans under the burners and the oven for burnt on debris. Clean these areas with an approved oven or stove cleaner and rinse thoroughly. If drip pans cannot be cleaned, replacement liners can be obtained through the Leasing Office for free upon request. If all efforts fail but condition persists, file a Work Order.
My toilet flushes very slowly or not completely.	Do not use the toilet and file a Work Order immediately. See section entitled "Toilets" for more information.
There is a hissing noise coming from my toilet all the time.	The tank may not be filling completely and the water is running constantly. File a Work Order immediately. See section entitled "Toilets" for more information.
Water is backing up in my toilet and looks like it will overflow.	Immediately turn off the water supply valve on the wall under the toilet tank on the left-hand side. Attempt to absorb water from the floor and place wet towels in a garbage bag for cleaning or disposal. File a Work Order immediately. If after hours, contact Hillside Commons After-Hours Maintenance (205) 556-4528. See section entitled "Toilets" for more information.
The washers or dryers are not effectively washing or drying my clothes.	Verify that the machines are not overfilled, and make sure that the dryer's lint trap is emptied after EVERY use. If the problem persists, submit a Work Order.
The air coming out of the vents is not warm when I use the heat, OR the air coming out of the vents is not cool when I use the air conditioning.	Do not turn the fan function on the thermostat to ON. File a Work Order to request maintenance. The filter could be clogged or more complicated repairs may be necessary. BE ADVISED THAT RAPIDLY TURNING THE SYSTEM FROM HEAT TO COOL AND BACK AGAIN CAN FREEZE THE UNIT AND PREVENT IT FROM WORKING. Pick a comfortable temperature for everyone in the unit and leave it there.
The Internet signal through the Wi-Fi is slow.	Contact WhiteSky at 866-755-8593 for connection issues or slow Internet to have the router reset.

I UNIVERSITY CODE OF CONDUCT

All Hillside Commons residents are required to adhere to the Alabama State Code of Conduct available online at <https://studenthandbook.ua.edu>.

I UTILITIES/UTILITY OVERAGES

The following utilities are included in your lease: sewer, refuse, snow removal, lawn care, and cable and Internet. You are responsible for paying water and electric. Water and electric will stay in the Landlord's name, but will be rebilled to residents upon receipt of bills. An additional \$5.00 per bill will be charged to for processing.

All utilities and utility overages are considered "Rent" and must be paid within ten (10) days of notification. Failure to make full payment in a timely manner may result in additional late fees.

Activities that will increase a utility bill are as follows: a leaking or running toilet or faucet; changing the thermostat temperature too often; having windows open while the system is running; not reporting a malfunctioning heating and AC system; leaving TVs/computers/lights on while not at home; and excessive use of electric decorations like twinkle lights, illuminated neon signs, black lights, etc.

I VACANT BEDROOMS

Occasionally, a resident will move out prior to the end of the lease, leaving a vacant bedroom. Should this happen, Management will lock the bedroom and keep it locked at all times. If a vacant bedroom is broken into and/or found to be in use, all residents of that apartment will be charged rent from the date of the last inspection by Management to the date of the discovery of the infraction. Additional breaking and entering charges may also be filed by the local police department.

I WEATHER EMERGENCIES

Severe weather can hit at any time. Take the following precautions to stay safe:

- Monitor television, radio, and cell phone alerts. Check the weather forecast daily, and know when severe weather is expected;
 - A **tornado watch** means a tornado is possible in your area. You should monitor NOAA Weather Radio (www.weather.gov/nwr) and local radio and television news outlets for the latest developments;
 - A **tornado warning** is when a tornado is actually occurring; take shelter immediately;
- Obey all evacuation orders by local, state, and federal agencies. Do not await instructions from the community;
- Prior to the storm, notify family and friends of your whereabouts and your plans;

- During severe weather such as a hurricane or tornado, go to an inner hallway or small inner room such as a bathroom or closet. Stay away from windows, doors, and outside walls. Go to the center of the room. Stay away from corners because they attract debris;
- If shelter is not available, lie flat in a ditch or other low-lying area. Do not get under an overpass or bridge. You are safer in a low, flat location. Plan to stay in the shelter location until the danger has passed;
- Do not use plug-in electrical equipment like hair dryers or toasters during the storm;
- Make sure your cell phone is fully charged before the storm;
- Local authorities may not immediately be able to provide information on what is happening and what you should do. However, you should listen to NOAA Weather Radio, watch TV, listen to the radio or check the Internet often for official news and instructions as they become available;
- Stock up on bottled water and extra fresh batteries for your flashlight;
- Do NOT use candles to light your apartment during a power outage; use a flashlight only;
- In the event of an extended power outage, avoid opening the refrigerator and freezer. Your food can last for several hours if you keep the doors closed;
- In the event of a major storm, the option could exist to move home or off property as a specific directive from the University of Alabama;
- For further information on storm preparedness, log on to FEMA's website at http://www.ready.gov/make_a_plan.html.

WINDOWS/WINDOW TREATMENTS

All bedroom and common area windows are single-hung windows, meaning only the bottom sash is operable. For safety purposes, do not obstruct windows and doors. We provide mini-blinds on all windows; they cannot be removed by you. If you wish to install draperies or curtains, use spring mounted tension curtain rods that fit inside your window opening ONLY; do NOT drill into the wall to attach other types of rods. All draperies/curtains must be taken with you upon move-out. Do not place anything in the windows except for blinds or curtains. No aluminum foil, cardboard, blankets, towels, or sheets may be used as curtains or hung upon windows. Nothing may be hung on the glass including posters and neon signs. Nothing can be thrown out windows or doors. Do NOT remove window screens. Do not leave windows open during inclement weather. Do not enter or exit the apartment through an open window unless there is an emergency. Should you do so and damage is incurred, you will be responsible for that damage, including but not limited to damage to paint, walls, carpets and flooring. Do not throw anything out of the window, including cigarette butts and glass bottles; such actions may result in fines and even arrest, as your actions put others at risk. For safety purposes, keep your windows locked at all times.



HILLSIDE COMMONS

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Saturdays 10am – 3pm**