

welcome TO THE CV COMMUNITY!

Resident Handbook

2018-2019



Campus View

in this issue

**PARKING &
BOOTING P.8**

**UNDERSTANDING
YOUR UTILITIES P.6**

also...

**LOCK-OUT INFO
COMMUNITY RECYCLING
MAINTAINING YOUR UNIT**

and much more!

CAMPUS VIEW OFFICE

10255 42ND AVENUE
ALLENDALE, MI 49401

(616) 895-6678

MONDAY - FRIDAY 9AM - 5PM
CAMPUSVIEWHOUSING.COM

 INFO@

CAMPUSVIEWHOUSING.COM

welcome

One small word that means a whole lot to us.
Because at Campus View, welcome is not
just a way to say hello -
It is a part of everything we do.

We thrive off of the happiness and
satisfaction of our residents. That is why we
continuously dedicate ourselves to building the best
community in student housing for GVSU.

CV is not just a place to live.
It is an extension of your
college experience...

it is your home

community

COMMUNITY

At Campus View we strive to not only be the off-campus housing with the most value, but we also work to create that value for residents like you. We want to fill your stay here with memorable college experiences, friends (new and old), and a lot of community events that make you love living here.

This is why at Campus View you can find a friendly and helpful staff whose goal is to make your stay the best it can be.

Our favorite thing is seeing the complex alive with students having fun in their homes, at the pool, in the clubhouse, and everywhere in between.

CV SOCIAL MEDIA

Stay up-to-date with all of our special events by following the Campus View social media pages. Here you will find the most current information on the CV events, contests, give-aways, and just fun posts to keep you informed on everything that is happening at GVSU.

Don't worry we won't overload your news feed.



Facebook: [CampusViewGVSU](#)



Twitter: [@CampusView_GVSU](#)



Instagram: [CampusView_GVSU](#)



[www.campusviewhousing.com](#)

CABLE

DISH NETWORK: 1-800-454-0843

Campus View provides you with free Dish Network, containing over 120 channels through one main receiver. If you would like to set up a separate service in a bedroom, you must contact a Commercial Sales Support Representative at Dish Network for an 'individual tenant service'. If you would like to upgrade your cable options, you may contact Dish Network for this service. This will be billed directly to you, NOT CAMPUS VIEW. These are Dish Network's Additional Upgrade Charges, as of June 2017.

MAIL

Each unit has an individually locked mailbox. Outgoing mail boxes are located throughout the complex. The dash (-) followed by a number listed in your address represents your bedroom number and is not necessary to include in your mailing address.

Apartment Address Format

10295 42nd Ave, Apt #1101
Allendale, MI 49401

Townhomes and Cottages Format

10367 Laker Lane
Allendale, MI 49401

IMPORTANT PHONE NUMBERS

- Fire Department, Ottawa County Sheriff, & Ambulance 911
- Ottawa County Sheriff (Non-emergency). (616) 862-1640
- Campus View Office. (616) 895-6678
- DTE – Heat and Gas. (800) 477-4747
- Consumers Energy – Electricity. (800) 477-5050
- Acentek - Internet (616) 895-9911
- Emergency Maintenance (non-office hours) (616) 375-1101
- Dish Network (800) 454-0843
- Absolute Security./Boot Removal (616) 245-4500
- Lock out (Non-office Hours) (616) 892-2107
- Lock out (Off-site Assistance, \$50 charge) (616) 375-1101

MOVE-IN

We are glad you chose to be a part of the Campus View community and we will do our best to make your college experience the best it can be!

This handbook is a quick guide to some of the important elements of life at Campus View. It's just a snapshot of all the "need-to-knows" here at CV, so please stop by the office and see us if you would like more details. We are available Monday through Friday from 9am to 5pm to assist you in any way, or to hear any of your suggestions for improving the quality of life in our community.

After you have settled into your unit, make sure you fill out your **damage assessment form**.

This needs to be electronically submitted via the **CURRENT RESIDENTS** tab on the CV website within 7 days of your move in. You will need to fill out this form to make sure you are not billed for any prior imperfections that may be in your unit. Although we take great care preparing your unit for your arrival, any minor damages need to be documented so you are not held responsible. Be specific in your description.

Any unlisted damages will be presumed to have happened during your stay. Charges may apply for these unlisted damages.

GENERAL INFO

- *Only use Command Strips to attach things to the wall in order to avoid causing damage that may result in large (\$50+) repairs and repainting charges at move-out.
- *For Apartments, the electricity breaker panel is behind a bedroom door or on a kitchen wall. For Townhomes, it's in the living room or dining room. For cottages, the panel should be located on a kitchen wall or in bedroom #1. If you do not have electricity, check the panel.
- *We turn the breaker off to the refrigerator in between leases to prevent wasting energy. This breaker can be found at the panel. All breaker switches must be turned to the center to be on.
- *Vacuum cleaners are available to borrow from the office. Vacuum must be returned to the office the same day.
- *Don't smoke in your unit. Deodorizing charges start at \$300.

RESIDENT PORTAL

Your *Resident Portal* is your online tool to view your Campus View housing information. This can be accessed on the CV website under the **CURRENT RESIDENTS** tab at the bottom of the page by clicking **PAY RENT**.

You can make payments, submit work orders, find CV events, and even view your leasing information (located under the **DOCUMENTS** tab). Your resident portal is your all access pass to everything Campus View!

RENT

Rent is due on the first day of the lease and the same date each month thereafter during the term of the lease. For example, if your lease starts on the 15th, rent is due on the 15th of each month. You can use your *Resident Portal* as an easy and fast way to pay your rent any time. Cash, check, or e-check transactions are free, but fees apply to credit card transactions. Checks should be made to "Campus View".

Security deposits are held by Campus View as insurance against outstanding balances to your account and damages to the unit during tenancy. Deposits are refunded once the contract is fulfilled and each unit is inspected. After you move out you will receive a move out statement by mail within 30 days of your lease end date. If you are not returning to CV, your security deposit check will be included, minus any damages assessed upon move out.

MAINTENANCE

Maintenance Requests should be made through your *Resident Portal* by selecting **SUBMIT A WORK ORDER**. Most repairs are done the same day, when possible. Our goal is to have your maintenance requests finished within 24 hours of submission. Let us do your repairs!

LOCKED OUT?

During normal office hours, just stop in and we'll be glad to help you out free of charge.

On-Site Assistance:

If you are locked out during non-office hours, contact (616)892-2107. *There is a \$20 charge for this service.*

Off-Site Assistance:

If the on-site lockout is unavailable, you may have to contact off-site emergency maintenance at (616)375-1101.

A \$50 fee will be applied to your account for this service.

UTILITIES

Campus View manages your utility bills for you. These services are turned on and metered through the provider. Utility billing is processed monthly (around the 20th) through the Campus View office. Utility charges are based on usage from the month prior. Charges are divided by the number of occupants in the unit and each occupants portion will be applied to their CV account. Utilities charges must be paid on or before following month rent due date.

Final utility billing is an estimated charge based on recent usage. Final charges will be applied to CV account the month prior to your move out date.

If the power goes out or there is a gas issue, you may contact Consumers Energy for electricity (800)477-5050 or DTE for heat & gas (800)477-4747 to report these issues.

If you do not have electricity, check the breaker panel in your unit. In apartments, the electricity breaker panel is behind a bedroom door or on a kitchen wall. For Townhomes, it's in the living room or dining room. For cottages, the panel should be located on a kitchen wall or in bedroom #1. All breaker switches must be turned to the center to be on.

INTERNET

TOWNHOMES & COTTAGES

These units all have live active ethernet ports in every bedroom and in the living room. Generally this is the orange jack/wall port. In order to distribute the wifi to your entire unit, you must plug in a router to one of these wall ports.

APARTMENTS

Each building has several wireless access points. You can get connected to the server in your building by selecting the network option on your device that corresponds with your floor (i.e. CV 10255 Floor 3). Then enter the password **campusview**.

It is very important that you do not set up a separate wireless router in your apartment because it will interfere with the building's wifi and slow connection times to other residents. You may still bring an ethernet cord to plug into the orange wall ports. Please keep in mind that there is only one wired connection plug-in per unit.

INTERNET TROUBLE?

If your internet is not functioning, first ensure that your wireless router is not the issue by plugging an ethernet cord into the orange wall port and connecting it to a computer. If you still do not have internet, you may open a service ticket with ACENTEK (our internet provider) by calling (616)895-9911.

CV POLICIES FOR PARTIES

We want our residents to have fun, hangout with friends, and enjoy their stay while living at Campus View. However, large parties are not allowed on Campus View property. This is defined as having more than 8 people in your unit.

If you are having people over, keep them in the unit. You are responsible for the behavior of your guests both in your unit and as they come and go (keep all alcohol in the unit).

Detailed information on parties are included in your lease. Those found in violation are subject to fines beginning at \$200 up to possible eviction. What you do inside your unit is your business. Open containers of alcohol in public areas are a violation of the law as is possession of alcohol by anyone under 21.

Please respect your neighbors by keeping your noise level to a reasonable level and turn down the volume if asked. If you have a reoccurring problem with your neighbor's noise level, let the office know and we will address it for you. Absolute Security can also be called to assist with loud neighbors.

ABSOLUTE SECURITY

(616) 952-1233

Absolute Security guards are on duty Thursday - Saturday nights from 9:00 PM - 3:00 AM.

If you need assistance, see any suspicious activity, or would like to report a party that is a problem, contact the guards at (616)952-1233.

Absolute Security is on staff to ensure that Campus View remains a great place for you to live. These guards are authorized by Campus View to issue violations and assess fines to residents as a means of preventing:

- 1) illegal, annoying, harrassing, unacceptable behavior
- 2) prohibited conduct under all Campus View leases & policies/guidelines

Specific violations and the amounts of corresponding fines will be set by Campus View and may be updated and amended from time to time without notice. Further, we ask that you identify yourself to our security guards when asked. If they ask you to identify yourself or come to your door and you purposefully fail to respond, a minimum fee of \$200 will be assessed.

PARKING & BOOTING

PARKING

Parking permits for your car or motorcycle are available in the office. Annual passes can be purchased for \$100 until August 31st and \$150 thereafter. Vehicles without a valid permit are subject to towing and/or booting at the owner's expense. Summer only residents can purchase a summer only pass for \$25 at move in.

If you change vehicles throughout your lease term vehicle information must be updated in the CV office for pass to be valid. A replacement pass can be issued free of charge for the same term purchased and ONLY if current registered pass is turned in. No more than 1 replacement pass can be issued per resident

If you need a guest vehicle permit during a weekday, print a guest pass from the CV website. Guest passes are valid for 24 hours from the time they are submitted. Temporary extended passes can be written in the CV office and are good for up to 1 week at a time. Residents are limited to a total of 21 days per lease term worth of temporary passes.

Out of courtesy to other residents, do not park in front of a garage that does not belong to your unit. Please ask your guests to park in the middle of the lot.

BOOTING

Booting will be done at random Monday through Friday. Parking is not enforced after 5:30pm Friday night to Monday morning 8am.

Booting is NOT done by Campus View. If you or a guest's car is booted, contact Absolute Security at (616)245-4500. Boot removal is NOT available between the hours of 4-8 pm daily. Cost of boot removal begins at \$40.00 and is subject to additional fees.

The vehicle owner must provide the following information when calling for removal: Vehicle Location Time & Date of Boot plus Vehicle Make, Model, Color & Plate #

RECYCLING

All trash should be disposed of in the dumpsters located conveniently around the property. The recycling collection center is located in the center of the community near 10126 Laker Ln. The recycling bin contains combined materials and should NOT be used as a trash bin.

DOS

Recycle all clean and empty plastic bottles, cans paper and cardboard
Keep foods and liquids out of the recycling bin
Keep plastic bags out of the recycling

DONTS

Bag your recyclables – plastic bags and film get tangled in the machinery.
Include food-soiled items – they can turn an entire load of recycling into trash.
Add sharp or dangerous materials like needles and electronics – they can cause injury to workers.
Include bulky items like propane tanks or construction debris.

ANIMALS

Approved animals are welcome at Campus View, however, due to the need to accommodate for all residents equally, strict rules must be followed to ensure that pets do not impede on the stay of other residents at Campus view.

Animal registration packets are available in the Campus View office. All animals must be registered with Campus View prior to being on the premises for any length of time. Anyone found with a unregistered animal on the property is in violation. Tenant(s) will be responsible for a minimum of \$300 violation charge and possible eviction.

Animal Fees: Owner is responsible for a refundable animal deposit of \$300, non-refundable animal fee \$200 and \$50 per month increase in rent for the duration of the lease. Fee's must be paid upon registration packet being turned in for approval.

The property manager may require the permanent removal of any animal if it is determined to be a nuisance or danger to the housing community and it's residents. If so determined, the owner will have 3 days to remove the animal from the premises. Campus View also has the authority to collect fines for violation of the rules outlined in the registration documents pertaining to animals.

COMMUNITY CENTER

Access to the community center is 24/7 with your key fob.

The workout room, basketball court, video gaming area, dance studio, study rooms, pool table/ping pong room, vending machines, theater, and media room are always open to CV residents with a key fob.

Each resident may bring a guest to the center. If you allow any more than 1 guest or open the door for those who do not have a key fob, you risk losing access to the clubhouse & subject to additional fees. If holding the door for other CV residents, they should scan their own key fob as well.

Tanning is available during normal business hours. The tanning appointment schedule is available the Wednesday before the next week on the CV website.

SWIMMING POOL & SPAS

Weather permitting, the pool will be opened before school ends in the Spring and remain open until October. The hot tubs will be open year-round.

These both will be opened 7 days per week and the operational hours will be from 10:00 AM to 2:00 AM. You will use your key fob to enter the pool area.

The guest policy provides for each resident to bring in one guest.

No alcoholic beverages, glass containers, or smoking are allowed in the pool area. The pool area is monitored by security cameras. If the rules governing the pool are violated you will be fined and possibly lose pool privileges. This includes entering the pool area after hours. Anyone found in violation of these rules are subject to fines.

Rules are clearly posted at the pool and are subject to change.

INCLUDED IN YOUR UNIT

For your convenience, each unit is provided with shower curtain(s) & rings, ice cube trays, and a cutting board. Each Townhome also includes a countertop microwave. At the end of occupancy, you will be charged if any of these items are missing or damaged at move out.

MAINTAINING YOUR UNIT

We do our best to provide you with a clean, well-maintained living environment. Each summer, we clean, shampoo the carpet, re-paint walls and replace a majority of the furniture in each unit.

We try to bring the units back to brand-new condition.

We encourage our residents to return the units to us in a condition similar to how they received them. However, this is often not achieved, and some residents' living styles result in damages that are beyond "normal wear and tear". In such cases, charges will be made against the deposits.

Residents are responsible for the cleaning and care of their units.

The following is a sample list of charges you can expect for damages beyond normal wear and tear:

Carpet Stains/Burns/Deodorizing (based on room size) . . .	\$25 - \$300/Rm
Wall Painting/Repair	\$60+/Rm
Wall Marks (Tape/Putty/Dirt)	\$10 Ea
Furniture Burns/Broken/Stains/Deodorizing	\$100-\$30
Fire Extinguisher/Smoke Alarm/CO Detector	\$50
Refrigerator Shelves	\$40+ Ea
Door Jams/Interior doors	\$150
Entrance Door	\$500
Slider Screens	\$75
Countertop & Linoleum Burns/Cuts	\$100+
Stove Burner Pans	\$5 ea
Window/Slider Blinds	\$5-\$8 ea
Ice Cube Trays	\$3 ea
Shower Curtain	\$15 ea
Cutting Board	\$20 ea
Keys (garage, entry, mail, bed room)	\$20 ea
Electronic key fob	\$30

SMOKING

If you or anyone else is seen smoking in the unit at anytime, you will be charged a minimum of \$300 for deodorizing and cleaning.

CLEANING TIPS

OVEN

If you use oven cleaner, be sure to wipe it all off. Replace the bulb if burnt out.

STOVE

The stove burner bowls can be a challenge to clean if you've used your stove. You can get the black char off with a lot of elbow grease and baking soda.

REFRIGERATOR

Wipe this out with a mild detergent, defrost the freezer, and wipe out any leftover water below. Leave the door open to prevent moisture. Do not use a sharp instrument to chip ice, you may puncture the coolant lines.

CABINETS

Wipe out cabinets with a damp cloth and empty the drawers of crumbs.

FLOOR

Wash and clean the floor with a mop - don't forget under the refrigerator.

WALLS

Wipe down the walls for spatters and grease.

BATHROOM

Clean the tub tile and check for soap residue around the soap holder. Sanitize the toilet, clean out the medicine cabinets, drawers, and vanities.

CARPET

Vacuum the carpet thoroughly. We will charge your unit to vacuum the carpet if we find pins, staples, needles, or lint behind the bed or in the closets.

WINDOWS & SLIDING DOORS

You'll want to clean out the tracks and use glass cleaner.

FURNITURE

Empty all drawers, vacuum under cushions, clean under the mattresses, and wipe off all desks, tables, and chest tops.

MOVE-OUT PROCEDURE

Your lease expires at noon on the lease end date. You are expected to be COMPLETELY out of your unit by this date/time. If your keys are not returned by noon on your move out day your account may be charged up to \$100 per day.

If a problem arises, please let us know ASAP and we will try to accomodate you, but there will likely be a charge.

After you have departed, we will inspect the apartment and expect that it is as clean as it was when you moved in.

Common area damages are assessed equally to all residents in the unit. Bedroom specific damages are assessed to the resident occupying that room.

Refunds are mailed out with an itemized damage statement (if any) to your home address. The check will be made out to the resident of each unit and you should expect it within 30 days of your lease end date. If the unit is left in good condition, your refund will process faster.

You can move out when the office is closed. You will find move out kits & instructions in the student center to make move out easy even if the office is closed. Each resident must turn in keys using a move out kit, 1 kit per set of keys.

REQUESTS

If something is found to be malfunctioning, please make a list of these items. You will not be charged for items that wear out or need repair from normal use such as loose chairs, tables, beds, non-working disposals, stuck closet doors, stopped-up bath tub drains, etc. as long as these items are reported as needing assistance.

Maintenance requests should be made through the **RESIDENT PORTAL** which can be accessed through the **CURRENT RESIDENTS** tab on our website.

KEYS

KEYS MAY NOT BE DUPLICATED.

No refunds will be given until you are completely out and keys are turned in appropriately. If keys are not turned in, you will be subject to additional daily fines and replacement key charges.

MAIL

At move out please notify the Allendale Post Office or go online to USPS.com and fill out the "change address" form. It is best to also notify companies and individuals who you correspond with of your new mailing address to avoid mail being returned to sender.



Founder & Owner of Campus View

When the first Grand Valley students were still on campus in the 1960s, I broke ground as the first off-campus housing to build Campus View with the idea of giving students a clean, fun, and affordable place to live.

This is still my mission today.

- Doug Gardner

The graphic features a background of repeating pineapple and leaf patterns. A diagonal line divides the image into two shades of blue. The text 'Campus View' is written in a light green, cursive font, positioned in the center of the lighter blue area.

Campus View

enjoy your stay!