



CAMPUSVIEW RESIDENT HANDBOOK 2023-2024

CAMPUS VIEW OFFICE
10255 42nd Ave
Allendale, MI 49401
M-F 9AM-5PM
616-895-6679

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WELCOME HOME!!



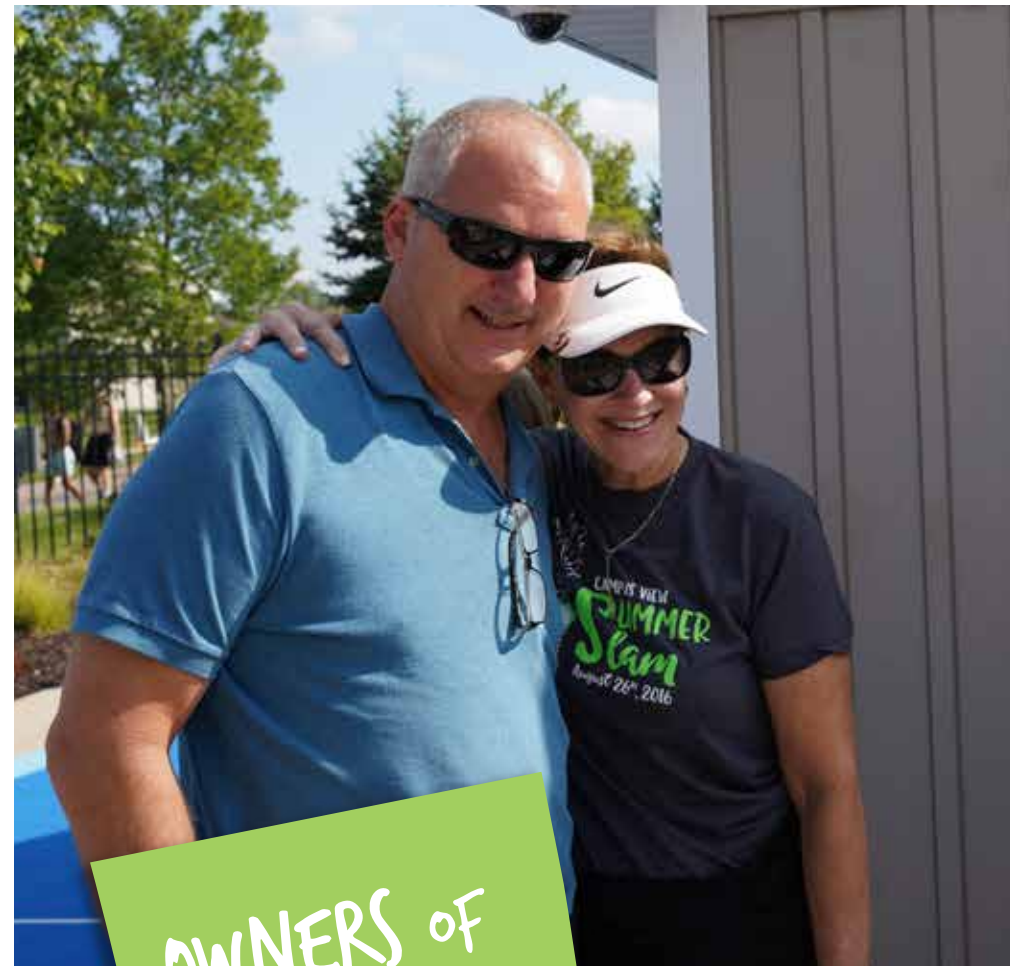
WELCOME!

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'S YOUR HOME.



OWNERS OF
CAMPUS VIEW

BRIAN AND LYNN
GARDNER

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, you will be fined for late move out starting at \$200 a day. If a problem arises, please let us know as soon as possible and we will try to accommodate you, but late move out charges will still apply.

Move out is quick and easy. Grab a move out packet from the office, fill out the enclosed paper and drop your keys into the zip lock bag. The bag may be turned into the office directly or if you are moving out after hours, use the rent drop box. We will receive these keys the next business day.

After your keys have been turned in, we will inspect the unit and expect that it is as clean as when you moved in. Common area damages are assessed equally to all residents in the unit. Bedroom specific damages are assessed to the resident that occupied that room.

An itemized final move out statement will be mailed to your forwarding address provided to us at the time of move out. This statement will also include a refund check, made out to each individual lease holder (most leases at CV are individual leases). You should expect it within 30 days of your lease end date. Generally, units left in good condition receive deposit refunds faster.

KEYS

No refunds will be given until you are completely moved out and keys are returned to Campus View. If keys are not turned in, you will be subject to additional daily fines and replacement key charges, KEYS MAY NOT BE DUPLICATED.

MAIL

At move out please notify the Allendale Post Office or go online to USPS.com and fill out the USPS Change of Address Form. To avoid mail being returned to sender, it's a good idea to directly change your address with companies, family, and friends who regularly send you mail.




OUR COMMUNITY

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

This is why, at Campus View, you can find 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, in the pool area, in the clubhouse, and every where in-between.


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 CV events, give-aways, and fun posts to keep you informed on everything happening at GVSU. Follow us on Instagram for a chance to win resident of the month! We'll also be giving away prizes of up to \$300 every month.

 facebook.com/CampusViewGVSU

 [CampusView_GVSU](https://www.instagram.com/CampusView_GVSU)

 [CampusView_GVSU](https://twitter.com/CampusView_GVSU)

 [campusview_gvsu](https://www.tiktok.com/@campusview_gvsu)

SCAN ME
@CAMPUSVIEW_GVSU



MOVE-IN

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

This handbook is a snapshot of all you need to know here at CV, so stop by the office and see us if you would like more details. We're available Monday through Friday from 9AM to 5PM to assist you in any way, or to hear any of your suggestions for improving our community.

After you have settled into your unit, make sure you fill out your Damage Assessment form through our website. Use your unit security code provided on your move in folder to log in.

This form needs to be electronically submitted via the **CURRENT RESIDENTS** tab on the CV website within 7 days of your move in. You will have 5 days to complete it once you start, so don't delay! 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.

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 - Cable	(888) 580-6656
Absolute Security/Boot Removal/Lock Out	(616) 245-4500
Lock Out (Non-Office Hours)	(616) 892-2107
Lock Out (Off-Site Assistance, \$50 Charge)	(616) 375-1101

CARPET: Accidental spills happen. You can prevent chargeable damage by thoroughly cleaning your spills as they happen. Don't let any product with bleach touch your carpet and definitely don't have any open flame sources that cause permanent melting of the carpet fibers. Carpet is a very expensive replacement item.

INCLUDED IN YOUR UNIT: For your convenience, each unit is provided a shower curtain(s) & rings. A DISH cable box and remote are also provided to all units. Each townhome 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, repaint walls, and perform maintenance to keep every unit in the best condition possible.

Residents are responsible for the cleaning and care of their units during tenancy. We encourage our residents to leave units in similar condition to when moved into. Some normal wear and tear is expected. For damages that exceed normal wear and tear, charges will be made against deposits.

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- 500/Rm
Wall Painting/Repair	\$50-400+/Rm
Wall Marks (Tape/Putty/Dirty)	\$10 Ea
Furniture Burns/Broken/Stains/Deodorizing	\$100-650
Fire Extinguisher/Smoke Alarm/CO Detector	\$50
Refrigerator Shelves	\$50+ Ea
Door Jams/Interior Doors	\$200-300
Entrance Door/Jam	\$500
Window/Slider Screens	\$100
Countertop & Linoleum Burns/Cuts	\$100+
Stove Burner Pans	\$5 Ea
Window/Slider Vertical Blind Slats	\$5-8 Ea
Keys (garage, entry, mail, bedroom)	\$20 Ea
Electronic Key Fob	\$30
Smoking (deodorizing and cleaning)	\$300+

HELPFUL HINTS

Campus View wants you to know about some helpful tips on taking care of your place while you're here. Below is some general information about your place as well as ways to minimize damages that can result in charges when you move out.

ELECTRICAL BREAKER PANEL: If you move in and find that your refrigerator isn't on, check the breaker panel found behind a bedroom door or on a kitchen wall (Apartments), in the living/dining room (Townhomes), or a kitchen wall or bedroom #1 (Cottages). In the event that you lose electricity in a location during your stay, check the breaker first. To reset a breaker, switch it all the way off and back to center position. Confused? Give us a call or submit a work order request.

VACUUMS AND OTHER TOOLS: We have vacuums for our residents to borrow if you don't have your own. Come into the office and we will set you up. Putting together something and need a tool? We have you covered, just ask at the office.

WALL DECORATIONS: Your home isn't quite yours until you add some decor right? To minimize wall damage, be sure to use only thumb tacks or command strips to hang pictures, posters and valences. **LED lighting may not be adhered to any surface.** When you move out, make sure to remove them properly! Improper removal can cause damage to the wall board. Double sided foam tape will cause damage, so avoid it if at all possible.

SHOWER CURTAINS: Campus View provides you a shower curtain upon move in. Feel free to use it but at the end of your stay, replace it or we will charge for the replacement (\$15). If you have your own, remove the provided curtain, fold it up and reinstall it upon move out.

BURNER/DRIP PANS: We suggest you clean drip pans regularly to prevent permanent baked on material. If you leave the drip pans dirty and unable to be cleaned, we will charge you for replacement(s).

MATTRESSES: We recommend using a mattress cover to prevent any accidental spills from staining your mattress. Depending on the severity of staining and wear, you could be on the hook for a new mattress.

SOFAS AND LOVESEATS: If you have an animal living with you, first make sure it's registered and then cover your sofa and/or loveseat to prevent scratches, claw marks and soiling. Installing new upholstery or replacement is costly.

DOORS: We see a lot of doors that get wrecked from being forced open. **DON'T FORCE OPEN YOUR DOOR.** It is much less costly to call the lockout service and have them let you in.

DISPOSABLE WIPES: If you use disposable wipes, **don't flush them down the toilet!** This causes the sanitary system to clog and fail as these DO NOT break down as toilet paper does. If we find that a backup has been caused by wipes (sometimes called flushable wipes or wet wipes), you'll be on the hook for repair.

MAIL & PACKAGES

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.

APARTMENTS FORMATS

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

TOWNHOMES AND COTTAGES FORMAT

10367 Laker Lane
Allendale, MI 49401

Please make sure you fill out the slip in your mail box from the USPS with the names of all occupants living in the unit. If you receive mail for someone who is NOT living in your unit please write **MOVED** on the outside and place the mail in the outgoing/letters slot.

MAILING US A PAYMENT? SEND IT HERE:

Campus View
10255 42nd Ave.
Allendale MI, 49401

PACKAGES: Parcel boxes are only accessible by the USPS. If a package is delivered to a **parcel box**, the key to access this will be in your mailbox.

The Amazon Hub is a package locker system located in the CV clubhouse and is accessible by all carriers. Many packages are delivered to the Hub daily keeping them safe and dry when no one is home. Residents **MUST** sign up to retrieve any package delivered to the Hub. Get packages when it's convenient for you 24/7. Within 1-2 weeks of move in, you will be emailed a link to activate your account. You must activate an account to be able to pick up packages in our Hub system. (WARNING: If using someone else's Amazon account to sign up, the account holder will be sent notifications and hub pick up code, so create an account where you will be notified). You can choose to be notified by email and/or text. Text notifications are a great way to get alerted to package delivery in the HUB especially if you are using someone else's Amazon account (such as a parent). To change these settings in the Amazon account you are using, login and go to 'Your Settings' > 'Shipment Updates via Text' and enter the phone number you wish to receive notices.

When a package arrives for you, a notification will be sent from the Hub, it will include a single-use pickup code (code will not be sent unless you have an active account.) You can enter the 6-digit code on the screen at the Hub. The door will open automatically and allow you to retrieve your package. If you have more than one package in the Hub, another door will open after you close the door from your first package. Doors will continue to open until all packages have been retrieved.

If your package is not picked up within 5 days of delivery, CV Staff reserves the right to remove packages from the hub and return to sender. Staff often times will place package back into Hub to refresh your code.

RESIDENT PORTAL

Your Resident Portal is your online tool to view your Campus View information. This can be accessed on the CV website by clicking the LOG IN button on the home page.

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

RENT

Rent is due at the start of the lease and the same date each month thereafter for 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 at any time. Cash, check, or e-check transactions are free, but fees apply to credit and debit card transactions. Checks should be made out 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 unless there is an unpaid account balance and/or damages assessed upon move out.

MAINTENANCE

Maintenance Requests should be made through your resident portal by selecting **REQUEST MAINTENANCE**. 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 or give us a call and we'll be glad to help out free of charge. Please be prepared to show photo ID and proof of occupancy for security purposes.

ON-SITE ASSISTANCE: \$20 (2 OPTIONS):

5PM-9PM MON-FR & 8AM-9PM SAT-SUN:

Campus View Lock Out - (616) 892-2107

8PM-4AM (7 days/week):

Absolute Security - (616) 245-4500

OFF-SITE ASSISTANCE:\$50 (30-60 MIN WAIT):

If Campus View lockout and Absolute Security are both unavailable, you may have to contact off-site Emergency Maintenance at (616) 375-1101. Please leave a voicemail if there is no answer. A \$50 Lockout fee will be applied to your account for this service.

THE CLUBHOUSE

You'll have access to the clubhouse 24/7. Everyone is given a key fob when moving in, make sure you come in and check it out!

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

Each resident may bring 1 guest to the center. If you allow more than 1 guest or open the door for those who do not have a key fob, you risk losing access to the clubhouse and are subject to additional fees. If holding the door for other CV residents, they should scan their own key fobs 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. To give everyone a chance to use this service, we limit appointments to 2 times per week.

SWIMMING POOL & SPAS

Weather permitting, the pool will be opened before school ends in the Spring and remain open until October. The hot tubs are open year-round. Pineapple Bay and The Cove are open 7 days a week from 10:00 AM to Midnight (Must exit by 12:00 AM). Enter the pool and spa areas by using your key fob.

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 community 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.

CABLE

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. Please see Dish page in your move in folder for more information. Additional services and upgrades will be billed directly to you, NOT CAMPUS VIEW.

RECYCLING & WASTE

All trash should be disposed of in the dumpsters conveniently located around the property. The recycling collection center is located in the center of the community near 10126 Laker Lane. 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 plastic bags out of the recycling

DON'Ts:

- Bag your recyclable - plastic bags and film get tangled in the machinery
- Include food/liquid-soiled items—they can turn the load of recycling into trash
- Place sharp or dangerous materials like needles and electronics into recycle bins—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. Any animal, including support animals, found in units (no matter how brief) without proper registration will incur a lease violation charge of **\$300**.

Animal Fees and Registration: Owner is responsible for a refundable animal deposit of \$200 and nonrefundable \$100 cleaning fee and \$35 per month increase in rent for the duration of the lease. **Contact the office to receive all paperwork necessary to register your animal.** Fees must be paid upon registration packet being turned in for approval. **Pets must be on a leash at all time when outside.**

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 its 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.



UTILITIES

Campus View manages your utility bills for you. These services are turned on and metered through the providers. Utility billing is processed at the end of each month 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 occupant's portion will be applied to their CV account. All utility charges must be paid on or before the following month's rent due date.

Final utility billing is an estimated charge based on recent usage. Final Charges will be applied to your CV account the month prior to your move-out date, and shown as "double billed". To prevent expensive damage to units due to frozen water supply lines, **tenants may NOT turn heat lower than 50° F, nor may heat be turned off.** All tenants of unit will be held responsible for damage incurred due to heat being shut off.

In the event of a power outage or a gas issue, residents may contact the utility providers:
Consumers Energy for electricity: (800) 477-5050
DTE for heat & gas: (800) 477-4747

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: All units 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 use an Ethernet wireless router (provided by resident) and plug it into one of these active wall ports.

APARTMENTS: Each apartment building has wireless access. You can get connected to the server in your building by selecting the network option on your device that corresponds with your building number (i.e. CV 10255). 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 port. Please keep in mind that there is only one active or live ethernet port connection plug-in per apartment.

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. You must use an ethernet wireless router (provided by resident) and plug it into one of these active wall ports. 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, hang out 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 guest both in your unit and as they come and go (keep all alcohol in the unit).

Detailed information on parties is 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 within the confines of your lease. Open containers of alcohol in a public area is 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 when the office is closed.

ABSOLUTE SECURITY

Absolute Security guards are on call:
7 days/week, 8:00 PM - 4:00 AM
(616) 245-4500

Absolute Security can be contacted any time the office is closed, not only during on duty times. If you need assistance, see any suspicious activity, or would like to report a party that is a problem, contact the guards at (616) 245-4500.

Absolute Security is hired by **Campus View** to ensure it remains a great place to live by monitoring activity on the property. They may stop by if noise levels are not at a reasonable level, parties are out of control, or general safety of our residents is in question. 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 lease & 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

ALL VEHICLES MUST HAVE VALID PARKING PERMIT VISIBLY DISPLAYED 24/7

RESIDENT PARKING ONE VEHICLE/PASS PER RESIDENT

Parking permits are available to purchase in the office. Annual passes are \$100 until August 31st and \$150 thereafter. Annual passes must be adhered to the inside of the windshield on the passenger side under the tint line. Any passes that are not visible, placed in the incorrect location or do not match the vehicle registered are subject to booting and/or towing. Changes to registered vehicles must be processed through the office. A replacement permit can only be issued free of charge if the original permit is brought back to the CV office. Residents are permitted only one replacement pass per lease. Temporary long term permits are issued for up to 1 week at a time and up to a maximum of 3 weeks through the duration of the lease. These permits are only issued to a current resident.

GUEST PARKING DISPLAYING A PRINTED PERMIT ON THEIR DASH

Guests may park at Campus View by visibly displaying a printed permit on their dash. This permit is generated by the resident on the Campus View website. A maximum of 30 guest permits may be issued to a resident for their guests throughout the duration of the lease. Guest passes are valid for 24 hours from the time they are generated. **Guest parking is prohibited in all cottage lots.** All townhouse and apartment lots may be used. Guests may not park in front of garages. Guest vehicles are the responsibility of the resident who generated the permit.

PARKING RULES ALL VEHICLES MUST HAVE A VALID PERMIT 24/7

All vehicles (resident or guest) must be parked on asphalt between parallel lines in a designated parking spot. Vehicles may not be parked in an emergency lane, handicap parking or other no parking zones. Residents may not park vehicles in front of a garage except the resident who resides at the attached unit.

PARKING ENFORCEMENT PARKING IS MONITORED 24/7

- Any vehicle found in violation of Campus View's parking policies will be booted and/or towed.
- Absolute Security monitors and patrols all Campus View lots and acts on our behalf to enforce the parking policies.
- If you or your guest's car is booted, contact Absolute Security at 616.245.4500.
- Starts at \$60 -Boot removal cost varies, contact Absolute Security for more information regarding boot removal fees.
- Campus View is not able to revoke or return boot removal fees.
- All correspondence regarding booting must be handled through Absolute Security.
- Campus View reserves the right to prohibit any vehicle at any time from the property.
- Any prohibited vehicle will be booted and/or towed. Prohibited vehicles will also be subject to trespassing charges through law enforcement.
- Any violation of Campus View parking rules/policies may result in a vehicle being booted, towed, and or fined.
- If a sign is missing from a parking lot, the rules still apply.
- Vehicles may not park in front of garages that are not attached directly to their unit.