

TROPICANA
Villas

Apartment Living for Upperclassmen

**TROPICANA VILLAS
APARTMENT HANDBOOK
2016-2017**

***Residents and their guests
are contractually responsible for
all of the information and policies outlined in this handbook,
on our website and in your housing contract.***

***Residents will be notified of all changes in, additions to, and deletions from
existing Tropicana Student Living policies through mail, email, postings in our building, website
updates and information provided by their Community Assistant.
All changes are applicable to all students when announced.***

WELCOME TO TROPICANA VILLAS

Dear Tropicana Villas Residents,

We are delighted you have chosen Tropicana Villas to be your home for the 2016-2017 academic year. One of the first discoveries that you will quickly make is that Tropicana is more than just a place to eat and sleep. It is a place of endless opportunities to expand your horizons through your personal involvement in this community that you will create.

We, at Tropicana Student Living, are committed to the celebration of diversity, forming strong community, forging personal growth and academic success. We strongly believe that education is not limited to the classroom. Tropicana Student Living provides the unique experience of self-discovery that develops through living and interacting with a diverse group of people from various ethnic, cultural and socioeconomic backgrounds.

This handbook is designed to acquaint you with the opportunities, benefits, and necessary regulations of living in a Tropicana Apartment Community. We are committed to providing an environment that is customer service oriented and meets your needs, as a student and as an important member of our community.

We are looking forward to an exciting year. We hope that your Tropicana Student Living experience is a memorable one and we wish you the best in your academic endeavors.

Sincerely,



David Wilcox
Executive Director
Tropicana Student Living



Jesus Salvatierra
Area Coordinator of Residence Life
Tropicana Student Living

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OUR APARTMENT LIVING TEAM

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Ben Sample, MBA

Executive Director of Tropicana Del Norte and Tropicana Villas
Bbsample@tropicanastudentliving.com

Dave Wilcox, MEd

Executive Director, Tropicana Student Living
Ddwilcox@tropicanastudentliving.com

CONTACT INFORMATION

Resident Services

Our Front Desk staff is available to assist residents of Tropicana Villas:

Monday through Thursday	8:00 a.m. – 11:00 p.m.
Friday	8:00 a.m. – 1:00 a.m.
Saturday	10:00 a.m. – 1:00 a.m.
Sunday	10:00 a.m. – 11:00 p.m.

Tropicana Gardens
6585 El Colegio Road
Goleta, CA 93117-4614
(805) 968-4319

Tropicana Del Norte
6525 El Colegio Road
Goleta, CA 93117-4616
(805) 968-0351

Business Office Hours

Monday through Friday	9:00 a.m. – 5:00 p.m.
Phone	(805) 968-4319
Fax	(805) 968-5703
Email	info@tropicanastudentliving.com
My Trop Account	http://mytropaccount.com/

Mail

Tropicana Villas mailboxes are located in the hallway immediately within the Camino Pescadero main entrance. Please use your apartment number when using your mailing address in the following manner:

(Your Name)
811 Camino Pescadero
Apartment # (Your Apartment Number)
Goleta, CA 93117-4774

The Tropicana Gardens Residence Hall office has a bin for outgoing mail. Mail is picked up and dropped off at approximately 5:00 p.m. Monday through Saturday. Please be patient with our staff while they are processing your mail. We will sort the mail and place it into the proper mailbox for each of our residents.

Deliveries

All deliveries are directed to the Front Desk at Tropicana Gardens. An email will be sent at 5:00 p.m. each day indicating that there is a delivery for the resident at the Front Desk. For your security, you may not have someone else pick up a package for you or pick up a package for others.

IMPORTANT INFORMATION

Apartment Inspections

For your safety, Tropicana routinely conducts quarterly inspections. You will be notified of the inspection in advance.

Appliance and Electrical Fixtures

Items such as space heaters, swamp coolers, multi-plug extension cords and multi-plug adapters are not allowed. Surge-suppressors and multi-outlet cords with circuit breakers, however, are permitted. Tropicana is not responsible for damage due to power surges or outages.

Bicycles

If you own a bicycle, it is imperative that you get it registered with Tropicana Student Living and, if you are a UCSB student, with the Community Service Organization (CSO). CSO's will be available to register bikes during Registration Week on the UCSB campus. To further protect your bicycle from theft, get a good lock and always attach your bike securely to a bicycle rack. If your bike is not securely locked to a bike rack, your bike may be impounded. For safety reasons, when riding your bicycle outside of Trop, travel at a reasonable speed, use a bicycle light at night and wear a helmet. Bicycles should be walked inside Tropicana properties. [Riding your bicycle will result in disciplinary action]. Be sure to park your bicycle in the racks or designated areas and lock it securely to ensure your bike will not be impounded. If your bicycle is attached to a stairwell, blocking a stairwell or is not parked in a designated area, your bicycle may be impounded. There may be a fee to retrieve an impounded bike. Tropicana will hold your impounded bike for 14 days. After the 14 day period, we may donate the bike to a local charity of our choice.

Bunk Beds, Lofts and Waterbeds

Bunk beds and lofts must be positioned away from the windows. The plate glass will not provide support as a backrest, and residents should not lean against it. Waterbeds are not permitted. They cannot be allowed because of weight, electrical and flooding problems.

Villas Programmers (VPs)

One of the best parts about living with Tropicana is the social atmosphere. From the beginning of the year, we like to emphasize a community spirit. The VP staff does the largest part to facilitate this for residents by sponsoring programs, including pool parties and much more. Residents who would like to volunteer to assist with functions should talk to their Villas Programmers .

Computer Network Services

Use of the network resources is governed by the Tropicana Acceptable Use Policy. Nonresident users are also expected to abide by the spirit of these policies and all guidelines mentioned. Failure to comply with the Acceptable Use Policy may result in termination of in room network services, disciplinary action, and/or criminal prosecution. Tropicana has an outside provider named Pavlov Media that hosts all of our internet related questions. Tropicana has both wireless internet AND hard wired internet for your

convenience. The Pavlov Media staff is available 24 hours a day/7 days a week. Their number is 1-888-472-8568 and their website is www.pavlovmedia.com.

Damage

You and your guests will be held responsible for any damage or theft of Tropicana Student Living's property, both in private rooms and public areas of the building. If any windows are broken, the responsible party must pay for the cost of replacing the window. Bills for the cost of repair are sent to the responsible individual(s) or, in the case of community damages, to each individual in the apartment or quad. In addition to restitution, individuals responsible for damaging property are subject to disciplinary action.

Decorations

All holiday and party decorations for apartments, pool, rec room, etc., must be of non-flammable materials. Fire retarding decorating material, such as cotton, papers and ribbon, are available in many stores. **Decorations must not damage surfaces when removed.**

Energy Conservation

You can help by:

- Turning off all lights when leaving your apartment
- Reporting all leaky faucets or running toilets to the Front Desk immediately
- Turning your heater down before you go to sleep and off when you are not home

Furniture

Furniture owned by Tropicana is not to be removed from its location in common areas or student apartments. Theft of property or of services belonging to Tropicana, or knowing presence of stolen property, is subject to disciplinary action. We are unable to store any furniture.

Misuse of Tropicana furniture such as lofts or bunking beds in a way other than for which they were designed is prohibited. Waterbeds of any kind are not allowed at Tropicana Student Living. Tropicana furniture may not be placed exterior to apartments, including walkways. Bedroom doors and closet doors may not be removed by residents.

Insurance

Although Tropicana Student Living does not insure your personal property or promote any particular insurance agency, we recommend that you have insurance on personal items such as musical instruments, computers, stereos, televisions, other electronics, etc. Homeowners insurance often covers property outside of the home, which means that your parents' insurance may cover your property while you are living in Tropicana. You are encouraged to check with your parents to see if this is the case. If not, check local listings to find an insurance agency that offers renter's insurance.

Keys and Lockouts

Keys

Tropicana Villas apartment doors have keyless locks. Please do not lose your key (Saflok swipe card) or loan it to a friend. If you lose your key, it becomes a safety issue for you and your suite mates. Please inform us as soon as possible about lost keys. We will cancel your old key, and provide a new key for you. Apartments are equipped with bedroom door locks, for which you are issued a key upon check-in. There is a

replacement charge for a lost key.

Lock Outs

If you have locked yourself out of your apartment, a temporary key will be created at the Tropicana Gardens Front Desk for your use. This temporary lock-out key must be returned to the front desk within 15 minutes. If you lock yourself out of your room when the office is not open, please contact the VP on duty by calling (805) 722-8019 for Tropicana Villas. If there becomes a pattern of excessive use of the temporary key you may lose the privilege. You are allotted 3 lock outs per quarter or semester. You will be charged for each lock out beyond three. If the temporary key is not returned, you will be charged a replacement key fee.

Laundry Room

Laundry facilities are provided for your use. All appliances should only be used in the manner for which they were intended. No dyeing of fabric or other materials is ever permitted. In the event you should need instruction on how to use the machines, please contact your VPs.

Maintenance Problems & Repairs

All maintenance related problems should be reported in person at Tropicana Gardens Front Desk. There is a minimum rate of \$35 for our Maintenance team to assess and possibly fix the issue. Each person is credited \$17.50, this can be combined with other suitemates to meet the \$35. This charge must be paid before the maintenance request is submitted. For major issues, an additional fee may be added to the \$35 minimum fee. Emergency appliances (such as smoke detectors) will be fixed and/or changed free of charge. Be specific in reporting the problem and follow through if further details arise. If you have a maintenance emergency after office hours, please call the VP on duty by calling (805) 722-8019 for Tropicana Villas. We ask that you please be patient with maintenance requests reported during the weekend, as they will be addressed on Monday, unless it is an emergency.

Plumbing: Drains and Toilets

Our plumbing system is not equipped to handle anything except water, toilet paper, and human waste. Do not put items (i.e. garbage, food, dirt, potting soil, feminine hygiene products-including tampons) down your sink, shower, or toilet. Please be sure to clear the drains of hair or any other material that may cause clogging. Report clogged toilets, as well as clogged or slow-running showers or sinks immediately. By following these guidelines, you will avoid charges to your account. Please do not pour any substance down the outside drains within the walls of Tropicana Villas; these drains lead to the ocean. Dumping of hazardous waste can be punishable by law.

Parking

Purchasing Parking

If you are interested in a reserved parking space, you will need to send/fax your Parking Application form that can be found on our website. If you are interested in a parking permit, you may purchase it at the Tropicana Gardens Front Desk at any time throughout the year. Please know that the parking permits are non-refundable.

Guest Parking

We have a few designated Tropicana Guest parking spaces in the gravel lot on the

corner of El Colegio and Embarcadero del Mar. Guest Parking Permits are available for purchase at either front desk.

Towing

Cars will be towed that do not have a permit, the correct permit, or any permit visibly displayed in the designated location (bottom, right outside rear windshield) or are not parked in their designated spot. Thomas Towing Company patrols the parking lot, (805) 964-0989.

Open Flames

Burning candles, barbecues, sternos, hookahs, incense, or any open flames are not allowed in Tropicana and a violation(s) will result in disciplinary action.

Flammable Liquids

Storage or use of any flammable liquids in any quantity is prohibited in Tropicana and a violation(s) will result in disciplinary action.

Pets

Pets are not to be kept permanently or temporarily. Each resident is allowed one fish tank up to 10-gallons for the sole purpose of housing a fish. A fee will be charged for removing a pet.

Quiet Hours

The minimum Quiet Hours established for Tropicana Student Living:

10:00 p.m. – 8:00 a.m.

7 days a week

Recycling

Cardboard, aluminum, glass, plastic, newspapers, and paper can be recycled in the back of the building. Please take a little bit of time to recycle and help the environment.

Roommates

We can help if you and your roommates are not getting along as well as you would like. The most important step you can take is to discuss your concerns with your roommate. Frequently, conflict occurs because one roommate assumes the other should know s/he is upset, but the roommate doesn't realize there is a problem. It is difficult to commit the time necessary to work through the conflict, but the skills learned in the process will serve you for the rest of your life. Take advantage of the situation to become more skilled at working with others. If you do not feel you can handle the situation yourself, consider talking with your VP.

Smoke Detectors

It is against policy to remove the battery from the smoke detector or remove the smoke detector. If your battery is dead, contact the Front Desk and put in a work order.

Trash

A trash bin is located in the back parking lot. Please remove your trash from your apartment and place in the trash container. Please do NOT put trash outside your apartment, doing so will result in a documentation by VP.

Weapons

Firearms, hunting equipment and other weapons (including but not limited to sling shots, air powered guns, toy guns or replicas that may resemble a weapon, air guns, wrist rockets, knives, paint ball guns and nun chucks) are not permitted in Tropicana, nor is there any storage space provided for such equipment. Possession and/or use may result in disciplinary action, including eviction and possible arrest. You may check any of these into the police department (for use such as hunting) and have access to it 24-hours a day.

Window Screens

It is important that the window screens and blinds remain in good functional condition. They are not to be removed, tampered with, and/or detached in any manner. Remember to lock your windows at all times. Throwing, dropping or allowing any object to fall from your apartment window constitutes a safety hazard and / or litter problem and is cause for disciplinary action. A fee is assessed for unauthorized removal of, or tampering with the screens.

VILLAS STUDENT ORGANIZATION (VSO)

Villas Student Organization (VSO) is an organization committed to providing Tropicana residents with opportunities for academic success, personal growth, and just plain fun! If you are looking for experience in leadership, representing others, and programming events large and small, VSO wants you! The following gives you a brief description of what VSO is about.

Fees and Funding

As a member of VSO, each student of Tropicana Villas has paid an activity fee.

Participation

Participation in VSO is open to all residents of, Tropicana Villas. Elections for representatives and other officers are held early in the Fall Semester/Quarter. This year the information meeting will be held on Tuesday September 30th @ 8pm in the Rec Room. If you are interested in a position attend the meeting or inquire more info through your Community Coordinator.

Social and Recreational Programs

In addition to educational programs, residents and staff may sponsor programs that are recreational or social in nature such as dances, secret pals, talent shows, and team sports.

Structure

Tropicana Villas is an independently operating student organization.

Residents:

VSO wants your ideas and your participation and you are encouraged to attend regularly held VSO meetings to express your opinions.

Elected Community Representatives/Officers

The Villas community will have elected representatives.

Elected Executive Officers

Annual elections are held for VSO executive officers for positions that could include President, Vice President, Secretary and Treasurer.

Advisors

Villas Student Organization is advised by the Area Coordinator of Residence Life and Programming Coordinator with the counsel and participation of the Villas Programmers.

AMENITIES

As a resident of Tropicana Villas, you may use the resort-style amenities at nearby Tropicana Gardens and Tropicana Del Norte Residence Halls.

Cardio Room and Fitness Room

The cardio room is located in the St. Croix quad at Tropicana Gardens and the fitness room is located alongside the pool next to the Theater at Tropicana Del Norte. The cardio and fitness room are open from 6:00 a.m. to 12:00 midnight daily. The fitness room includes both weight systems and cardio machines. For the benefit of all residents, after the use of any cardio or weight machine, please use the wipes (located in a wall-mounted dispenser) to clean the machines. If the cardio and weight rooms are not maintained, or the equipment is damaged, Tropicana reserves the right to suspend the privilege of its use.

Please note the cardio/fitness room policies:

1. Only Tropicana residents and employees may use the cardio/fitness equipment/ cardio/fitness room.
2. Tropicana residents and employees using the cardio/fitness room must use the equipment at their own risk. Take significant consideration of your present physical condition and any injuries that you may have suffered in the past. In case of prior injuries which may be aggravated by physical exercise, the advice of a physician should be sought prior to equipment use.
3. Prior to using equipment, please read all warning labels and instructions on machines.
4. Gym equipment shall be used with consideration of safety at all times. Equipment shall not be used in any manner other than that for which it was intended.
5. If there are others waiting, please use each machine for a maximum of twenty minutes at a time, including warm up and cool down.
6. Please wipe down equipment after use.
7. Do not leave valuables in the gym.
8. Only water is permitted within the cardio/fitness room.
9. If the equipment is not functioning properly, please notify a Tropicana employee immediately.
10. Damage to any equipment/any portion of the cardio/fitness room may result in judicial/legal action.

Equipment Check-Out

Equipment available to check out at the Tropicana Gardens or Tropicana Del Norte Front Desk includes DVDs, video games, console controllers rec room equipment, vacuum, pots and pans, etc. You are responsible for returning the equipment to the Front Desk. Any damage incurred during use will be charged to the student's account. We reserve the right to deny the use of any equipment or facilities

Movie Theater

At Tropicana Del Norte, the private 27-seat movie theater with stadium seating and 120" projection screen with Dolby surround sound may be reserved for you and your friends at the Front Desk. CCs also use the Movie Theater for special events, such as Academy Awards programs, televised sporting events, etc. Must reserve ahead of time at any of

the front desks.

Recreation Room

Located on the second floor of Tropicana Villas, the Recreation Room is stocked with a ping pong table, a pool table, and a big screen TV. All needed supplies and a seating area can also be found in the Villas Recreation Room. The Tropicana Gardens Recreation Room, located in the lobby area, offers a large screen plasma TV with surround sound, two billiard tables, a ping-pong table, foosball table, piano, air hockey table, change machine and a comfortable lounging area to relax with friends. The Tropicana Del Norte Rec Room has a ping-pong table, pool table, air hockey, plus Xbox and PS4. Our Resident Assistants also use the recreation room to offer social and educational activities.

Study Lounge

The 24-Hour Quiet Study Lounge can be found adjacent to the lobby at Tropicana Gardens. At Tropicana Del Norte, the Study Lounge/Computer Lab is adjacent to the Café, additional study rooms are found near front desk near lobby. Please use the Recreation Room or other Tropicana areas for activities other than quiet studying. Should this Study Lounge be vandalized or misused, it may be closed when the Front Desk closes and may not be open for 24-hour use. Add

Swimming Pool

A gated swimming pool is located in the courtyard of Tropicana Villas as well as at Tropicana Gardens and Tropicana Del Norte. No lifeguard is on duty; therefore, you swim at your own risk. The swimming pool is open from 8:00 a.m. to 10:00 p.m. There is no diving allowed. Anyone jumping or hanging from the balconies or roof will be immediately evicted.

Trop Café

Residents of our Tropicana Villas apartments are welcome to purchase meal cards at our front desk to be used at Trop Café at Tropicana Gardens and Tropicana Gardens. Villas Residents receive a 20% discount on the Academic Year Unlimited Meal Plan. You are welcome to bring guests with you to any meal. Each guest must pay the cost of their meal.

1 meal	\$13
10 meals	\$100
20 meals	\$190
Academic Year Plan (includes 20% discount for Villas Residents)	\$4,000

Café Entrance

Your Biometrics finger scan or meal card identifies you as a Tropicana resident who is eligible to eat in the Café. You may be asked for identification, if needed

Café Etiquette

Every student will be responsible for abiding by the policies and procedures of the café. Damage, theft, misuse of guest meal cards or any other inappropriate behavior will be subject to disciplinary actions. In addition, proper attire must be worn in the Café at all times. Due to health code regulations, shirt and shoes must be worn at all times in the

café. Please clear your dishes before leaving the café. Once inside the café, you may eat as much as you wish of any item. We do limit the entrees to one at a time in order to prevent waste.

Café Hours & Menus

Meal Hours and Menus are posted on our Residence Hall websites, under the Café Trop tab. <http://www.cafebonappetit.com/menu/your-cafe/tropicanagardens/hours-of-operation>

Contact Information

General Manager at Tropicana Gardens

Martin Finfrock - General Manager at *Bon Appetit*
Bon Appetit phone number (805) 869-1401
E-mail: Martin.Finfrock@cafebonappetit.com

Manager at Tropicana Del Norte

Martin Finfrock - General Manager at *Bon Appetit*
Bon Appetit phone number (805) 869-1401
E-mail: Martin.Finfrock@cafebonappetit.com

Take out Policy

All food and drink must be consumed in the café, with the exception of one of the following:

- 1 Piece of fruit (daily)
- 1 Ice cream cone
- 1 cookie *or*
- A drink in your personal 16 oz. mug

Large personal beverage containers are not permitted (i.e., thermos, coolers, water bottles, etc.). There are no “to go” boxes available.

CONTRACTS AND ROOM ASSIGNMENTS

Room Assignment Process

If you have not used our Roommate Matching Process to select your own roommates, you will be matched with roommates by using the information on your application and/or contract.

Room Condition Report

Upon arrival, each resident is asked to log on to their mytropaccount to look over and accept or make changes to the Room Condition Report (RCR) for their apartment. This document gives a complete and accurate inventory of the assigned room and the condition of its contents. This protects you from being charged at check-out for damage(s) that existed prior to you moving in. You will have 3 days to make any changes to this document, if nothing is done during this window of time, your RCR will be noted as accepted.

As a community member of Tropicana, you agree to jointly maintain a clean, safe and sanitary living area (inside the apartment, bathroom, and the surrounding area) with the

other student(s) assigned to that apartment; and the premises will be left in a clean and orderly condition at termination of your residency.

Tropicana personnel reserve the right to enter any unit for the purpose of periodic inspection to ensure that the unit is being maintained in a clean and sanitary condition, and that no damage has occurred. If damages have occurred, Tropicana reserves the right to repair the damages at the tenants' expense.

Housing Payments

Installments and rent payments are due on the 1st of every month. Refer to your contract under My Trop Account. A late fee will be assessed if payment is not received by the fifth day of the month in which it is due. If you are having difficulty with your payment schedule, please contact the Associate Director of Accounting before your payment is due, at (805) 968-4319.

Room Changes

If you and your roommate in a By-the-Bed apartment are having difficulties which you cannot resolve, you should discuss your problems with your Community Coordinator, who has been trained to deal with these situations. During the first three weeks of the academic quarter or semester, we do not allow room changes. You and your VP may come up with some new ways to approach the problem. If the problem is not resolved, you must arrange to meet with one of the other Resident Directors (RD) at Tropicana Villas. If, however, no improvements occur, then you may wish to consider a room change. You must make an appointment with the Area Coordinator of Residence Life to discuss mediation. Due to housing demand/limited space, there may not be another room opening available. Official approval must be granted before changes are made. A room change fee is due upon an Area Coordinators' approval of the room change. A daily fee may be imposed for unauthorized room/apartment changes with disciplinary action to follow.

Room Check-Out

Before the end of the year check-out, you will be informed of your responsibilities for an appropriate check-out. It will detail what is expected in your apartment, return of keys and mail forwarding procedures. Failure to vacate your room by the last date of your contract could result in removal of your personal property by Tropicana staff. There is a charge for failure to check-out on time or failure to follow check out procedures when moving out of Tropicana Student Living.

Contract Cancellations

Before cancelling, please think about the following:

1. Have you tried resolving any issues you may have with roommates that may be potentially causing conflict?
2. Have you tried including a Villas Programmer or another Tropicana Staff member to help resolve any potential conflicts?
3. Have you considered requesting a room change?
4. Have you considered placing an ad on Craigslist, SBCC or UCSB Housing sites, to find someone willing to take over your contract?

5. Please review the Cancellation Policy and Fees outlined in your Tropicana Student Living contract.

Your contract is a legal binding document signed for the entire academic year. To be considered for release from your contract, you must submit a letter stating your reasons, fill out a Contract Termination Petition and make an appointment to meet with the Director of Leasing and Administration to discuss your situation. Your petition will be reviewed and financial responsibilities determined.

To begin the cancellation process, you will need to put your request in writing to the Director of Leasing of Tropicana Student Living leasing@tropicanastudentliving.com. See the Cancellation Policy and Fees in your contract or online.

SECURITY

Tropicana Student Living is committed to maintaining high standards for safety and security in our communities. Individuals who jeopardize the safety and security of others by violating any of the following regulations, by not following security procedures, or by creating a safety hazard within the hall will be subject to disciplinary action from Tropicana Student Living and civil authorities. It is important that all residents and their guests recognize the importance of the following safety and security regulations.

Police Department

Since we are not located on University property, the Sheriff's Department or the Isla Vista Foot Patrol will respond for law enforcement duties in and around Tropicana properties. We may also utilize some of the UCSB campus service organizations such as the Crime Prevention Program and Community Relations Programs as well as the Community Service Organization. For an emergency, call 911 immediately.

Security Cameras

Security cameras are located throughout public areas of Tropicana Villas property. They are NOT monitored. These cameras only serve the purpose of protecting the building from vandalism and misconducts. Having these cameras helps in holding the responsible individuals accountable for his/her actions, and helps reduce the costs of unneeded repairs caused by inappropriate behavior. Should you be seen on camera breaking a Tropicana policy, disciplinary action may take place.

Security Consciousness

We encourage all residents to take responsibility for personal safety. For example, use a buddy or escort system for safe travel at night, whether out jogging, walking to and from campus, or going to Isla Vista for a late night snack.

UCSB Community Service Organization

The Community Service Organization (CSO) consists of a group of students who work with the Police Department in serving the campus community. The CSO officers can be identified by their blue shirts with yellow writing and the radios, which keep them in direct contact with the police. The CSO offers an escort service both on the UCSB campus and in Isla Vista. To request an escort, pick up any red emergency phone on the UCSB campus or call 805-893-2000.

FIRE & EARTHQUAKE SAFETY

Fire Safety

Upon discovery of a fire, make sure that everyone is out of the suite. Leave the suite and close the door behind you. Break the nearest fire alarm box, pull the fire alarm, and dial 911 to report the fire. Evacuate the building and contact the nearest staff member. . All fires must be reported, even those which were self-contained and were put out. According to state and federal law, the fire department needs to investigate every fire.

Fire Alarm Evacuation Procedure

An evacuation map is posted on the door of every apartment.

- Test your door for heat or smoke before exiting. Should the door be warm or the hallway impassable:
 - Place towels or a blanket at the base of the door.
 - Telephone the fire dispatcher at 911, giving name, address and suite number
 - Go to the window and make your presence known.
- If the door is cool, exit the building immediately by the route which is posted on the back of your front door.
- Grab your shoes, jacket, and keys before evacuating.
- If you are in your suite, shut your door and take your key when leaving.
- Once outside in the designated area, maintain 100 feet of clearance from the building. Please wait for instruction from staff or a trained professional.
- Re-enter the building only after receiving instructions to do so.

Every alarm must be treated as a genuine emergency. It is each resident's responsibility to leave the building whenever a fire alarm sounds. Failure to evacuate immediately will result in disciplinary action, which may include a fee.

Earthquake Evacuation

An evacuation map is posted on the door of every apartment.

- If you are inside a building during an earthquake, stay inside.
- Sit or crouch against an interior hallway or take cover under a desk or table.
- Stay away from all glass areas such as windows and mirrors.
- Leave the building when the shaking stops and remain outside.
- Do not stand under overhangs on the outside of buildings.
- Move into the open and stay away from power lines.
- Follow safety instructions given by staff.

TROPICANA VILLAS POLICIES

The policies outlined below were created in recognition of the multi-tenant nature of the community and with the intent of creating a living environment that is clean, well-kept, quiet, and conducive to academic success.

Alcohol

In the State of California, the legal drinking age is 21 years of age & older. Persons under the age of 21 years are not allowed to possess, purchase, transport, distribute, or consume alcoholic beverages at any time. Possession and/or consumption of alcoholic beverages in and around Tropicana Student Living is permitted only by individuals 21 years of age or older, in student bedrooms or apartments with doors closed, and no one under the age of 21 present. It shall not become public and may not occur in or around any "public" areas (hallways, bathrooms, lounges, pools, etc.) of the apartment complex. Possession of an open container or empty alcohol containers shall be interpreted as consumed. If alcohol can be seen, smelled or heard, it is considered public, visible, and in violation of this policy.

Door Propping

To keep our buildings secure, door propping is not allowed. Door propping is defined as placing any object in the area near or around the exterior doors of the building in an effort to prevent the door from being able to close or lock upon closing.

Drugs

The illegal use, possession, sale, manufacture or distribution of narcotics and dangerous drugs or drug paraphernalia is not allowed at Tropicana Student Living. Drug violations are enforced by direct notification of police in addition to any Tropicana sanction given. Please refer to Part 2: Community Living & Student Accountability.

Event Planning

If you or your quad is planning a Tropicana event, you must meet with a staff member to discuss the plans. All guidelines and requirements outlined by the staff must be followed, and events are expected to be managed according to the established guidelines. No organized, loud, unruly or alcohol related events (i.e. strippers, progressive parties, etc.) are permitted in Tropicana. Larger events, allowed only in the lounge and recreation room, must have the approval of the Executive Director or the Director of Residence Life. Alcohol will not be permitted as part of any event in the Tropicana community. Staff members will close down any event that violates these policies and disciplinary action will follow policy violations, which could include eviction.

Fire Alarm Systems

The fire alarm systems consist of smoke detectors and pull stations. Activation of the fire alarm system will sound all fire alarm bells in the building. The fire department responds with fire engines, paramedic units, and police personnel. Please do not take the batteries out of your smoke alarm, and if the alarm is not working properly, please bring it to our attention immediately by placing a work request at either front desk and we will take care of the issue quickly.

False Fire Alarms

False fire alarms (pulling fire alarm stations, tampering with smoke detectors, etc.) may result in legal action and a fee, as well as disciplinary action at Tropicana. Remember,

you are responsible for you and your guest's actions. False alarms inconvenience Tropicana residents and emergency personnel, deprive the Santa Barbara community of adequate fire protection and breed a lack of credibility for the alarm system in your building.

Fire Equipment

It is a misdemeanor to tamper with or interfere with fire alarm pull stations, smoke detectors, fire extinguishers, hoses, and "Exit" signs and lights. Violations are subject to legal prosecution.

Fireworks

Anyone with fireworks within the residence hall will be subject to disciplinary action.

Flames

Open flames such as burning candles, barbecues, sternos, hookahs, incense or any open flames are not allowed in Tropicana and violation will result in disciplinary action.

Flammable Liquids

Storage or use of any flammable liquids in any quantity is prohibited in Tropicana and violation will result in disciplinary action.

Guest Policy

You must receive approval from your roommate(s) and suite mates prior to having an overnight guest. Overnight guests will only be allowed to stay for three nights during a 14-day period. You are responsible for the actions of your guests at all times. Should your guest violate Tropicana's policies, they will be required to leave and you will be subject to disciplinary action on their behalf. Any guest that has been deemed inappropriate or unacceptable by Tropicana's staff is not allowed on our premises. If problems or resistance arises, the Isla Vista Foot Patrol will be contacted.

Halloween Guest Policy

Residents are also responsible for their guest's behavior, and will be held accountable for all incidents that occur while the guest is on the premises. No more than one guest per resident in suite.

Ledges, Roofs, Balconies and Walls

Being on the roof or ledges for any purpose, hanging on balconies, sliding down stairwell railings, and the scaling of exterior walls is prohibited. Throwing objects from ledges, roofs, balconies, windows, etc., is strictly prohibited. Violation of this policy will result in disciplinary action, including immediate eviction.

Motorcycles, Mopeds and Jet Skis

Motorcycles, mopeds and jet skis may not be brought into any area of Tropicana Student Living. No vehicles or machines with combustible fuel can be stored at Tropicana. If any are found, they will be impounded. These vehicles should be parked in the Tropicana parking lot with a parking permit.

Posting and Distribution

All posting must be approved by one of our Area Coordinators and will only be allowed on specific bulletin boards. Please allow at least 48 hours for your sign to be approved and hung. Tropicana Student Living staff will do the posting for you. No offensive or

alcohol related material may be posted or distributed. Individuals, as well as organizations, may be subject to disciplinary action for violating these regulations. Personal signs, posters, or other artifacts facing public areas are subject to removal if deemed offensive or inappropriate by one of the Area Coordinators . This includes displaying inappropriate items in apartment windows or on apartment doors that are visible to others.

Quiet Hours

Tropicana Student Living is committed to providing an environment that complements and fosters all residents' academic and intellectual development. Students are expected to maintain an atmosphere conducive to studying, especially in the evenings. All students must abide by the established quiet hours of Tropicana. Be certain that noise from stereos, televisions, radios, voices, etc., cannot be heard by people in neighboring apartments, corridors, or areas outside of the building. At no time should stereo music be projected from the window for music outdoors. During times other than the designated Quiet Hours, common courtesy should dictate your actions.

**The minimum Quiet Hours established for Tropicana Student Living:
10:00 p.m. – 8:00 a.m.
7 days a week**

These hours pertain to all regular school weeks. During **Finals Week**, Quiet Hours are increased to **24-Hour Quiet Hours**. During this time, please use common sense and common courtesy. All residents share responsibility for enforcing Quiet Hours. Fees and judicial steps may be assessed if you are in violation of the Quiet Hours policy.

Beyond Quiet Hours, residents may ask other residents to observe **Courtesy Hours** (which are **24-hours a day**) when quiet is needed for sleep or study. A student's right to quiet supersedes another person's right to make noise.

Restricted Areas

Within Tropicana Student Living facilities there are several restricted areas residents may not use. Those areas are: the Café kitchen, maintenance shop, custodial room, the roof, administrative offices (after hours) and the telecommunication room. Persons found trespassing in these areas will be subject to disciplinary action, along with a possible fee or eviction.

Safety Problems

You should report any safety-related problems to a Community Coordinator, Executive Director or Director of Facilities. A message can be left for the staff at the front desk.

Skating

Roller-skating, roller-blading, inline skating, and skate boarding are prohibited inside any Tropicana Student Living property.

Smoking

Tropicana's residence halls and apartments are tobacco-free. You may smoke only in designated outdoor smoking areas outside of the building, which are located 25 feet from the building.

Solicitation

No advertising, selling or commercial soliciting is permitted in Tropicana Student Living properties. Please contact the Front Desk or a Villas Programmer if a solicitor comes to your door, so that we can take appropriate action to getting the person(s) removed.

Sports in the complex

Sports are not allowed in the complex. These activities can cause damage and injury and tend to escalate beyond what one or more of the parties intended. Such activities include, but are not limited to: water fights in or around any part of the building's structure, any activities or games in hallways, common area, balconies, pools, rooms or apartments, or adjacent parking lots which can cause or contribute to injury, damage or excessive noise, such as, but not limited to frisbee, darts, wrestling, tossing balls, bouncing balls, skateboarding, rollerblading and bicycling.

Weapons

Firearms, hunting equipment, and other weapons (including but not limited to sling shots, air powered guns, toy guns and replicas that may resemble a weapon, air guns, wrist rockets, knives, paint ball guns, and nun chucks) are not permitted in Tropicana, nor is there any storage space provided for such equipment. Possession and/or use may result in disciplinary action, including eviction and possible arrest. You may check any of these into the police department (for use such as hunting) and have access to it 24-hours a day.

Windows and Screens

Throwing, dropping, or allowing any object to fall from a window constitutes a safety hazard and/or litter problem which is cause for disciplinary action. A fee is assessed for unauthorized removal of or tampering with the screens.

STUDENT RESPONSIBILITIES

Tropicana Student Living is sensitive to rights, freedoms, and responsibilities of all residents. Policies and procedures have been established to ensure general safety and ensure that individual rights and freedoms are understood. The residence hall community aims to maintain standards conducive to academic, social and personal growth. Students are expected to:

- Observe State and Federal laws as well as Tropicana policies and procedures.
- Respect the rights of others.
- Be forthright and honest in all of their social and academic conduct.
- Share the responsibility of maintaining an environment where individual actions do not violate the community's welfare.

This means that students have both the right and the responsibility to confront each other directly in a tactful manner when problems occur. The residence hall staff will support and work with students in an effort to understand and abide by Tropicana policies.

Residents at the Tropicana Villas are expected to maintain a high level of maturity, responsibility and common sense regarding student conduct issues. Tropicana is committed to the success of each member of our community. It is important that members of the community treat others with respect and uphold the standards of conduct. Accountability and student conduct at Trop are based on the expectation that each individual is completely responsible for his or her actions, and that each individual should hold their peers accountable for their actions in the community. It is our commitment to provide a safe atmosphere where students can grow and learn without undue disruption in order to be successful in their academic pursuits.

Study Environment

Tropicana Student Living is committed to providing an environment that complements and fosters all residents' academic and intellectual development. Students are expected to maintain an atmosphere conducive to studying, especially in the evenings. All students must abide by the established quiet hours of Tropicana. During times other than the designated Quiet Hours, common courtesy should dictate your actions.

Resident Behavior

Students who display inappropriate behavior or conduct towards themselves or other residents, exhibit an inability to live in a residential hall setting, refuse intervention, and/or are endangering themselves or others in any manner, are subject to administrative or judicial action that may result in relocation or eviction. Each student is responsible for his or her own self-care, which is defined as appropriate personal hygiene, mental health, management of medical illness and/or disability-related personal needs. If a student needs a personal attendant to assist with these tasks, it is the responsibility of the student to pay for the attendant.

You and your guests are contractually responsible for all of the information and policies outlined in this handbook, our website and your housing contract. Tropicana Student Living, however, does not attempt to use formal rules to define every unacceptable form of behavior. In situations not covered by specific regulations, you are expected to use common sense and conduct yourself as a

mature, responsible, lawabiding adult at all times.

Notice of Changes in Residence Life Policies

Students will be notified of all changes in, additions to, and deletions from existing Tropicana Student Living Policies through mail, email, postings in our building, and information provided to the residents by the Villas Programmer (VP). All changes are applicable to all students when announced

COMMUNITY LIVING STANDARDS

A community is a place where people choose to live with others who strive to achieve similar goals. It is a dynamic environment where individuals have the opportunity to positively influence the people around them, as well as be influenced by a community they helped to create. Tropicana Student Living strives to create an environment that encourages academic excellence, social maturity, self-reliance, mutual respect and an increased understanding of one's self and others. As Tropicana Student Living's residents, we live by the Platinum Rule: "Treat others as they would want to be treated!"

We strongly believe that one's actions demonstrate one's commitment to respecting individual differences. We believe that we are individually and collectively responsible for our behavior and are fully accountable for our actions. We must take initiative and responsibility for our own learning and become aware of the differences which exist in our community to avoid all action that diminishes others.

Bigotry has no place within our community, nor does the right to defame another human being on the basis of age, physical disability, national origins, sexual orientation, race, gender, religious affiliation, etc. We will not tolerate verbal or written abuse, threats, intimidation, violence, or other forms of harassment against any member of our community. Likewise, we will not accept ignorance, humor, anger, alcohol, or substance abuse as an excuse, reason, or rationale for such behavior. Such behavior will be subject to disciplinary action, which may include but is not limited to, immediate removal from Tropicana Student Living Properties . Everyone has the right to be treated with respect.

ROOMMATE BILL OF RIGHTS

As a member of Tropicana Student Living, where the staff is supporting a living and learning community, students have certain rights as a resident. The following Roommate Bill of Rights lists what Tropicana students should expect from one another.

ROOMMATE BILL OF RIGHTS
<p>Your enjoyment of life at Tropicana will depend, to a large extent, on the thoughtful consideration that you demonstrate for each other.</p> <p>Basic Rights of a Roommate Include:</p> <ol style="list-style-type: none">1. The right to read and study free from undue interference in one's room.2. The right to sleep without undue disturbance from noise, guests of roommate, etc.3. The right to expect that a roommate will respect one's personal belongings.4. The right to a clean environment in which to live.5. The right to free access to one's room and facilities without pressure from a roommate.6. The right to privacy.7. The right to host guests with the expectation that guests are to respect the rights of the other roommates and hall residents.8. The right to ask for help from Tropicana staff who is available for assistance in settling conflicts.9. The right to expect reasonable cooperation in the use of "shared" space.10. The right to expect reasonable cooperation in the use of "shared" furniture (couch, dresser, desk, etc.) and a commitment to honor agreed-upon payment procedures.11. The right to be free from peer pressure. <p>Remember: <i>To be a mature adult is to accept responsibility for the welfare of others.</i></p>

ENFORCEMENT OF COMMUNITY STANDARDS, POLICIES AND PROCEDURES

Responsibility

Anyone who is inside of an apartment at the time of a violation is held responsible for the violation, unless it is ascertained/proven that one or more residents of the apartment are not responsible for these actions. In the event that a guest commits a violation, all residents of the apartment will be held responsible for the guests actions, unless one or more individuals accepts responsibility of the guest.

Documentation

A community standard/policy violation can be documented by anyone witnessing the violation. This includes the staff of your building, Isla Vista Police, another member of your community, or any individual who witnesses the violation. In order to begin the judicial process, an Incident Report must be documented and submitted to an Area Coordinator of Residence Life at Tropicana and Conduct Coordinator. The Incident Report (IR) or Police Report is submitted to a Area Coordinator of Residence Life. The Incident Report or police report will list the names of all of those involved with their student identification numbers, date, time and place of the violation and a description of the incident. A decision is made by the Area Coordinator of Residence Life and Conduct Coordinator as to the type of review the case warrants and who will hear the case.

TROPICANA STUDENT LIVING THREE-STEP SYSTEM

Tropicana Student Living's Villas Accountability Process is based on a **Three-Step System**. This system is in place in order for students to know where they stand in the accountability process. Each policy violation is assigned a "Step" level, based on the severity of the policy violation. Movement to Step Three is based on the degree to which the community is disrupted. Therefore, one severe violation, a few mid-level violations, or several low-level violations can reach Step Three. Steps are calculated by the culmination of a resident's policy violations. Reaching Step Three can result in eviction from Tropicana along with the recommendation to the Dean of UCSB or SBCC for suspension or expulsion from your university.

An educational sanction and a fee may be required for every Step to cover administrative costs. Steps are never removed from one's file. If the sanctions are not completed in the time allotted by the hearing officer, the result will turn into a non-completion fee, which will be indicated on the judicial hearing decision notification provided to the student.

In the following pages, Tropicana's policies are listed, defined, assigned a step and a minimum sanction. The sanction given is at the discretion of the hearing officer and is guided by the minimum sanction listed. The sanction given could be higher or larger, based on the details of the incident and the resident's previous history.

Definition of Sanctions

Written Notification/Warning: An emailed letter from the hearing officer stating the violation. This letter will also be placed in your judicial file at Tropicana.

Fee: A fee will be assessed for each conduct hearing where a resident has been found responsible for breaking a policy. The fees will be billed as administrative fees and are as follows:

- Step 1 = \$100 fee (in addition to other sanctions given at the conduct hearing)
- Step 2 = \$200 fee (in addition to other sanctions given at the conduct hearing)
- Step 3 = \$300 fee and Eviction (in addition to other sanctions given at the conduct hearing)

Examples of 1 Step Policy Violations:

- Smoking anywhere on property (including inside your apartment) other than designated areas
- Open containers of alcohol in the common area
- Quiet hours violation
- Courtesy hours violation

Examples of 2 Step Policy Violations:

- Low-level vandalism
- High level verbal abuse

Examples of 3 Step Policy Violations:

- Being on the roof and/or jumping into the pool from the roof
- Having a keg in your apartment
- Possession of hard drugs
- Physical violence
- High level vandalism

***If Sanctions are not completed by the specified due date, any items NOT completed will turn into a failure to complete fee and placed on student account. If judicial fees are still not paid by move out, fees will be taken out of your security deposits. Any fee related to the step a resident receives may be worked off with community restitution pre-approved by a Resident Director or Area Coordinator at the rate of \$10/hour. Educational classes such as TAAC or UCSB's ADP program fees, as well as any maintenance fees due to damaged or stolen property/goods may not be worked off through community restitution.

Educational Sanction: A special requirement or condition at the discretion of the hearing officer with an educational goal. Such special requirements or conditions may include, but are not limited to:

- Community service projects
- Educational program presentations
- Educational program attendance (cost of class paid by student)
- Intervention classes
- Restitution or fee assessed to the student

Tropicana Student Living Probation: An official sanction period of observation and review that places the student in a status such that any subsequent misconduct during the period of probation will result in additional disciplinary action typically at a higher level than the minimum sanction listed.

Pre-Eviction: A disciplinary sanction period of observation and review in which a student is formally notified that he/she is officially evicted, but that this eviction is held in abeyance. Specifically this means that the student will be allowed to remain in the residence hall through the end of the semester or quarter if his/her behavior does not violate any other Community Standards. Should the student engage in any behaviors that appear to violate these expectations, he/she will be evicted from Tropicana Student Living immediately.

Eviction: An official sanction that prohibits the student from residing at or being present at Tropicana Student Living, Tropicana Student Living parking lots and the Dining Facilities (the Café) for the remainder of the academic year as well as re-contracting for the next academic year without the approval of the Executive Director. Eviction may be accompanied by a recommendation to the Dean of Students for suspension or expulsion from the university/college. Eviction will result in forfeiture of your room and board. Evicted students are still financially responsible for the remainder of their lease contract.

Interim Eviction: A student may be immediately removed from Tropicana Student Living without a hearing procedure if the hearing officer is satisfied that serious misconduct has occurred and/or the student's continued presence in Tropicana Student Living presents unreasonable risk of danger to himself/herself and/or to the community and/or its members.

Restitution: Payment to a person or Tropicana Student Living for damages and/or theft.

Residence Life Student Conduct Process

1. Policy/Community Standard Violation by a resident(s) and/or their guest(s).
2. *Documentation* given in writing or verbally by Tropicana staff member or another student or others who observed the violation. A community standard/policy violation can be documented by anyone witnessing the violation. This includes the staff of your building, Isla Vista Police, another member of your community, or any individual who witnesses the violation. In order to begin the judicial process, an Incident Report must be documented and submitted to an Area Coordinator of Residence Life at Tropicana. If a policy violation is found in the absence of the suite, documentation will be provided via email by the conduct coordinator, informing all individuals, who may possibly involved, by setting up a judicial hearing with all residents in the suite and/or room. Even if a resident was not involved/present, it is their responsibility if asked, to attend the judicial hearing to speak on their own behalf.
3. *Information Report (IR)* or Police Report submitted to the Area Coordinator of Residence Life. The Information Report or police report will list the names of all of those involved with student identification, date, time and place of the violation and a description of the incident.
4. *Notification of Hearing:* A hearing will be scheduled with the charged student(s)

and a notice of hearing will be provided to the student(s) involved within 10 business days following receipt of the Information Report by the Conduct Coordinator of the Information Report. If these 10 business days span over a school break, a phone hearing may be required. This is especially true for Winter break and the conclusion of the school year.

5. Case will be reviewed.

Types of Review:

Warning

After initial review, a hearing officer may choose to provide a written warning.

Residence Life Hearing

The next level of review is an administrative hearing with a Residence Life Hearing Officer. The administrative hearing is a formal meeting and the charged student(s) is (are) required to attend. If a student chooses not to attend, a decision will be made in their absence without their input.

During this hearing (which will ideally happen within 3 weeks after the violation), the written documentation will be reviewed and discussed with the student(s). An explanation of the student's rights and responsibilities during the accountability process will also be discussed. The student(s) is given the opportunity to state his/her recollection of the incident. The charged student(s) may have a support person with them during the hearing, but this person may not speak during the hearing. The charged student(s) is expected to speak on his or her own behalf. The support person may not be an attorney. The Hearing Officer may contact witnesses if further information is needed.

College/University Judicial Review

The Executive Director and/or the Dean of Students will be the designated Hearing Officer for serious incidents on a University/College level, and for students whose status with the University is in jeopardy.

6. A decision is made by A Resident Director or an Area Coordinator of Residence Life as to the type of review the case warrants and who will hear the case.

The Hearing Officer will make a decision using the substantial evidence rule after the administrative hearing as to the level of responsibility of the charged student(s). The student(s) will be notified within 10 business days (after the hearing officer has finished the *entire* case – not necessarily 10 days after their hearing) as to their level of responsibility in the incident, and the appropriate sanctions, if needed. The initial documentation of the incident as well as information gathered during the conduct discussion and all communication with the student(s) will remain on file with Tropicana Student Living.

7. An *Appeal* may be made by the charged student(s):

Students have the right to appeal the decision and/or sanctions given by a Hearing Officer. The appeal is limited to a review of the record of the hearing if the decision is in violation of Tropicana policy, procedures, regulations, or is deemed unreasonable. The appeal in most cases will be reviewed by a different Hearing Officer and he/she may deny the appeal, affirm or reverse the decision, or forward the case to another Hearing Officer for further deliberation. A request may be made by the Hearing Officer to have the student present for an appeal hearing in which the same procedure will be followed as in an administrative hearing.

If a student wishes to appeal, he/she must complete the Statement of Appeal form which can be found via a link in the residents sanction email. This form must be submitted no later than five business days following the day that the letter is emailed to the resident. The resident will be notified in an email as to the decision of the appeal no later than ten business days following the final appeal hearing involved in the incident being heard.

Student Accountability Records and Disclosure of Information

Tropicana Student Living maintains an accountability file for any student who has been charged on either an Information Report (IR) or a police report. The initial documentation and all communication with the student will remain on file with Tropicana Student Living. Depending upon the nature and severity of the incident, the student's file may be sent to the SBCC/UCSB Dean for further review.

Incidents happening during final two weeks of academic year

Judicial hearings may not be able to happen at the end of the year. If incidents happen during the final two weeks, a letter will be emailed to the student indicating what step they received from the incident in addition to prior steps. A fee may be imposed on the student, which may come out of their security deposit. This fee imposed at the end of the year may be commuted by completing community restitution (service) at Tropicana Student Living or other approved community service. This may happen if the assigned fees meet the guidelines stated previously as to when community restitution may be granted to pay off conduct fees.

During the final two weeks only, residents reserve the right to an initial hearing if they do not agree with the steps or sanctions given from the "read-only" hearings.



ENFORCEMENT OF COMMUNITY STANDARDS & POLICIES & PROCEDURES

The following is a description of the community standards currently enforced at the Tropicana Villas. They have been established with the intention of supporting an environment that allows for individual expression while still maintaining a reasonable academic community atmosphere. If you have any further questions about the enforcement or the purpose of the following community standards, you are advised to discuss them with the Tropicana Staff. Certain behaviors may also constitute a violation of criminal law. The following sanctions are in addition to any fines or other penalties imposed by the court system.

ABUSE AND DISCRIMINATION

Tropicana exists to complement the educational mission of an institution of higher learning at UCSB and SBCC. Our expectations and standards of acceptable behavior are reflective of our purpose. Each resident has the right to live in a safe environment free from abusive or discriminatory behaviors. Verbal or physical abuse, when directed at any staff member will be assessed as High Level Abuse

Verbal abuse, including offensive language and derogatory slurs, expressed either verbally or in writing. The assessment of the degree of verbal abuse is at the discretion of the Tropicana Staff member.

Low Level Verbal Abuse

Step 1-3 Offense

High Level Verbal Abuse

Step 1-3 Offense

Physical Abuse includes using physical force upon another person or persons. The assessment of the degree of physical abuse is at the discretion of the Tropicana Staff member.

Low Level Physical Abuse

Step 1-3 Offense

High Level Physical Abuse

Step 1-3 Offense

Offensive behavior exhibited by any student will be subject to disciplinary action.

Step 1-3 Offense

Sexual Misconduct, which for administrative purposes, is defined as any sexual contact/intrusion/penetration that is absent of or without consent by all parties.

Examples include, but are not limited to:

- a) touching another's genitals/breasts without their consent (through clothing or skin to skin contact),
- b) having sexual contact/intrusion/penetration with someone who is incapacitated (one who is incapable of making a rational decisions; e.g. from alcohol/drug usage, etc...),
- c) continue sexual activity after either party has made it clear, either verbally or by conduct, that they do not want to have physical contact.

To reduce the possibility of miscommunication or misunderstanding, Tropicana strongly encourages all parties engaging in sexual activity to obtain verbal consent before any such activity occurs.

Step 1-3 Offense

Minimal Sanction: May range from Tropicana probation to eviction from Tropicana and possible recommendation to the Dean for Suspension from the University.

Interim eviction is a strong possibility in sexual misconduct or abuse cases.

Sexual Harassment which includes but is not limited to non-consensual verbal or physical conduct related to sex which unreasonably interferes with an individual's work, educational, or social performance or creates an intimidating, hostile or offensive work, education or social environment; or is a violation of an individual's privacy, at Tropicana properties, at Tropicana sponsored or supervised activities, pictures/posters in public view (on door, window, etc.) or at functions of recognized student organizations, is strictly prohibited.

Step 1-3 Offense

Discriminatory acts including, but is not limited to; racism, sexism, homophobia, and ageism are considered a violation of community standards. This includes intentionally, recklessly or negligently causing physical, mental or emotional harm to any person.

Step 1-3 Offense

Threatening or intimidating behavior whether written, verbal or physical is not permitted. This includes conduct that threatens or endangers the health, safety, or welfare of others.

Step 1-3 Offense

Harassment is defined as behaviors that create an environment so intimidating or hostile that it interferes with a student's ability to learn or participate in the campus environment.

Step 1-3 Offense

ALCOHOL POLICY VIOLATIONS

In the State of California, the legal drinking age is 21 years of age & older. Possession and/or Consumption of alcoholic beverages in and around Tropicana is permitted only by individuals 21 years of age or older, in student rooms or apartments with doors closed, and no one under the age of 21 present. Persons under the age of 21 years are not allowed to possess, purchase, transport, distribute, or consume alcoholic beverages at any time.

Consumption by person's 21 years of age and older may occur in the privacy of their own rooms. It shall not become public and may not occur in or around any "public" areas (hallways, courtyards, lounges, pools, etc.) of the apartment complex. Possession of an open container or empty alcohol containers shall be interpreted as consumed. If alcohol can be seen, smelt or heard, it is considered public, visible, and in violation of this policy.

Step 1-3 Offense

Excessive Quantities and common containers are prohibited in the residence halls. Students may not possess excessive amounts of alcohol. The definition of "excessive" is at the discretion of the Hearing Officer by determining what is a reasonable amount to be consumed by those involved in the incident. Kegs, trashcans, or other large vessels that contain (or have contained) alcoholic beverages are prohibited at Villas. Drinking games and drinking accessories that encourage the abuse of alcohol, such as but not limited to, beerpong, flipcup, and funnels are also prohibited on Tropicana property (whether in use or not at the time of documentation).

Step 1-3 Offense

Sale of alcoholic beverages is defined as providing alcohol to others through exchange of money and is strictly prohibited in the apartment complex.

Step 1-3 Offense

Distribution of alcoholic beverages is defined as providing alcohol to others who are not of legal age. This is prohibited at Tropicana Student Living.

Step 1-3 Offense

DRUG POLICY VIOLATIONS

The illegal use, possession, sale, manufacture, or distribution of narcotics and dangerous drugs or drug paraphernalia is not allowed at Tropicana. Drug violations are enforced by direct notification of police in addition to any Tropicana sanction given.

Paraphernalia is defined as all equipment, products, and materials of any kind which are used, intended for use, or designed for use in planting, propagating, cultivating, growing, harvesting, manufacturing, compounding, converting, producing, processing, preparing, testing, analyzing, packaging, repackaging, storing, containing, concealing, injecting, ingesting, inhaling, or otherwise introducing into the human body a controlled substance in violation of the laws of the state of California. This includes and not limited to, 'water pipes', hookahs, bong, and pipes. All paraphernalia found on Tropicana property must be immediately removed or thrown away by the resident.

Step 1-3 Offense

Possession and use of illegal drugs is prohibited in the Tropicana community. Tropicana does not honor Medicinal Marijuana Cards. Students will still be charged with the policy violation of possession/use of marijuana.

Step 1-3 Offense

Knowing Presence of drugs is a policy violation. If a student knowingly is in a room or public area within Tropicana property where drugs are being consumed or possessed, than a policy violation has occurred. We expect for students to do one of the following when in this situation: Notify the Tropicana Staff member on duty, ask individuals with the drugs to leave, or leave the situation immediately.

Step 1-3 Offense

Manufacture, sale and distribution of illegal drugs is strictly prohibited.

Step 1-3 Offense

Use of tobacco inside the Tropicana rooms, common areas or in an area around the exterior of the building not labeled expressly for the use of tobacco is prohibited. In support of the health and wellness of all residents at Trop, tobacco use is not allowed. This includes but is not limited to cigarettes, chewing tobacco, hookahs, "snuff", "chew" and "dip".

Step 1-3 Offense

FIRE & SAFETY POLICY VIOLATIONS

Fire safety is very important at Tropicana. Smoking, hookahs, open flame cooking equipment, candles/incense or overtaxed electrical systems, causes most residence hall fires. Toxic gases in smoke, usually caused by burning plastic, can render a person unconscious in a few seconds. For these reasons Trop has the following policies:

Arson is defined as purposely setting fire to another's property. In the event a student is found responsible for intentionally setting a fire, the following sanctions will be in addition to any legal ramifications.

Step 1-3 Offense

Failure to evacuate a building when evacuation procedures are in effect places you in severe danger. Although on occasion, there is a "false alarm", each alarm is to be treated as a real threat to the safety of our residents. Failure to evacuate a building is taken very seriously.

Step 1-3 Offense

Intentionally or recklessly misusing or damaging fire or life safety equipment, including, but not limited to, security cameras, smoke detectors, telephone lines, safety signs, fire alarms and extinguishers is a prohibited behavior.

Step 1-3 Offense

Use of candles and/or incense at Tropicana is prohibited.

Low: Step 1 - 3 Offense

Possession or use of chemicals or explosives OF ANY KIND is strictly. Possession of an explosive device is a felony.

Step 1-3 Offense

Tampering with fire equipment or disabling any part of the fire alarm system, smoke detectors, discharging an extinguisher or registering a false alarm, can endanger life and property and is strictly prohibited at Tropicana Student Living. This is also a federal offense and will be pursued criminally.

Step 1-3

MISCELLANEOUS POLICY VIOLATIONS

In order for us to be successful in developing responsible and respectful communities, we must have cooperation from residents. You may, at time, question policies or the means of implementation. If so, you should voice your dissent through proper channels, such as making an appointment with the Community Coordinator, Resident Director, Area Coordinator of Residence Life, then the Executive Director. Having people fail to comply with regulations or encouraging others to violate policies can lead to chaos. Providing false information may also cause unnecessary disruption and fails to meet the standard of honesty we expect.

The following activities create a risk of damage, injury or other intrusion on the rights of others and will result in disciplinary action.

Active and passive participation. Residents are expected to not be or remain present during any violation of Community Standards as your presence may suggest that you condone, support or encourage the violation. Please understand that you are responsible for the behavior and activity that occurs in your Tropicana room, and also for items that are in your room, whether you are present or not. If you anticipate or observe a violation of Community Standards, you are expected to remove yourself from the situation and are strongly encouraged to report the violation. Please also know that if you are aware of a violation and choose either to not report it or to lie about it, that you are passively participating in the violation and may be subject to conduct proceedings.

Low - High level Passive Participation: Step 1 Offense - Step 3 Offense

Aiding or encouraging others to violate policies

Step 1-3 Offense

Appliance and Electrical Fixtures

Items such as space heaters, Swamp Coolers, multi-plug extension cords and multi-plug adapters are not allowed. Surge-suppressors and multi-outlet cords with circuit breakers, however, are permitted. Tropicana is not responsible for damage due to power surges.

Step 1-3 Offense

Christmas Trees & Decorations

Natural Christmas trees or wreaths are not allowed. Spray snow is allowed if the window is pre-coated with non-stick oil and snow is cleaned off before leaving for winter break or Jan 1 (whichever comes first). Strings of lights are permitted if unplugged when leaving the premises.

Step 1-3 Offense

Danger or threat to self or others

Step 1-3 Offense

Disorientation includes failure to seek appropriate assistance for any health-related

concern, including mental health, which causes the student to be disorientated and/or a risk to themselves or the community.

Step 1-3 Offense

Disruptive Behavior are actions or behaviors that disturb the academic pursuits or infringe upon the privacy rights, privileges, health or safety of other persons is unacceptable. Any activity that has a negative impact on the reasonable use of Tropicana facilities by others will not be tolerated. This behavior may include: disorderly, indecent, or obscene conduct or expression, hygiene concerns, voyeuristic behavior, emotional outbursts, and/or reckless, offensive, lewd or lascivious behavior made in public areas, or public intoxication.

Step 1-3 Offense

Door propping

No door propping is allowed. Door propping is defined as placing any object in the area near or around the exterior doors of the building in an effort to prevent the door from being able to close or lock upon closing.

Step 1-3 Offense

Failure to complete assigned sanctions within the specified amount of time.

Step 1-3 Offense

Furniture

Furniture owned by Tropicana is not to be removed from its location in common areas or resident apartments. Theft of property or of services belonging to Tropicana, or knowing presence of stolen property, is subject to disciplinary action.

Step 1-3 Offense

Misuse of Trop furniture such as lofts or bunking beds in a way other than for which they were designed is prohibited. Waterbeds of any kind are not allowed at Tropicana Student Living. Tropicana furniture may not be placed exterior to apartments, including walkways. Bedroom doors and closet doors may not be removed by residents.

Step 1-3 Offense

Guest and Visitor Policy

Only residents and their guests are permitted at Tropicana Student Living. You are expected to accompany guests at all times while they are in the building. To verify that you are a resident, you may be required to show your student ID at the front desk or to a staff member. Your cooperation will help protect the security of your building. You will be held responsible for the behavior of your guests. Every member of a community has obligations to others in the community which outsiders may not have. Consequently, the people who bring a nonresident into their living environment must be willing to assume responsibility of that person's behavior. This encourages residents to give greater consideration to those whom they bring into Tropicana and also to make greater efforts at encouraging responsible behavior by their guests. While you cannot control another

person's behavior, you can control whom you choose to have as a guest. The fact that you are responsible for those people you allow to visit should foster more judicious decision-making on your part. It is your responsibility to inform guests of our policies and to encourage compliance.

One overnight guest per resident is allowed for a MAXIMUM of 3 nights in a 14-day period. You must have prior permission with ALL of your room/suite mate(s). Violations of this policy may result in disciplinary action and immediate removal of the guest.

Overnight Guest Policy Violation

Step 1-3 Offense

Inappropriate level of cooperation with Tropicana Staff members.

Step 1-3 Offense

Internet Postings and Online Communities

Please be aware of what you post to the public on online social networks such as Facebook, and Twitter. Although these sites are not monitored by Tropicana's staff, if a judicial infraction is publicized on such a site and brought to the attention of a staff member, action may be taken and a judicial sanction may be imposed.

Jumping/Diving

Jumping/diving into the pool from the railing or roof is strictly prohibited.

Eviction

Key Use and Misuse

For your own safety, do not lend your room key to another person. Duplication, borrowing, or loaning room keys or I.D.s to guests or friends is strictly prohibited under any circumstances.

Step 1-3 Offense

Laser pointers

Laser pointers used in a way other than the manufacturers recommended use is prohibited at Tropicana Student Living.

Step 1-3 Offense

Misrepresentation to Tropicana Staff members

Providing false information or identification to a Tropicana staff member or providing false deceptive or distorted information in a judicial hearing.

Step 1-3 Offense

Motorcycles, mopeds, Jet Skis, boats, and automotive parts or components may not be kept in or around the buildings, except in designated parking areas. Bicycles may not be kept in hallways, stairwells, balconies, or public areas except in designated racks. It is your responsibility to have your bike locked in a rack. If you do not lock your bike

and someone else moves it, you may be responsible for any damage or fees assessed for impounding the bike. Nothing may be attached to exterior poles, railing, trees, etc., or placed in hallways and balconies. If Tropicana impounds your bicycle, we will hold the bike for a period of 14 days for you to come and claim your bike. After the 14 day period, we will donate your bike to someone in the local area.

Step 1-3 Offense

Pets

Pets are not to be kept permanently or temporarily in the residence halls. Each resident is allowed one, 10-gallon fish tank for the sole purpose of housing fish only.

Step 1-3 Offense

Pranks

Any action taken by residents that has the potential to cause harm, injury or damage to another resident is subject to disciplinary action. Many acts thought of, as “pranks” can be potentially dangerous to those upon whom they are acted out. It is in the best interest of all involved not to participate in such activities.

Step 1-3 Offense

Quiet Hours

During designated Quiet Hours, particular courtesy should be shown to enable others to concentrate on their studies and get sufficient sleep. Quiet Hours are established as the following:

10 p.m. – 8 a.m. - Daily

Radios, televisions, and stereos should be turned down so they are not heard outside of your room. Stereos that continually disturb residents of Tropicana or room may be retained in storage for a length of time to be determined by the Trop staff. Stereos may not be played through open windows as they may disrupt other resident students. A City of Goleta noise permit must accompany amplified music in or around Tropicana. Musical instruments should not be heard outside of your room. If you experience a problem with noise, you are encouraged first to speak directly with the responsible individuals; then, if you are not satisfied, seek the assistance of your CA.

Step 1-3 Offense

Courtesy hours are always in effect. This means that residents should always honor the requests of their community concerning noise levels, even when it is not scheduled quiet hours. Violation of courtesy hours, after given an opportunity to lower your noise level will result in disciplinary action.

Step 1-3 Offense

Quiet Hours During Exam Week are in effect 24 hours a day. It is essential that residents’ needs for sleep and study are particularly respected during final exams. Tropicana is committed to providing an academic environment in our communities and we take quiet hour violations during exam weeks very seriously.

Retaliation is any conduct which serves as a reprisal with the intent of causing physical or psychological pain to an individual who has initiated a complaint. Retaliation includes, but is not limited to, unwelcome or repeated contacts by telephone, by letter, in person, or by third party; damaging or vandalizing personal property; offensive acts/gestures; overt threats, whether or not they were actually carried out; or any conduct that would instill fear and trepidation in the victim.

Step 1-3 Offense

Sports in the complex

These activities can cause damage and injury and tend to escalate beyond what one or more of the parties intended. Such activities include, but are not limited to: water fights in or around any part of the building's structure, any activities or games in hallways, common area, balconies, sun deck, rooms or apartments, or adjacent parking lots which can cause or contribute to injury, damage or excessive noise, such as frisbee, darts, wrestling, tossing balls, bouncing balls, skateboarding, rollerblading and bicycling.

Step 1-3 Offense

Theft

Theft is defined as knowingly obtaining or exercising control over anything of value without authorization. In order to foster a strong sense of community within Tropicana, it is important to respect other's possessions even more than you would have them respect your own. Theft is taken very seriously whether it is the property of a student or Tropicana Student Living.

Low Level Theft (under \$500 value stolen)

Step 1-3 Offense

High Level Theft (\$500 or over value stolen)

Step 1-3 Offense

Possession of stolen property with a value of less than \$500.

Step 1-3 Offense

Possession of stolen property with a value of more than \$500 is a felony.

Step 1-3 Offense

Throwing or discharging items

Throwing or discharging *low damage* or injury items from or toward the building, towards or in the pool, or inside the building, including but not limited to water balloons, food, cigarette butts, litter, spit, etc. is prohibited.

Step 1-3 Offense

Throwing or discharging *high damage* or injury items from or toward the building, towards or in the pool, or inside the building, including but not limited to bottles, deck furniture, and rocks is prohibited.

Step 1-3 Offense

Unauthorized entry

Unauthorized entry includes, but is not limited to custodial, maintenance and storage closets, roofs or any part of the buildings outer structure, attics, swimming pool after

hours, or the café after hours.

Step 1-3 Offense

Unauthorized entry into another resident's room

Unauthorized entry into another resident's room is a felony and is treated very seriously.

Step 1-3 Offense

Unauthorized Room Change is not allowed without the approval of the Area Coordinator of Residence Life, Director of Leasing and Administration, or an Executive Director. Please do not change rooms without receiving approval from one of these staff members. If an unauthorized move takes place a daily fee may be imposed for unauthorized room/apartment changes with disciplinary action to follow.

Step 1-3 Offense

Vandalism

Vandalism or damage of Tropicana or personal property is not permitted. If you accidentally cause damage, report it immediately. Otherwise, it becomes a disciplinary issue.

Low Level Vandalism or Damage (less than \$500 damage)

Step 1-3 Offense

High Level Theft (\$500 or over value stolen)

Step 1-3 Offense

Weapons

Any weapons, including firearms, BB guns, air soft guns, toy guns, sling shots, bows and arrows, martial arts weapons, knives, paint guns and any item that is a reasonable facsimile of such a weapon are not allowed at Tropicana.

Step 1-3 Offense

UCSB RESOURCES

www.ucsb.edu

BARC	(805) 893-3756
Campus Learning Assistance Services (CLAS)	(805) 893-3269
Counseling Services	(805) 893-4411
Disabled Students Program	(805) 893-2668
Educational Opportunity Program	(805) 893-4758
Financial Aid Office	(805) 893-2432
Office of Student Life	(805) 893-4550
Nurse Advisor	(805) 893-7837
Student Health Services	(805) 893-3371
Resource Center for Sexual & Gender Diversity	(805) 893-5847
Women's Center	(805) 893-3778

ASSOCIATE DEAN OF STUDENTS

UCSB LIAISON TO UNIVERSITY-AFFILIATED RESIDENCE HALLS

UCSB's Senior Associate Dean of Students Deborah Fleming serves as a campus liaison to Tropicana Del Norte for UCSB's Division of Student Affairs. Her responsibilities include strengthening the relationship between UCSB and students living in the privately-owned residence halls by creating opportunities for residents to feel connected to the campus, its resources and services, faculty, and staff members.

In addition to the support and services provided to you by your residence hall, she is also available to you as a general campus resource. Please feel free to contact her if you need assistance with any concerns you have as a student at UCSB. She is especially interested in hearing about the quality of your residential experience in Isla Vista, as well as your ideas about how the University can help to improve your experience.

She is available by appointment in her office in the Student Resource Building and visits the University-Affiliated Residence Halls several times each quarter. Please do not hesitate to contact her if you need assistance during this academic year or if you have comments, questions, ideas, or concerns.

Contact Information:

Deborah Fleming
Senior Associate Dean of Students
Student Resource Building; (805) 893-4094
debbie.fleming@sa.ucsb.edu

SBCC RESOURCES

Main Campus

805-965-0581

Student Life

805-730-4062

International Students

805-730-4040

Health Services

805-730-4098

Bookstore

805-730-4047

Financial Aid

805-730-5157

Counseling & Advising

805-730-4085

TROPICANA VILLAS
MISCELLANEOUS FEES SCHEDULE
 Effective July 1, 2014

MISCELLANEOUS

Parking

Guest Parking Permit\$10.00 per 24 hours

Meals

Guest Meal.....\$13.00

Meal Punch Cards..... 10 meals for \$100.00

..... 20 meals for \$190.00

Non-Resident Academic Year Unlimited Meal Plan\$5,000.00

Villas Resident Academic Year Unlimited Meal Plan (20% Discount)\$4,000.00

Keys & Lockouts

Lockout (after 3 free per quarter/semester)\$5.00

Key Replacement Charge for Lost Key (Deadbolt Key & key FOB)\$25.00

Key Replacement Charge for Lost Key (Card Key).....\$10.00

Key Replacement Charge for Damaged Key\$10.

Bicycles

Bike Impoundment Retrieval\$25.00

CONTRACT/PAYMENTS

Late Contract Payments (>5 days after due date) \$50.00 per late payment

Bounced Checks \$32.00 per payment

Room Change Fee.....\$200.00

Lease Takeover Administrative Fee\$500.00

Improper Checkout.....\$50.00

Contract Cancellation Fees

Cancel before June 30, 2016.....\$500.00

Cancel between July 1, 2016-July 31, 2016.....\$ 1,500.00

(plus pro-rated daily rate, if any)

Cancel between August 1, 2016 - first date of contract\$2,500.00

(plus pro-rated daily rate, if any)

Cancel after the first day of the contract..... The greater of \$2,000

Or 50% of the remaining contract

(based on the pro-rated daily rate)

JUDICIAL

Three-Step Sanction Administration Fees

Step One\$100.00

Step Two\$200.00

Step Three.....\$300.00

False Fire Alarm..... \$300.00 per incident

Pet Relocation.....\$300.00

Unauthorized Halloween Guest.....\$100.00 per guest/per incident

Unauthorized Room Change\$25.00 per day

Unauthorized Screen Removal.....\$65.00

All Fees Subject to Change Without Notice