

# Resident Handbook

## 2023–2024



AMERICAN  
CAMPUS  
COMMUNITIES

Where students love living.®

# Welcome

We are excited to welcome you to Sanctuary Lofts, an American Campus community. American Campus Communities and our team hope that your stay here builds many fond memories of this time in your life. We know that your college years are exciting, scary and overwhelming, so we have compiled a list of rules and regulations to make your stay here successful. Success is your goal while you are pursuing a degree, and if we can assist you in any way to achieve that success, please stop by or call the office.

The Resident Handbook answers many commonly asked questions about living at our community. In addition, the Resident Handbook describes policies that act as an addendum to the policies laid out in your Lease Agreement. The Lease Agreement and the Resident Handbook are important guides to familiarize yourself with while you are a resident at our community. In addition to all applicable local, state and/or federal laws, you are expected to comply with both the Lease Agreement, and the Resident Handbook.

As a resident, you are required to read this Resident Handbook. You will acknowledge the Resident Handbook during your move-in process. Management reserves the right to amend or change the rules and regulations at any time by posting the changes throughout the community.





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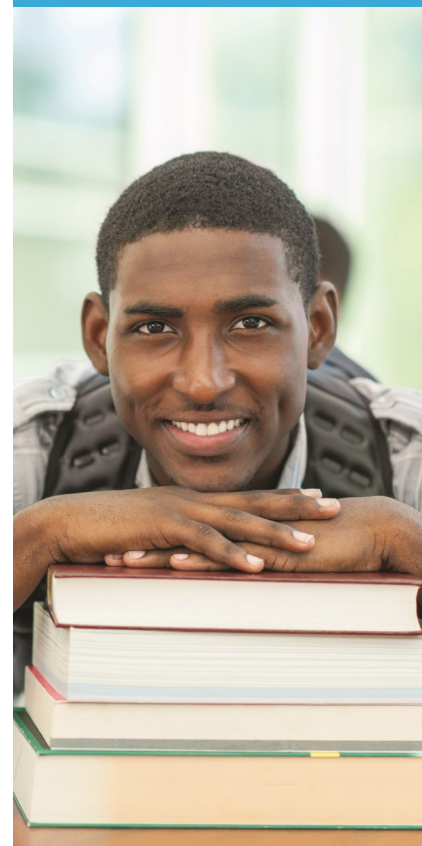
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# Important Contacts

Front Office	512.392.9066
Sanctuary Lofts Email	SanctuaryLofts@AmericanCampus.com
CA On-Call	512.392.9066
Maintenance Emergency	512.392.9066
Will Tow (Towing)	512.738.5748
Zego Support (Online Payments)	1.866.729.5327
Zego Support Center	<a href="https://gozego.force.com/residents/s/">https://gozego.force.com/residents/s/</a>
LeaseTrack	800.430.8075
City of San Marcos Resources	512.393.8000
Pavlov Media	888.472.8568
Poison Control	800.222.1222
University Crisis Response	512.245.2805
University Counseling Center	512.245.2208
University Dean of Students	512.245.2124
University Disability Services	512.245.3451
SRT Security	512.392.9006
San Marcos Non-Emergency	512-753-2108
Water & Electricity Services	<a href="https://gozego.force.com/residents/s/">https://gozego.force.com/residents/s/</a>
Emergency	911



# Office Hours

## Monday-Friday

10:00am– 7:00pm

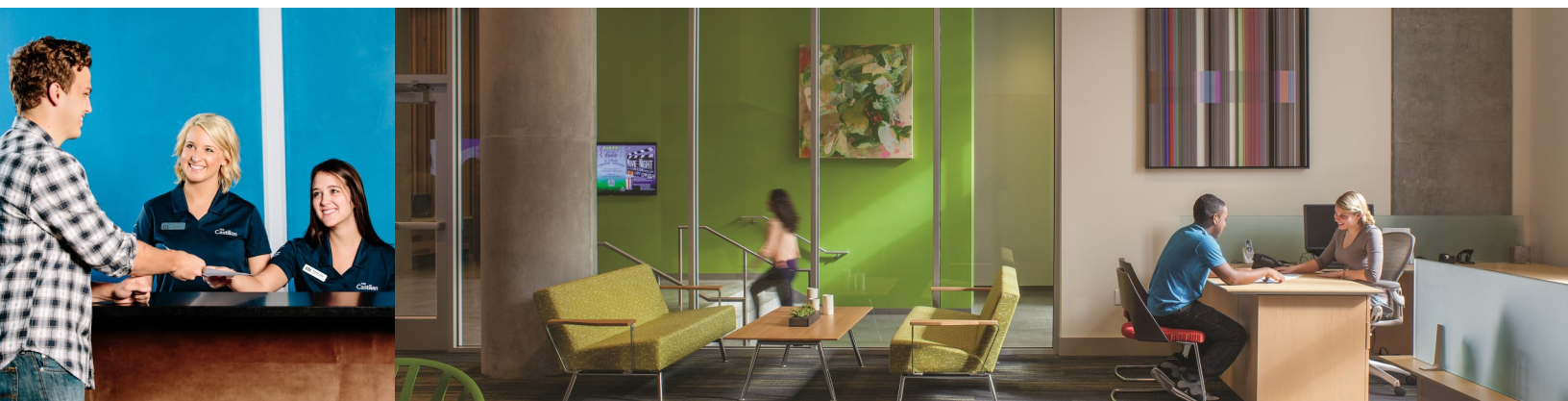
## Saturday

10:00am - 4:00pm

## Sunday

12:00pm - 4:00pm

If you ever need assistance after hours, please call the CA On-Call Phone at 512.392.9066



# Meet the Team

## Community Assistants

Every CA is a full-time student working at our community. They act as your point of contact for lockouts, maintenance requests, roommate issues and community assistance. Meet the CA team in the office or by coming out to one of our resident events!

## General Manager

The General Manager has the overall responsibility for managing the staff, the business operations and facilities. We practice an open door policy and are willing to help you in any way possible. However, in order to address concerns effectively, your Community Assistants (CA) should be your first point of contact when a problem arises.

## Assistant General Manager/Bookkeeper

The Assistant General Manager /Bookkeeper assists the General Manager in the day-to-day operations of the community. The Assistant General Manager/Bookkeeper will be your primary contact if you have any questions regarding your resident account, outstanding balances, late fees or any additional charges.

## Leasing Team

The Leasing Team assists the General Manager in the leasing operations of the community.

## Maintenance Team

The maintenance team is responsible for all maintenance and facility concerns or requests at the community.

# Community Living 101

## Respecting the Community

You are living at an American Campus community, and our company's stated mission is "to consistently provide every resident with an environment conducive to healthy living, personal growth, academic achievement and professional success."

In other words, our goal is to provide you with a beautiful community in which you can be successful and live with peace of mind. But we need your assistance in order to be able to provide that to everyone living in the community.

We work hard to keep the community looking great for you — please help us in that effort, and throw your trash away in the appropriate designated areas.

In order to keep the community looking great, we also try to repair any damages as quickly as possible. When we enter units for routine preventative maintenance or to complete a service request, we also inspect for damages. Any substantive damages will be repaired when identified, and the resident will be billed for the cost of the repair at that time.

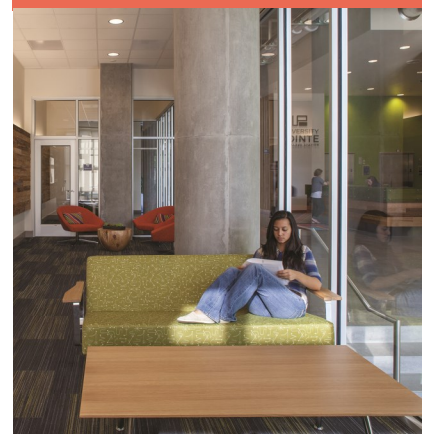
Vandalism and malicious damage, however, will not be tolerated. Any resident that causes malicious damage to the community, intentionally triggers fire protection equipment or otherwise vandalizes the community will be immediately evicted.

As part of an American Campus community, we respect the rights of others and the community itself. If you encounter any resident or visitor not living up to this standard, please let us know as soon as possible.

## Hi, How Are You

American Campus Communities is partnered with the Hi, How Are You Project to tackle the issues of mental health among U.S. college students. The Hi, How Are You Project is a non-profit organization inspiring new conversations to remove the stigma and open dialogue about mental health.

Asking someone, "Hi, how are you?" is a simple step to start a conversation about their well-being and let them know someone cares. As residents in our community, we are surrounded by our peers and it's important that we support one another. Feel free to visit our office should you need someone to talk to or are looking for additional university or community resources.



# Living with Roommates & Neighbors

Living in a vibrant student community and having a lot of neighbors can be an adjustment, but it can also be an incredible opportunity to meet lifelong friends. We ask that you follow the guidelines below to ensure that everyone has a pleasant experience living together in our community:

- Above all, observe the golden rule — respect your roommates and neighbors and treat them how you would like to be treated yourself.
- Communication is key! At the beginning of your lease term, talk with your roommate(s) about all of the little things that come with living together: temperature settings, cleaning the common areas and doing the dishes, study habits and “quiet hours,” having visitors over, how to handle any shared expenses, pet peeves, etc. Talking with your roommate(s) means actually talking, not just exchanging text messages or emails.
- If something is bothering you about a roommate or neighbor, make sure you talk about that too. More often than not, they don't realize they are doing anything that bothers you.
- Respect your roommate's possessions — don't enter their room, borrow their things, or eat their food without their permission.
- When playing music or having friends over, please be mindful that your roommates and neighbors have classes to attend, exams to study for and jobs to go to in the morning. Sound travels farther and more easily than you might think.
- A guest's visit should be temporary in nature. Long-term guests are a violation of the lease contract, and can create an awkward living environment for your roommate(s).
- Always be willing to compromise. No two people are exactly the same, and everyone has different living preferences. Living with roommates has a lot of advantages, like reducing expenses and making new friends. But part of living with roommates is also understanding that you have to take someone else's needs and preferences into account.
- The most important words that will help you get along great with your roommates and neighbors are: “Would you mind if...?”
- If you are having issues with a roommate or neighbor that you are not able to resolve after talking with them, please contact your Community Assistant or the front office and we can assist with mediation. Keep in mind that mediation is a service we offer in order to help facilitate communication, but ultimately, it is up to the residents themselves to resolve their issue(s).

Many of our residents really do form lifelong friendships with the people they meet while living in our community. We hope this is the case for you too!



## Responsible Living - For the Greener Good

American Campus' commitment to students includes a commitment to protecting the future of your environment. We see the integration of sustainable features into our communities as a critical component of delivering the best experiences for residents. As part of our **For the Greener Good** initiative, we're sharing tips and reminders to help you save money and do good work for the environment. :

- **Turn off the water** - Simply turning off the water when washing your hair in the shower, can save around 150 gallons of water a month! Turning off the water when brushing your teeth can save up to 25 gallons of water monthly, and doing it while shaving can save as much as 300 gallons per month.
- **Cut down your shower time** - By limiting your shower time to 4-7 minutes can conserve up to 3-5 gallons of water, and will also save you money on both your water and energy bills each month.
- **Turn off your lights** - When leaving a room, turn off all lights and unplug all nearby devices as an easy way to bring down your electricity bill and keep your usage low. Consider just using light fixtures at night, and opting for natural light during the day.
- **Control your own climate** - When using AC/heat in your space, try to keep all windows and doors closed. This helps to keep the temperature in your room/unit consistent and allows your thermostat to regulate. During the cooler months, set your programmable thermostat (if available) at as low of a temperature as comfortable, and during the warmer summer months try to limit your use of AC, keeping the thermostat at a higher temperature.
- **Appliance, devices, and computers** - Enable energy saving modes on your computer. Unplug or use a smart power strip to cut all power to appliances, electronics and computers when not in use.
- **Refrigerators** - Make sure your refrigerator door seals are airtight. Keep the refrigerator at a temperature between 37° - 40°F and the freezer between 0° - 5°F.

FOR THE  
**Greener**  **Good**

# Proper Avenues of Communication

We're always open to hearing your feedback. The best ways to provide your comments, questions and concerns to our community's management staff are outlined in your lease, and listed here:

- Phone
- E-mail
- Visiting the front office to speak with a staff member

Per your lease contact, the methods listed below are not considered proper avenues of communication.

- Social networking sites (Facebook, Twitter, Instagram, Google Review, etc.)
- Fax

We want to address any comment, question, or concern you may have in a timely manner, so please utilize one of our effective methods of communication.

## Community Amenities

Note: Please be courteous to others while using the amenities. If you or your guests are disturbing another resident, our management staff reserves the right to revoke your amenities privileges. Throughout the community, you are responsible for your guests and any damage you or your guests may cause. Your guest(s) must be escorted by you at all times within the Community Amenities.

**Access, hours of operation and general availability or use of amenities may change at any time depending on the business operations of the community. Please visit the front office with any questions.**

## Resident Events

The Community Assistants plan a variety of resident events throughout the year for you to enjoy! Past resident events have included a Haunted House and Crawfish Boil. Be on the lookout for information on our social media pages for information about our events! Instagram: @SanctuarySMTX | TikTok:

@SanctuarySMTX

## Academic Success Center

We have everything you need to succeed! The Academic Success Center provides you with computer access, study area(s) and printing. Management maintains the Academic Success Center and office staff is to be notified immediately of any issues.

Computers and printers are reserved for residents only and are available on a first-come, first-served basis. The computers have a Deep Freeze program installed which will delete all unused items/documents after 15 minutes. Please be courteous and mind the amount of ink and paper that you are using when printing.

## Game Room

The Game Room contains an assortment of amenities for our residents to enjoy. Your access to these amenities is on a first-come, first-served basis. The Game Room is open daily from 10:00am-10:00pm.

## Fitness Center

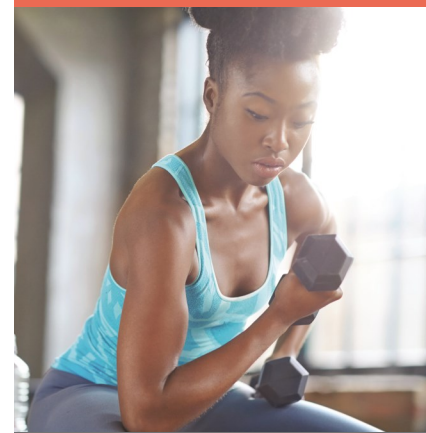
The Fitness Center is open for use 24-hours. We ask that you please wipe down the machines and equipment after each use and replace any free weights to the correct storage area. Please workout responsibly and at your own risk.

## Swimming Pool

The pool is open for use from 10:00am—10:00pm. Please keep in mind that the pool does not have a lifeguard on duty, no glass items or alcohol is allowed in the pool area and proper swim attire must be worn at all times. We will ask anyone not abiding by community pool rules or causing any type of disruption to leave the swimming pool area and that determination is at the discretion of our management team.

## Mail & Packages

Mailboxes are located on the patio on the front entrance of the property. There is one mailbox assigned per unit. Please ensure deliveries are addressed to you and include your name and unit number. You can pick up your package at the front office during office hours.



# Utilities

## Water/Electric

Both Water/Sewer and Electric have already been set up by Zego and you will not be required to set up a connection with the City of San Marcos.

## Trash

You are responsible for placing your trash in the trash chute located on floors 2, 3, and 4 of the parking garage. You can find the trash chute rooms on the North East corner of the parking garage. If the trash chute is closed a dumpster will be made available to you in the parking lot. Please ensure all trash is placed in a 13-gallon or smaller trash bag, do not place any unbagged trash in the chute, and ensure the bag goes down to the bottom of the chute. If the chute appears to be clogged call the front office, 512-392-9066, immediately! Do NOT place oversized trash, furniture, wood, construction materials, boxes, liquids, etc. down the chute.

Recycling bins are also available for you to use, you can find these beside the trash chute rooms.

Improperly disposed of items will result in a fine. We recommend taking out your trash several times a week to avoid overfilled leaking bags.

## Cable TV & Internet

Your internet and cable service provider is Pavlov Media and is included in your rental installment. If you need assistance with these services please contact Pavlov Media at 888-472-8568 or [generalsupport@pavlovmedia.com](mailto:generalsupport@pavlovmedia.com). You can also visit [support.pavlovmedia.com](https://support.pavlovmedia.com).

# Move-in & Move-out

Your move in date for 2023 is set for August 18, 2023. Unless you renew, or your lease states otherwise, move out is July 31, 2024 by 12:00pm (noon). Please refer to your lease contract for more details.





# Rental Installments

## What is an installment?

The typical lease term is approximately 11.5 months of occupancy which coincides with the university's academic calendar. The resident is charged a total rent amount for the contracted occupancy period. The lease agreement will reflect the total rent amount typically divided into 12 equal installments due August 1 - July 1. These installments do not represent a monthly rent amount and are not prorated.

## When are the installments due?

Installments are due on the 1st of every month per the payment schedule outlined in the lease agreement, regardless of whether it is a holiday or weekend. Your installment is late on the 4th of the month and a late fee of 10% of your rental installment will be assessed to your account.

## How can I make a payment?

We accept checks, money orders and cashier's checks in our office made payable to the community name. As an alternative payment option we also accept credit card, debit cards and ACH payments online. We are unable to accept cash.

### When paying online:

All credit/debit card and ACH payments will be made via your Community Portal through Zego, using the resident's information.

In addition to being able to make a one-time payment, you can also set up a recurring payment to be paid automatically each month. All recurring payments must be set up the day before the initial draft date.

Please be aware that there are convenience fees associated with online payments. For questions about your resident account, status of a payment, or the fees associated with online payments, please contact the office.

When paying by personal check, money order or other certified funds please ensure:

- Your check is made out to Sanctuary Lofts
- Your *full name and unit number* are listed on the check
- Your check is **NOT POST-DATED**
- You receive a receipt of payment from the office

For assistance with the Community Portal, please contact support listed on your property's portal page.

For assistance with online payments, please contact Zego at 1-866-729-5327 or <https://gozego.force.com/residents/s/>

# Rules & Regulations

Please take the time to familiarize yourself with the rules and regulations as both you and your guests are responsible for following them. Please note, community Rules & Regulations may be amended or adjusted at any time based on the needs of the community as determined by management and/or American Campus.

## Access

Residents will be provided means of access to the community and their unit/room at move-in (keys, access cards, etc. depending on the community). Residents found climbing over a fence, gate or door, for any reason, will be in violation of their lease. Any person who is not a resident found climbing on the fence or walking unescorted through the community is criminally trespassing. Residents should not give their keys, access cards, etc. with anyone who is not a resident of the community.

If you see any suspicious persons around the community, or see anyone climbing over the fence, door or gate, please contact the office or call 911.

## Keys

You are to keep your room key in your possession at all times. Keys are not to be in anyone else's possession and if someone else has your key, it could result in your eviction from the community. Always keep your front door locked.

## Balconies

Balcony/patio areas are to be kept in a clean and orderly manner. No trash may be kept on balconies/patios at any time and articles must not be hung over railings.

Balconies/patios are not to be used as storage areas for bicycles, coolers, etc. Furniture provided by the Apartment Community may not be stored on balconies/patios. Hammocks are not permitted to be hung on any part of the balcony/patio (including railings or support beams).

No one is allowed to throw any objects from balconies/patios, windows or garage areas.



## Parking

All residents who wish to park a vehicle on at the community MUST register their vehicle with the office. In addition, a resident parking decal must be on the front window of the driver's side of the vehicle. Decals are issued at the office upon reservation, a signed lease agreement with parking provisions and at move-in. Parking in our garage is available on a first-come, first-served basis and is not guaranteed.

Bicycles should be stored in designated areas.

The visitor parking lot is located on the North side of the property off of North Street. Additional street parking, monitored by the City of San Marcos, can be found on Hutchinson Street. Visitors and Residents are not permitted to park in Future Resident Parking along North Street. Residents will be towed from Future Resident Parking.

Please call the office to report a parking violation. The staff may notify the towing company which will, in accordance with the law, tow the vehicle, if any of the following situations occur:

- The vehicle is parked in such a manner as to obstruct a fire lane.
- The vehicle is obstructing an entrance, exit, space or aisle of the parking facility.
- The vehicle is in a reserved parking space.

The vehicle may be towed, without notice to the owner or operator of the vehicle, and at the expense of the owner and operator of the vehicle.

Towing Company Information:

Will Tow - 1330 TX-123, San Marcos, TX 78666 - (512) 738-5748

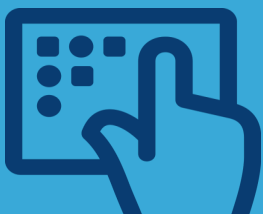
## Pets

All animals must be registered and approved by management prior to the animal being allowed on property. Please see the front office for details on how to register your animal. Fines will be assessed to any resident in violation of the pet policy.

## Alcohol

Consumption of alcohol must comply with all federal, state and local laws. Keg cooling devices and alcohol containers larger than one gallon are not allowed on the premises.

Alcohol is not allowed in the common areas of the community in any form or container.



## Noise

To facilitate an environment conducive to academic growth and achievement, the community has a 24-hour courtesy policy. The community has a security officer available on Thursday, Friday and Saturday night. Please contact our 24/7 answering service, 512.392.9066, to have an officer dispatched. For emergencies please contact 911.

Any behavior or noise that may be disturbing to another resident must cease upon the request of another resident or any staff member.

The use of amplified musical instruments is not allowed within the community.

These policies apply to all areas of the community, including but not limited to, parking lots, breezeways, hallways, the courtyard, pool, common areas and all units.

Any resident, or resident's guest, found violating these policies must immediately conform to them. Repeat violations may result in disciplinary action by management.

## Parties & Guests

**Large parties involving 10 or more guests are not allowed without management approval.** The number of guests is limited to 2 per resident. If the number of people in one unit is larger than that number, management staff reserves the right to disperse the group.

You are to escort your guests at all times. Your guests require your presence for access into the community and while using the amenities.

Per the lease, "only you can live in the Premises. You may not permit another person to live in the Premises or in the Apartment." Management will evict any resident who persists in violating the limitations on the visitation policy.

Management reserves the right to adjust visitation privileges at any time.





## BBQ Grills

Please note that neither charcoal nor gas powered grills are allowed on patios, balconies or inside your unit. There are grills available at the pool for your use on a first-come, first-served basis. You are responsible for cleaning the grill and grilling area after each use.

# Charges & Fines

Charges and fines assessed to your account are added to your monthly invoice. You will receive written notification of any charges or fines before they are added to your account.

Note: If you or your guests incur any damage to your unit or the community, you will receive a fine that is due within 10 days after a notification has been sent. In addition, you will receive a statement of deposit after move-out that will detail any unpaid charges and/or deposit refunds.

### Charges/fines are subject to change and are as follows:

▪ Lost fob	\$35.00
▪ Lost Garage Remote	\$75.00
▪ Lost mailbox/room key	\$50.00
▪ Access Control Violation	\$250.00 +
▪ Noise violation	\$75.00 +
▪ Fire alarm pulled	\$500.00 +
▪ Pet policy violation	\$250.00 +
▪ Trash	\$50.00 + per bag, per day
▪ Replacement parking decal	\$75.00
▪ Lockout (after office hours)	\$25.00
▪ Balcony Violation	\$50.00 +
▪ Disconnected Smoke Detector	\$100.00 +
▪ Grill Violation	\$100.00 +

This list is not all-inclusive. Please contact the office if you have any questions regarding possible charges or fines.

# Personal Safety

Management would like you to be aware of some important guidelines for your safety and the safety of the community. We recommend that you consider following these guidelines, in addition to other commonsense safety practices.

Please remember there is no such thing as a failsafe system or guarantee against crime. All systems are subject to mechanical malfunctions, tampering, human error and personnel absenteeism. You should always proceed as if such systems do not exist.

## Required Insurance

This community does require all residents to obtain a minimum coverage of \$100,000 in Landlord Legal Liability insurance. \*Renters insurance (a policy that protects an individual's personal belongings) is highly recommended but not required. If proof of the required insurance is not provided, residents will be automatically enrolled in our cost-effective compliance program with LeaseTrack. For \$12.00 a month, this program will meet the \$100,000 liability insurance requirement in your lease.

The community makes no expressed or implied warranties of security and/or personal safety. The community is not responsible for any personal damages or thefts. You are responsible for obtaining your own property, causality and liability insurance. All property kept or stored on the premises shall be at your own risk.

## Around the community

- Valuables should be kept locked and out of sight. Mark or engrave identification on personal possessions, such as your computer or bicycle.
- Residents should know their neighbors and report any suspicious person(s) seen around the community. Soliciting is not allowed at the community. Please report these individuals to the office.



- Please call 911 or local law enforcement for emergencies or if your personal safety, or the personal safety of another, is at risk. Immediately following, please call the office or on-call number so they may take appropriate measures.

## While inside your unit

- Lock your doors at all times. If you have deadbolt locks on the doors, use them while you are inside your unit. Make sure to keep your windows locked when you are not in your room and at night.
- When answering the door, first determine who is there by looking through the peephole. If the person is unknown, talk with them without opening the door, and don't open the door if you have concerns. If the person says they work for management, maintenance, housekeeper etc., please feel free to call the office to confirm it's an employee needing into your room.
- Do not give (or lend) your keys, your ID, access card or mailbox key to anyone.
- Do not put markings on your key ring to identify your name, address or phone number. This includes your unit/room number.
- **Lost keys must be reported immediately to the office and specified fees will be assessed.** In other cases you also have the right to request to have your locks changed, provided you pay the cost of the lock change in advance.
- Frequently check your door locks and other devices to make sure they are functioning properly. At least monthly, check your smoke detector for dead batteries or malfunctions.

## While outside your unit

- When walking at night, walk with another person.
- Lock your doors and windows every time you leave your unit, regardless how long you will be gone.
- Tell your roommate(s) where you are going and when you will return. Let your roommate(s) or a friend know if you are going to be gone for an extended period of time.
- Immediately report to the office (in writing) any malfunction of other devices outside of your unit, such as broken gate locks, burned out lights, blocked passage ways, broken railings, etc.

## While using your vehicle

- Always lock your vehicle.
- Do not leave your keys inside of your vehicle. Whenever possible, do not leave any items visible inside

your vehicle.

- Remember to check the backseat and under your vehicle before entering your vehicle.

## Maintenance FAQs

### Q: How do I put in a service request for maintenance?

A: You can put in (and manage) your service requests through your Community Portal. You can access your Community Portal on the Resident tab of your property website.

### Q: How long will it take for my service request to be resolved?

A: Most service requests are resolved within 48-hours. Some service requests may take longer if parts need to be ordered, but you will be notified if this is the case.

### Q: How will I know if my service request has been completed?

A: You can check the status of your service request anytime by logging into your Community Portal or by contacting the office during hours.

### Q: If I have a maintenance emergency after hours, who do I call?

A: Contact the on-call number to be put in touch with the on-call maintenance team.

### Q: What is considered a maintenance emergency after hours?

A: A lock-out, fire, flood or broken exterior doors and/or windows is considered a maintenance emergency. Depending upon the outside temperature, some issues involving heat and HVAC may also be considered a maintenance emergency.

### Q: Where do I put my trash?

A: All trash needs to be placed in the trash chute, which is located on the NE corner of the parking garage (floors 2, 3, and 4). If the trash chute is closed a dumpster will be made available in the parking lot.

### Q: Are BBQ grills allowed?

A: Neither charcoal nor gas powered grills are allowed on patios, balconies or inside your unit.



## Q: How do I use my fire extinguisher?

A: Pull the pin in the handle, aim the nozzle at the base of the fire and squeeze the lever.

## Q: Can I use regular dish soap in the dishwasher?

A: Use of any soap product other than dishwasher detergent will cause the dishwasher to overflow. This will take many dishwashing cycles to resolve and could cause damage to both your dishwasher and your unit. Please use only dishwasher detergent in the dishwasher.

## Q: What do I do about insects in my unit?

A: If you notice any insects in your unit, please contact the office to request pest control service. Please provide a detailed description of the insect and the location of the insect in the unit. Pest control services are offered every Friday.

## Q: What do I do if my toilet is clogged?

A: If your toilet is clogged and overflowing, please shut off the water with the water shutoff switch, located on the wall below the toilet tank. After the water is off, you may use a plunger to unclog the toilet bowl. Turn the water back on and flush again. If the problem persists, you can put in a service request for the issue.

