



Policy Number/Name	02.05.02 Off-Campus Living Requirements for Off-Campus Marketplace Acceptance
Date Policy Issued/Reviewed/Revised	January 2026
Effective Date	January 2026
Next Review	January 2028 (E2Y)
Unit/Department Impacted	Housing and Residential Life
Manager of Policy	Director of Housing Administrative Services

GENERAL POLICY STATEMENT

Housing and Residential Life (HRL) provides resources and educational programs through our Off-Campus Living (OCL) unit to assist students in finding housing off-campus for the San Marcos and Round Rock areas. These resources include the Off-Campus Housing Marketplace, presentations, tabling events, apartment representatives on campus, and the Off-Campus Housing Expos and Fairs. To maintain the integrity of the apartment sites housed on the Marketplace by Rent College Pads (RCP), OCL implements procedures to determine eligibility and participation.

PROCEDURES FOR APPROVAL

The following procedures will be used to determine eligibility for a property to participate in OCL programs and resources:

- 1) All properties on RCP must meet the defined eligibility listed in HRL's Policy of OCL Requirements for Participation in OCL Events. They must also agree to and follow the standards below:
 - a) Properties seeking to join the Marketplace will submit a request through RCP or OCL Coordinator.
 - b) Agree to disclose changes to their property management company to OCL within 30 days of receiving notification of change.
 - c) On-site tour of property required by OCL representative.
 - d) Properties who meet these criteria will be approved to be listed on RCP pending committee approval.
 - i) The OCL Committee will be made up of the following staff:
 - (1) Senior Coordinator, OCL
 - (2) Director, Housing Administrative Services
 - (3) Representative, Student Government
 - (4) Representative of City the complex resides in
 - e) Committee will reserve a standing appointment time every month. Meetings will be conducted virtually, and the committee will be notified by OCL of any pending properties seeking approval one week prior to set meeting date.
 - f) Committee will review the property and determine their department's approval status for acceptance to RCP, leaving notes in the meeting's agenda document.
 - g) If all committee members reach the same conclusion regarding the property's acceptance, the committee will not need to meet.



- h) OCL Committee will meet annually in September to assess all complaints and issues gathered since the last move-in cycle and discuss removal or future eligibility of properties in violation.

INDIVIDUAL HOUSE RENTAL ACCEPTANCE

1. Homes must be registered with the COSM's [Long-Term Rental Unit](#).
2. Homes will be inspected with COSM's Code Compliance and OCL under their short-term rental inspection guidelines.
3. Individual homes for rent will be accepted at the discretion of the OCL office with an amended contract with RCP.
4. Renewal of listings will be determined by a Texas State associated tenant's review and recommendation.

PROCEDURE FOR DOCUMENTATION, REMOVAL, AND REINSTATEMENT

Students lodging a complaint can contact the OCL Office by emailing offcampusliving@txstate.edu or completing the form found on RCP. Any submitted complaints will be logged into the official Texas State University Student Complaint Log. Properties will receive a warning when they have reached three unresolved student complaints by the OCL office. Complaints will be investigated by OCL by contacting both the tenant and apartment management team to gather evidence from both parties. Complaints will move to resolved status when reasonable accommodations are provided; a conclusion is reached, or the complaint is escalated to an appropriate third party.

- 1) When OCL receives five or more unresolved complaints against a property in an academic year, they will notify the Director for Housing Administrative Services to seek approval to:
 - a) Notify RCP to de-list the property from the platform.
 - b) Notify the property of their ineligibility to participate in any planned campus programs.
- 2) When the COSM or OCL receives five or more substantiated complaints of any one type or combination of the following conditions or any infraction to the standards of the International Property Maintenance Code:
 - a) Structural hazards
 - a. Improper, failing or damaged interior and exterior walkways, decks, balconies, flooring or floor supports due to defective material, deterioration, improper construction, improper maintenance or insufficient size to carry imposed loads safely.
 - b. Interior or exterior walls, partitions or other vertical supports that split, lean, list, or buckle due to defective material, deterioration, improper construction, improper maintenance or insufficient size to carry imposed loads safely.
 - c. Inadequate exits or egress.
 - b) Health and Safety
 - a. Lack of functioning bathroom facilities for periods of 8 hours or more, without alternative accommodations provided.



- b. Lack of hot (110 degree) and cold water running to plumbing fixtures for periods of 8 hours or more, without alternative accommodations provided.
 - c. Moisture problems, including uncontrolled humidity that causes growth in buildings or units.
 - d. Infestations of insects, vermin, and/or rodents.
 - e. Faulty or insufficient smoke detectors and/or carbon monoxide detectors.
 - c) Lease violations
 - a. Delay of move-in from lease agreement without reasonable accommodations being offered.
 - b. Changes to lease after signage including an increase of fees.
 - c. Lack of response/action for maintenance requests.
 - d) Any infringement upon Texas State branding standards or claiming university endorsements or partnerships will also be logged as a complaint against the property.
 - e) Engages in misrepresentation(s) by the property management or owners to Texas State, Texas State personnel or students, or city in which the property operates.
 - f) Engages in reckless or willful harm to any Texas State personnel or student(s).
- 3) When the OCL Committee agrees on the removal of any property by majority vote during considering the following infractions:
 - A. Overall complaints, both resolved and unresolved.
 - B. Standing court cases against property managers.
 - C. Issues with other Texas State Departments including but not limited to: Student Involvement and Engagement, LBJ Student Center, Dean of Students, and related offices.

The Senior Coordinator will notify the property and RCP via email that the property has had five documented complaints within the current academic year or inform them of the committee's decision. The notification will state that that the property is being removed from the Off-Campus Housing Marketplace and will no longer be eligible to participate in any HRL Sponsored programs including tabling events, fairs, or the expo. Housing and Residential Life and RCP shall not be responsible for refunds or pro-rated releases of payments due under the original subscription agreement.
- 4) Properties removed from the Off-Campus Housing Marketplace will be eligible for reinstatement after one year or upon submission of relevant documentation of improved practices and compliance with Off-Campus Living standards.
- 5) A property that is refused participation or is de-listed under the provisions of this policy shall not be permitted to participate in any OCL programs or the marketplace for the remainder of an academic year. Properties can be reinstated only if OCL is satisfied that the problems with tenant complaints and regulatory service issues/concerns have been resolved, and the relationship with Texas State, OCL and Texas State students has improved.

Position Title	Role
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Executive Director, Housing and Residential Life	Approver
Director, Housing Administrative Services	Sr. Reviewer
Sr. Coordinator, Off Campus Living	Reviewer