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WELCOME!

For the first time ever, Housing and Residence Life is offering on-campus housing in the Triangle Apartment for Second-Year and Upperclass students. The spacious apartments and the great location in the middle of Uptown should make the Triangle an exciting place to live this year! We will have two Resident Assistants (RAs) living in the Triangle to provide support to our Second-Year residents. There will also be one Graduate Resident Mentor (GRM) living in the building to support our Upperclass residents.

This Triangle complex will continue to house its usual tenants of graduate and professional students this year. Since those tenants have signed a lease directly with The Triangle management, they will be bound to a different set of housing policies and procedures than the undergraduate residents. The Case Student Handbook and the Residence Hall Agreement will be the guiding documents for all undergraduate policies and procedures. If there are any discrepancies between the policies of the Triangle and the University, University policies will supersede Triangle policies. Any exceptions are described in this document.

We hope you have a great experience in the Triangle this year! If we can be of any assistance, please feel free to contact us, or your Resident Assistant or Graduate Resident Mentor.

Best regards,

Luke Ahrens
Coordinator of Second-Year Residence Education

Chris Beyer
Manager of Upperclass Residence Education

Congratulations, you are now a part of the apartment community partnered with Case Western Reserve University.

Our residential community and living experience is a symbiotic relationship. In other words, we are all participants in making this a successful community. By living at the Triangle Apartments you have the opportunity to meet fellow residents and develop friendships with others; some will have many common experiences and backgrounds, and others will come with different experiences and from different backgrounds. We encourage you to meet new people and begin a dialogue with others in our complex and our greater community.

The Management Office is located in Triangle Tower One, on the first floor. The General Manager, the Assistant General Manager, the Leasing Coordinator, as well as custodians, and maintenance staff are here to respond to your needs and provide quality services and to help augment your academic and developmental learning experiences. Please feel free to address questions to the staff.

Welcome to University affiliated housing, at Case Western Reserve University!

Respectfully,

Benjamin J Rook
General Manager

Triangle Apartment Community Guide, 4
Publications Statement
The contents of this Community Guide were prepared from the best available information at the time of its publication. Although the Management Office has attempted to ensure that the information contained in this Community Guide is accurate and complete at the time of printing, the contents of the Community Guide, including without limitation, all statements of fees, program, and residency requirements may be subject to change without prior notice unless otherwise specified. Not all policy statements, rules and regulations are contained in this Community Guide. They may be incorporated into other Triangle Apartment publications. Each resident will be held accountable for having read and understood the information contained in this Community Guide and for becoming acquainted with all policies, rules, and regulations promulgated by the Triangle Apartments Staff.

General Information on Community Life

Triangle Apartments Mission & Purpose
Our overall goal is to provide a supportive, high-quality residential environment that promotes the educational goals and values of the University and is conducive to student learning. Staff members develop and promote programs, services and staff interactions that encourage resident development with a particular emphasis on individual responsibility. Efforts are directed towards establishing a community where there is an appreciation of individuals and a respect for his/her rights. Services are provided with an understanding of, and a commitment to quality with regard to fairness, efficiency and cost effectiveness.

Triangle Towers Management Staff
General Manager (The Manager):
- Oversee the operational aspects of housing
- Supervise the office team and maintenance team
- Available for advice or to help you with any of your needs
- Can be reached by calling the Management Office at 216.791.5959

Assistant General Manager for Leasing and Residential Accounts (The AGM):
- A full-time professional, responsible for the administration of your community
- Manages resident accounts
- Available for advice or to help you with any of your needs
- Provide information/applications to new residents
- Assist with daily office operations
- Can be reached by calling the Management Office at 216.791.5969

Office Coordinator / Accounts Payable Manager
- Provide information regarding package and web portal operations
- Assigns parking spaces
- Assist with daily office operations
- Available for advice or to help you with any of your needs
- Can be reached by calling the Management Office at 216.791.5959

Maintenance Supervisor
- Provide information regarding building system and apartment repairs
- Supervises maintenance requests system and prioritizes work to be completed
- Assist with daily office operations
- Available for advice or to help you with any of your needs
- Can be reached by calling the Management Office at 216.791.5546
CUSTODIAL STAFF:
Although our custodial staff will assist in cleaning the common areas, residents and guests are expected to properly dispose of their trash. Custodians and groundskeepers maintain the community room, breezeways, and exteriors of the residence halls. However, Custodial staff will not dispose of personal trash.

MAINTENANCE STAFF:
Timely reporting of maintenance is the responsibility of the person who identifies the need. Within apartments, that typically falls to the residents. Residents may complete a maintenance form through the online reporting system via the Triangle Apartment website. For more serious situations, residents are encouraged to follow the procedures outlined within the community guide. If you are not sure whether or not a situation is an emergency, we encourage you to call the office and not perform the maintenance yourself.

Alcohol, Regulations on use in Public Areas
Regardless of a resident’s age, alcoholic beverages may not be consumed in any public area. Public areas are defined as all areas outside of apartments. Policies and procedures regarding alcohol use in residence areas were developed to:
- Protect the rights of every resident student to peace, quiet, privacy, safety, and a clean well-kept physical environment.
- Establish and maintain an atmosphere that is conducive to academic success and personal development.
- Protect facility property.
- Demonstrate compliance with state and local laws regulating the use of alcohol, and
- Encourage residents to take responsibility for their own actions and for their residential community.

Barbeque Grills
The use of barbecue grills is not permitted under any covered walkways, landings, balconies. Residents who use are found using a grill on his/her balcony or undesignated area will be subject to a $125.00 fine.

Disruptive Activity
No person or organization may interfere with, disrupt normal activity and operations of, or promote the interference or disruption of residents, staff, or the educational mission of the University, or its buildings, equipment or facilities. Any form of expression that materially interferes with such activities and operations or invades the rights of persons may be proscribed or prohibited.

Courtesy Hours
In the interest of promoting an atmosphere of mutual respect and in the promotion of academic success, Triangle Towers supports 24 hours courtesy hours. At all times audio/visual appliances are to be played at reasonable volume out of consideration for the general residential community. If asked by a fellow resident or staff member to turn down any audio/visual appliance or to quiet down, residents are expected to comply with this reasonable request.

Noise
Excessive noise is not allowed and courtesy hours are always in effect. Noisy or disruptive behaviors which interfere with another person’s or a group’s free exercise of academic or personal pursuits or their ability to sleep or study, including: music, musical instruments, television, or other electronic equipment playing at high volume, excessive yelling, music practice, large gatherings/parties, and other types of noise are prohibited and will not be tolerated. Residents should be mindful of the noise emanating from their door(s), windows, and that noise travels vertically as well (also consider those living above and below you). If a resident is disturbed by noise, the resident is encouraged to talk to those who are creating the noise unless they feel doing so represents a threat. Otherwise, the resident should contact the Management office or after hours contact CASE Security at 216.368.3333 to request assistance. If a resident is found responsible for disturbing the community 3 or more times they may be subject to contract termination.
Guest, Visitor and Overnight Policy
Triangle Towers recognizes residents’ rights to have and host friends and family within the community. With that right comes the responsibility to adhere to the guidelines established in order to ensure the rights and safety of other residents within the community. The following conditions and procedures apply to the hosting visitors on site:

1. Residents are responsible for informing their visitors of policies, as well as the stipulations of any roommate agreements.
2. Guests are required to adhere to all housing policies and the hosting resident is responsible for their guests’ behavior. Residents who host a guest assume full responsibility for his/her guest while he/she is on site at the Triangle.

Acquiring a Visitor Parking Pass
1. Requests for visitor parking passes must be made through the Management Office during normal business hours. Requests should be made at least one (1) business day in advance of the guest’s visit. Passes can be requested online under the Resident Tab.
2. Parking passes must be displayed in the appropriate location on the vehicle at all times.
3. When requesting a visitor parking pass a resident will need the following information: license plate number, color, make, and model of vehicle.
4. Passes are valid for 3 days only, residents are not permitted to request a visitors parking pass more than 3 times in 1 month.
5. Triangle Apartments has a limited number for visitor parking passes and does not guarantee availability.

Health & Safety Inspections
For everyone’s safety, Health & Safety Inspections will be conducted by the staff members twice yearly. It is your responsibility to clean and maintain your living area and ensure your living space meets the standards of cleanliness and safety as described in the housing contract. The purpose of health and safety inspections is to ensure resident’s “good care” of the unit and compliance with all health and safety rules and regulations.

Inspections
Inspections are performed:
- Twice yearly by staff for health and safety purposes and overall condition; cleanliness, health concerns, and items blocking or hindering access to doorways along with compliance with the fire department regulations are observed, recorded, and whenever possible violations will be addressed verbally. Air filters are changed as well as smoke detector batteries.

Health & Safety Violations
It is your responsibility to clean and maintain your living area and ensure your living space meets the standards of cleanliness and safety. The following are considered violations of Health & Safety standards:
- Evidence the trash has not been taken out for more than two days.
- Infestation of pests or vermin.
- Evidence of mold, pests and/or vermin in congruence with a lack of sanitary expectations.
- Failure to report a maintenance or safety concern, which may precipitate other repairs.
- Blocked or impaired egress through apartment, including window access.
- Other violations as defined by the Apartment Community Guide.

Keys and Fob Access Devices
Fob access devices are programmed to access the buildings. It is tied to your identity within our monitoring system. Loss of an access fob should be reported immediately to the Management Office. Room keys are also issued to each student. Loss of a room key should be reported immediately to the management staff. Residents
who fail to return their keys or lose their keys will be assessed a fee for the replacement of any locks. Residents may be assessed a service charge when they call the after-hours emergency phone to be let back into their apartment/building. Each subsequent lock out will be assessed a fee which may increase incrementally, per subsequent use.

**Mail**
Residents are issued a mailbox w/key. Mailboxes are located on the first floor of each tower. The mailboxes are operated by the US Postal Service; aside from issuing keys to the mailboxes the housing staff does not distribute stamps, envelopes, or boxes for student purposes. Incoming mail should be addressed to:

<table>
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<tr>
<td>Resident’s Name</td>
<td>Resident’s Name</td>
</tr>
<tr>
<td>11457 Mayfield Road</td>
<td>11477 Mayfield Road</td>
</tr>
<tr>
<td>MAILBOX NUMBER</td>
<td>MAILBOX NUMBER</td>
</tr>
<tr>
<td>Cleveland, OH 44106</td>
<td>Cleveland, OH 44106</td>
</tr>
</tbody>
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Outgoing mail is located within the mailroom area. If a resident relocates to another apartment s/he should fill out a forwarding address card with the US Post Office. The Management Staff is not responsible for the condition of forwarding of, or access to the mailboxes.

**Parcels Services**
Parcels addressed to residents, if unable to fit in the mailboxes, are distributed from the Management Office during selected hours. Parcel pick-up hours are structured around when deliveries by USPS, UPS, FedEx, and DHL occur. Parcel distribution guidelines:

- Parcels will only be distributed to the addressee.
- Proper identification may be required to pick up a parcel.
- Parcels will only be distributed after 1:00pm.

It is important to note the management staff is not responsible for the condition of parcels nor can we accommodate special delivery/storage instructions. The staff is not responsible for when your parcel was “supposed” to be delivered. Parcels addressed incorrectly or parcels addressed to anyone other than the resident will be returned/refused. If the delivery of a letter or parcel is important staff recommends the sender opts for a delivery confirmation. *(If a delivery confirmation requires the resident’s direct signature and s/he is unavailable the parcel/letter may be refused).*

**Neighbors and the Resident’s Bill of Rights**
Each resident has the right to:

- Read and study without interference, unreasonable noise, and other distractions.
- Sleep without undue disturbances.
- Have personal privacy in one’s room.
- Live in a clean environment.
- Host guests, be sure that guests will honor the other resident’s rights.
- Have free access to one’s room and hall facilities.
- Be free from intimidation and physical and emotional harm.
- Expect respect for one’s belongings and personal property.

**Photography Policy**
All photographs taken are the property of the Triangle Apartments and may be used for promotional purposes (e.g., electronic and printed publications, websites, classroom use, college ads, etc.). The Management Office reserves the right to take photographs of apartment facilities and scenes, events, staff, and residents in any areas on site where subjects do not have an expectation of privacy and provided the photographs do not violate the privacy of the subject.
Recreation Activities
For the safety of everyone, the use of in-line skates, skateboards, scooters, bicycles, or any other wheel utilizing recreational equipment are not to be used within the hallways or common area. Bike racks are provided for storage. Care and caution should be used at all times on roadways, walkways and parking areas when using any type of recreational equipment.

Right of Room Entry
The Management office reserves the right to enter resident(s)’ room without notice and in the resident’s absence for reasons of health, safety, or general welfare; to make repairs to the room and/or furnishing; or within the scope of Management Office policies and regulations.

Smoking
All buildings are designated as smoke-free environments. Front steps/entrances of residential buildings are designated as non-smoking areas. Smoking is restricted to designated smoking areas outside and at least 25 feet away from the buildings (where posted). Smoking is not permitted in student living quarters at anytime including living rooms and other common areas in the residence halls. Residents and guests are expected to respect all rights of non-smokers. Community members who are in violation of smoking regulations are subject to restitution for damages.

Solicitation Policy
Generally, the sale, distribution of goods and services and the solicitation for promotion of and advertising of any item, program or service is prohibited within the apartment complex. The use of apartment facilities for solicitation purposes is prohibited. Door-to-door solicitation within the towers and the canvassing of the property by external groups/individuals is prohibited. The unauthorized posting or distribution of literature on the property is prohibited. Individual community members and or recognized clubs/organizations should contact the Management Office. Violations of the solicitation policy may result in the Persona Non Grata Status (restricted/prohibited from the facilities/properties and subject to trespassing).

Valuables
RESIDENTS SHOULD KEEP ROOMS LOCKED AND KEYS WITH THEM AT ALL TIMES. Residents and parents should verify their own personal property insurance coverage. If a loss or theft occurs, the student should report the items to the proper authorities and notify the Management Office as well.

Emergency Policies & Procedures

Emergency Situations
An emergency situation exists when the delay necessary to obtain authorization constitutes a possible danger to persons, property, the building itself, or other circumstances to maintain campus order. Rooms or vehicles may be entered if any of the above-mentioned conditions exist.

Contact Information
During Business Hours Monday thru Friday 9:00am – 5:00pm:
1. If the situation places the resident/guest in imminent bodily risk or risks the safety of others, contact CASE Security 216-368-3333 (Officer on Duty) first
2. Call the Management Office at 216-791-5959

After Business Hours, Weekends, Holidays, and/or Breaks:
1. If resident/guest is in immediate danger, call CASE Security 216-368-3333 (Officer on Duty)
2. Call the RA/GRM on-call at 216-272-4673
Facilities Emergencies
In the event of a facility emergency, please call or come by the management office. If it is after business hours for the management office residents are encouraged to call the After Hours Emergency Answering Service at 216-795-2326.

- Examples of a facilities emergency include, but are not limited to:
  - Locks on entrances that do not work
  - Building wide electrical or A/C or heating breakdown
  - Building wide absence of water
  - Broken glass doors, windows, etc.
  - Leaks from equipment and fixtures resulting in wet carpet and/or flooring
  - Loss of power in resident room (not restored by breaker)
  - Exterior lighting failure

Fire Alarms & Procedures
The fire alarm system in the apartment community serves to protect lives and property. Due to the cost of having the Cleveland Fire Department respond to false alarms, individual residents or entire towers are assessed a fine for preventable, false fire alarms in addition to the fine assessed for intentionally set fire alarms. Misuse of emergency phones in addition to smoke detectors, fire extinguishers, emergency exits, or fire doors is considered tampering with fire equipment and may result in assessing a minimum fine of $150. It is required that all persons leave any facility during the sounding of the alarm system. Since “fire drills” are not required or conducted, residents should assume that the sounding of any alarm is valid and promptly evacuate. At the sound of the alarm, quickly and calmly exit the building and report to the designated outside assembly area for your building.

NOTE: During an alarm the use of elevators is prohibited.

Assembly Areas are located on grassy areas on the exterior of the building adjacent from the main tower entrances. Never assemble in a parking lot, as you may be in the path of emergency responders, including fire trucks, CASE Security, and Cleveland Police.

After evacuating, do not re-enter the building for any purpose until authority(ies) direct you to do so. Failure to comply with re-entry instructions, and/or evacuate during an alarm will subject you to disciplinary action from management staff. Although there may be occasions when system testing will occur, residents will be given notice.

Health & Wellness Emergencies

Medical Emergencies:
- Dial 368-3333 to connect to local authorities. If you are able, please also notify the management staff
- If a medical emergency occurs, please do not crowd the area or panic
- Triangle Towers staff cannot transport residents. You should tell your roommate/friend about your insurance information and where to find it (you may also provide your parental contact information to your roommates/friends)

Power Outages are possible:
- If power is lost, turn off major appliances to reduce power “surge” when electricity is restored
- Have flashlight and batteries handy (or consider purchasing a wind-up flashlight which requires no batteries)
Community Access & Safety

Campus Escort
Escort service is available to members of the University 24 hours per day, every day. The purpose of the escort service is to ensure that you get to your destination on campus safely. Escorts are arranged by calling CASE Security (216-368-3333).

Parking
Triangle Apartments operates, in conjunction with Case Western Reserve University’s Access Services, a five story parking structure for residents, commercial tenants and metered parking for visitors. The Case Western Reserve University Police Department has the responsibility and authority to administer the traffic policy of the University and to control traffic accordingly at the Triangle.

The operation of a motorized vehicle on site is a privilege granted by Triangle Apartments and is not a right of any employee, resident, or visitor. Triangle Apartment Vehicle Code rules and regulations are designed to aid the flow of traffic, provide the maximum amount of parking possible, and to make the parking area safe for vehicles, pedestrians, and residents on site

Statement of Parking Policy

All individuals registering a vehicle with the management office, or operating a vehicle on site, must agree to:

- Obey all Triangle policies, rules, and regulations.
- Pay all fees and fines assessed for violation of these codes.
- Protect and hold harmless the Triangle and its employees from all claims from injuries to any persons or damage to property by reason of operation of this vehicle or any vehicle on site.
- Maintain licenses, registration, and Liability and Property Damage Insurance for vehicles as required by law.
- The individual who initially registers the vehicle will be held responsible for it, even if the vehicle is not currently registered, unless s/he shows proof that the vehicle was sold.
- In addition:
  - Any expenses incurred by the management office pertaining to vehicles on site will be the responsibility of the permit holder, registered owner or violator with charges.
  - Triangle Apartments neither warrants the safety of vehicles nor assumes the responsibility for loss due to theft, vandalism, accident, or damage while the vehicle is on site.
  - Parking, policy, and moving violations may be issued at the time of the infraction and posted on the vehicle, or mailed to the violator.

Anti-theft/burglar alarms
Vehicle Anti-Theft/Burglar Alarms must reset automatically within five minutes of activation. Non-resetting vehicle alarms may result in immediate towing. Activated alarms that interfere with classes, office business, or facility events are subject to immediate towing. In residential areas, during the hours of darkness, a third resetting false alarm during the same night may result in the vehicle being towed.

Regulations
- All provisions of the Ohio Vehicle Code are applicable on site.
- Posted signs shall be obeyed at all times.
- The speed limit on site is “No Faster Than Is Safe.” It is never safe to travel faster than 15 MPH on site.
- Pedestrians have the right of way over vehicles when crossing roadways within marked crosswalks, at unmarked crosswalks, at road intersections, and within parking lots.

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**Triangle Apartments Community Living Standards & Information**

Within this section you will find information regarding your new apartment and the standards at which it is to be maintained. Helpful information such as cleaning your appliances as well as the reduction of allergens and mold is located in this section. If you should have any additional questions outside of the information within this section please contact the Management Office for assistance at 216-791-5959.

**Air Conditioning Units**
The apartments are all equipped with air conditioners. Setting the thermostat on extreme temperature settings may cause damage to the HVAC unit. Equally as important, items should not be placed in front of the HVAC intake vent. Blocking the vent may cause serious damage to the unit. All associated costs of repairs will be divided among all roommates. **Personal air conditioning units are not permitted.**

**Damage to Property**
Damage to or destruction of property, or actions that have the potential for such damage or destruction is prohibited. Conduct which threatens to damage, or creates hazardous conditions such as dropping, throwing, or causing objects or substances to fall from windows, doors, ledges, balconies or roofs and the placing of trash, garbage, etc. in areas not designated for such is also prohibited. This includes, but is not limited to, cosmetic changes, to the apartment/building, unauthorized application of graffiti, paint, etc. to property or removal of window restrictors, security screens, etc.

**Energy and Resource Conservation**
Residents are expected to live in a manner which is comfortable, but not wasteful

- Use recycle bins where able
- Dispose of trash in compactor chutes (not just in the chute room)
- Turn off lights in empty rooms
- Never overload washers and dryers; use cold water to wash clothes
- Set heat/cooling to a moderate temperate, not extreme hot or cold

**Exterminating (Pests & Vermin)**
Triangle Apartments has regular, scheduled pest treatment completed on a monthly basis. Residents that encounter pests should report issues to the management office. Failure to report issues may result in additional charges to the resident. Evidence of pests which is precipitated by the cleanliness of the resident apartment will result in required cleaning at the resident’s expense and may result in contract termination if the problem persists.

If the Management Office notifies Resident of a scheduled extermination of the Premises, and Resident fails to prepare the Premises for such extermination in accordance with Management Office instructions, Resident acknowledges that by Resident’s failure to comply with the instructions, Resident will have prevented Landlord’s exterminator from properly exterminating the building in which the Premises are located. Under such circumstances, Resident acknowledges that he/she will be liable for any damages or losses sustained by the as a result thereof and that Resident will have materially and substantially breached this Lease Agreement.

**Fire Safety**
Fire safety regulations are for the safety and welfare of the residential community. Misuse or abuse of emergency equipment that results in the sounding of a false alarm is prohibited and considered a serious violation of the housing contract and local fire codes. Resident living areas will be inspected regularly by staff to ensure the following fire safety violations are not present in both the private rooms and common areas of the living unit if applicable.
The Use of the Following Hazardous Appliances Is Not Permitted:
- Spider lamps (lamps with multiple “arms”)
- Hot plates and George Foreman Grills in areas other than kitchens are prohibited
- Toaster ovens and microwaves in areas other than kitchens are prohibited
- Non-UL listed appliances

The Use of the below Open Flames are NOT Permitted, Including:
- Kerosene lamps
- Use of barbeques

Electrical Hazards such as the Following Are Not Permitted:
- Overloaded receptacles (use of “octopus” adapters)
- Extension cords which block egress
- Cords nailed or stapled to walls
- Splicing of electrical cords

Excessive Combustible Materials Are Not Permitted:
- Excessive disorderly condition and the storage of excessive amounts of trash, paper, cardboard, boxes, newspaper, etc.
- Partitions installed by residents
- Excessive decorations, tapestries, posters or other wall coverings
- Fireworks, explosives

Tampering with or Impacting Fire Protection Equipment Is Not Permitted:
- Smoke detectors covered, blocked, disabled or tampered with
- Fire sprinkler heads operationally compromised by presence of tape, hanging materials or obstructions
- Items hanging on sprinkler piping
- Activity which impacts the functioning of any automatic door closure mechanism (propping of doors)
- Obstruction of or tampering with fire protection devices/equipment (fire alarm pull stations, hose cabinets, fire extinguishers, sprinkler heads)

Affecting Exit Ways Is Not Permitted:
- Obstructing corridors, stairwells, lobbies, or exit doors by storage, furniture, etc.
- Resident-made room divider/partition. Hanging sheets or curtains around the room in order to divide the apartment.
- Tampering with, obstructing or vandalizing exit and emergency lights

Lighting of Outside Fires Is Not Permitted:
- Outdoor fires are not permitted on campus property

Smoking Regulations on Campus:
- Smoking is prohibited in the facilities
- Front steps/entrances of residential buildings are designated as non-smoking areas. All smoking must occur at least 25 feet from the building.

Holiday Decoration & String Lights
While certain decorations are helpful in acquiring the right “spirit of the season,” please note the following. Under no circumstances may decorations be attached or suspended from fire safety devices or equipment. String lights and/or holiday lights are not permitted in the common area of the facility.
- Apartment entrance doors, hallways, doors and windows in other public areas, and doors in resident rooms may be decorated in a manner that does not deface or damage property or create a fire hazard.
- Artificial snow or any other material that is difficult to remove or might result in damage is not permitted
- Lawn/garbage bags or other flammable material may not be used for decorations
- No protrusion through/around window/screens
- Any structures or decorations that do not meet the standards set by the Management Office and the Fire Marshal will be taken down immediately. If the required changes are not made, the Management office reserves the right to remove all structures from the room and bill the resident for the cost of removal.
**Kitchen Facilities**
Each apartment has a kitchen and the residents of each apartment are responsible for maintaining the cleanliness of kitchen facilities. Evidence of tampering with or altering the appliances in the apartment will result in appropriate restitution for all associated costs of repair.

**Dishwasher Usage**
1. Food particles left on the dishes may jam the dishwasher and prevent appropriate cleaning, be sure to rinse your dishes before placing them into the dishwasher.
2. The disposal is not connected to the dishwasher.
3. Do not overcrowd the dishwasher with items as they will not clean properly. Avoid covering the center hole (which dispenses water) in the dishwasher.
4. ONLY use approved soap to clean your dishes, laundry soap or liquid dish soap will cause your dishwasher to create an excess of bubbles.
5. Should your sink back up when the dishwasher is in operation please submit a maintenance request.

**Disposal Usage**
1. Push food particles through the disposal guard, do not stuff the disposal with items.
2. When running the disposal the cold water should be running to assist food particles in going down the drain.
3. Certain items like peels from apples and potatoes may clog your disposal if over filled. Items that expand in water such as rice and noodles also should not be put into the disposal.
4. Do not wait to use disposal once a week. Food items sitting in the disposal can attract insects and allow your disposal to work improperly.
5. DO NOT LOAD DISPOSAL WITH UTENSILS, ROCKS OR OTHER HARD MATERIALS.
6. Residents will be billed for disposal broken by objects not meant to be placed into the disposal.

**Laundry**
Each tower has two laundry rooms. In Triangle Tower One they are located on floors 3 and 9. In Triangle Tower Two they are located on floors 2 and 6. The management staff is not responsible for damage to clothing or other personal items. If one of these items is not working, please submit a work request or contact the management office. Residents must know the machine number when reporting laundry room issues. The laundry service is a pre-paid service; which means the laundry machines are coinless.

**Maintenance Problems**
Maintenance issues arise periodically. Contact the Management Office about any and all maintenance issues. Please keep in mind that maintenance items are fixed in order of their priority and some small things may take some time to be repaired. An exterminator is scheduled to visit the property twice a month. Residents who wish to request their apartment be serviced by the exterminator must submit a maintenance request. Such requests are subject to inspections by the maintenance staff. By requesting maintenance repair, a student has granted permission for a member of the maintenance staff to come into the residence and make the repair. In addition, maintenance staff may enter your room to verify damages or to perform other maintenance services during normal maintenance hours.

**Personal Property and Insurance of Personal Property**
As the Triangle Apartments Management Office accepts no responsibility for loss, theft or damage of personal property, residents are encouraged to carry their own insurance for such items. Additionally, the management office makes every endeavor to forewarn community members of impending safety issues. Residents and families are advised to check their homeowner’s insurance policy for applicable provisions.
Reducing Allergens and Mold
Although mold and mildew are natural environmental fungi, there are ways to reduce the likelihood of such visible occurrences. Typically, using a simple cleansing solution with bleach (found in most discount or drug stores) will spray and/or wipe the area clean. For residents who feel their apartment is too damp, another item is called Damp Rid, and it will reduce the amount of humidity and moisture in their bedrooms. Residents are responsible for purchasing and appropriately storing and discarding all cleaning supplies.

Residents should take the following steps for good air quality within their apartments:
- Clean their private bathrooms using a cleanser (every week)
- Wipe/dry the tub/shower after each use
- Hang wet/damp towels so that they can dry
- Vacuum thoroughly - even in corners (to pick-up dust)
- Dust surfaces with damp cloth
- Wipe air vents (filters will be changed by maintenance)
- Clean microwaves, stove, refrigerators, and coffee makers on a regular basis (according to instructions)
- Remove scented items: scented candles, soaps, air fresheners, (too many scents often times contribute to nasty odors)
- Using allergy-proof covers for pillows and bedding

As a matter of good hygiene, residents should also:
- Clean up spills as soon as they occur
- Dispose of garbage promptly (in closed trash bags, into established dumpsters located on the perimeter of the parking lots)
- Wash hands often, sanitize shared room equipment

Storage
The Management Office offers additional storage in designated location; residents interested in a storage locker should complete the storage application online. The Management Office is not responsible for the items stored within the storage rooms. If you are using a locker within the storage room please contact the management office and report the locker you are using. If you fail to notify the office the lock may be cut and the items disposed of. Be sure to remove all items from the locker when you move-out.

Trash
Residents are responsible for removing trash from their rooms and disposing of it in the compactors located near the elevators throughout the apartment complex. Proper use of the system by all residents will assure complete and efficient removal of all general rubbish and help eliminate system breakdowns. Please follow the tips outlined below:
1) Do not throw large bulky items, boxes or heavy metallic items down the chute.
2) Do not attempt to cramp an item larger than the chute door into the opening.
3) Do not throw lit cigarettes down the chute.
4) Bottles and cans are acceptable.

Large items such as boxes should be broken down and placed in the compactor room. Personal trash is not to be placed in common area bathrooms or other areas of the complex. Violations of this policy may result in fines being assessed.
How to Use the Entry System

When you give your phone number to the Management Office it will be programmed into the entry system under your name with an individually assigned entry code. The entry code is a 3 digit code used to dial the resident at the entrances. Your 3 digit code will be assigned to you at move in or when a phone number is given to the Management Office for that specific purpose. The 3 digit code is never the same as your apartment number.

HOW IT WORKS:
1. When a guest is at an entry system they can look the resident up by their last name by using the up and down arrows. Once the name is highlighted you will press the button the ‘Call’ button.
   - To adjust the volume, press the speaker button
2. If you already know the residents code you can enter it at anytime.
3. When the guest is on the line, the resident must press 6 on their phone to open the door.

ENTRY SYSTEM REQUIREMENTS
1. To use the Entry System you must be a current resident on a lease.
2. You will need a local or long distance telephone number the entry system is not able to accept international phone numbers.

FOR SECURITY PURPOSES:
- The Management Office will NOT open the doors for your guests.
- The Management Office will NOT give anyone information about you (your phone number, your code, where you live).
- Non-residents, friends or relatives of residents or their phone numbers will not be programmed into the Entry System.

For any problems or questions regarding the entry system please call or visit the Management Office for assistance.

Call: 216-791-5959
Office Hours: Monday thru Friday 9:00am-4:00pm
Email: jweintz@capstoneoncampus.com
**Resident Portal**

We encourage all residents to register online for our resident portal. It allows a resident to file work orders and track packages.

**How to Register for the Resident Portal:**

1. Go to our website at www.thetriangleapts.com
2. Then go to the Resident section of the website. Click “Log-in Now” on the right hand side of the screen, (right under "Resident Log-in").
3. Click "Register Now!" at the bottom of the screen. Input your email address, your unit number (ex. 1201), your first and last name (ex. John Smith), your phone number (including area code), and click "submit."
4. You will be brought back to the login screen. Wait a few minutes before checking your email. An email will be sent to you, giving you your TEMPORARY password. Please make sure you check your spam/junk mail. We suggest adding Triangle Tower Apartments to your safe sender list with your email provider.
5. Please note that it will take up to one day for the office to approve your access to the resident portal. You will not be able to access your account until the office has approved the request.
6. Go back to the login screen after retrieving your password. Type in your email and your temporary password.
7. You will then be sent to a page where you can create your own password. Pick something that is easy for you to remember. You will have to type it in twice to verify it for the system.
8. Now you are registered! You can file work orders through this portal. You can also track any packages that have been delivered to the office and view your account information.