



# TROPICANA STUDENT LIVING®

College Life 360°®

**TROPICANA RESIDENCE HALLS  
STUDENT HANDBOOK  
2020-2021**

# Tropicana Student Living

## 2020-2021 COVID-19 Contract Policy Change Announcement

At Tropicana Student Living [hereinafter Tropicana], our mission is to create safe and academically focused communities where students can grow, mature, develop, and establish lifelong friendships. We know that students [hereinafter Resident or Student] choosing to reside with Tropicana during this tumultuous time are choosing to embrace that mission and are seeking a positive experience amidst the turmoil of the COVID-19 pandemic. In our pursuit of a safe return to college life, we are instituting additional policies related to the COVID-19 pandemic, which are reflective of guidance we have received from UCSB, SBCC, Santa Barbara city, Santa Barbara county, and California state health agencies. **While we are taking steps to reduce risk, there is no guarantee students will not be exposed to COVID-19 in Tropicana communities, UCSB, SBCC, or Isla Vista, Goleta, Santa Barbara communities at large. Even with all the COVID-19 measures in place, and additional steps taken by Tropicana to reduce the risk of COVID-19, there remains a possibility of infection.**

Please keep in mind that the residential experience for students living in Tropicana housing for 2020-21 will be different than in past years, as we take steps to reduce the risk of COVID-19. As we make these adjustments, our Residence Life team remain committed to offering programs, services, and opportunities to build community with your peers and with student residential hall staff.

Students living in Tropicana housing will be asked to do their part to help reduce the risk of COVID-19, including but not limited to the following (which are evolving and subject to change):

- Reduced density housing, including double or single occupancy rooms
- Adhering to public health recommendations including hand hygiene, physical distancing and proper cough/sneeze etiquette
- The potential for regular and ongoing temperature checks
- COVID-19 testing
- Daily self-symptom monitoring and reporting
- Adhering to requirements that students limit their contact with those outside the housing community for 7-14 days immediately upon arriving on campus, if requested by UCSB or Public Health officials.
- Wearing personal face coverings outside of the student's suite, including hallways, cafeteria's, restrooms, etc., and throughout the campus and the Tropicana community
- Understanding that non-resident guests (including family) will not be allowed into Tropicana communities
- Respecting limits on how many residents can use community spaces including bathrooms, common spaces and study areas, and restrictions on events and social activities, per public health guidance
- Accepting limited face-to-face interactions with members of the Tropicana Housing and Residence Life staff, following public health guidance
- Required isolation/quarantine for residents who are exposed to or test positive for COVID-19 (symptomatic or asymptomatic). Please note: The isolation/quarantine housing may be at a nearby offsite location.

Although the residential experience will look different for the 2020-21 academic year, Tropicana remains committed to providing a robust, substantive, and engaging living-learning environment for those who reside here. As always, the well-being of all our community members is our top priority.

These policies are evolving along with the guidance from the UCSB, SBCC, and state and local government health agencies and are subject to change.

All residents and guests (when/if permitted) are expected to abide by these and all Tropicana policies, procedures, and guidelines to minimize the spread of COVID-19 to themselves, to other students, and/or to employees of Tropicana.

The policies and guidelines that follow are incorporated into the housing agreement/contract and/or the Tropicana Student Living Handbook and are applicable to all students and their guests (when/if permitted). As needed, additional updates, guidance, and policies will be distributed to students.

### **Section 1. Important Information**

- a. **Important Notice:** An inherent risk of exposure to the SARS-CoV-2 coronavirus and the disease it can trigger, COVID-19, exists in any public place where people are present. COVID-19 is an extremely contagious disease that can lead to severe illness and death. According to the Centers for Disease Control and Prevention, senior citizens and those with underlying medical conditions are especially vulnerable. By entering and residing in a Tropicana community, you voluntarily assume all risks related to COVID-19. Tropicana will continue to implement and modify its cleaning protocols as mandated by federal or state directives and as suggested by the Centers for Disease Control and Prevention in the interest of minimizing spread of the disease. To the extent it is reasonably practicable, Tropicana will make efforts to educate and inform residents on appropriate cleaning protocols within their assigned spaces to reduce the spread of disease within residence halls. These policies and protocols will be evaluated as the year progresses, and any updates or changes will be communicated to students via email.
- b. **Release & Hold Harmless:** You agree to release Tropicana, its agents, and employees, property owners, and landlords from any and all damages, liability, claims, expenses, or loss (collectively, "Claims") resulting from or arising out of your use of space within a Tropicana community, including those related to the potential exposure to contagious viruses like the SARS-CoV-2 coronavirus and the disease it can trigger, COVID-19, and to indemnify and hold harmless Tropicana, its agents, and employees, property owners, and landlords from any Claims resulting from or arising out of your breach of the terms and conditions of the Contract. You understand that by residing in a Tropicana community, you are assuming the risks associated with communal living and, as in any shared living environment, those risks include potential exposure to communicable diseases, including but not limited to the SARS-CoV-2 coronavirus and the disease it can trigger, COVID-19.

### **Section 2. COVID-19 Policies**

- a. **Amenities:** Tropicana is closing non-essential amenities including, but not limited to, the recreation rooms, the Tropicana Del Norte theater, and the pools. Tropicana hopes to continue offering study lounges in socially distanced setups. Certain areas may be

converted into study areas as possible or may be re-opened and subject to physical distance and face-covering requirements. Printing will still be available through the front desk; however, public computer workstations will be removed. Tropicana's Residence Life team will still coordinate events and programs that fit within the social distancing guidelines, including virtual events, outdoor adventures, and other similar activities.

- b. **Activities and Events:** In-person activities and programs will need to comply with physical distancing and public health guidelines.
- c. **Right to Enter:** In addition to the semester, quarter, and holiday breaks listed in the Contract, student will have no right to enter during any period of closure necessitated by the direction of the Public Health Department, UCSB closure or return to remote only instruction, and/or business necessity.
- d. **Housekeeping:** At the time of this writing, Tropicana still expects to provide housekeeping for students in a residence hall community (Tropicana Gardens and Tropicana Del Norte) 1-2 times a month (Please note: this is very much subject to change. We will be following the guidelines set forth regarding our staff entering student suites to clean. Each student is expected to maintain and clean their own living areas and bathrooms. If housekeeping is permitted to clean rooms, all students would be required to vacate the immediate area (bedroom or common area) during the housekeeping cleaning to maintain social distancing guidelines, and for the safety of our staff and the student(s). If any student refuses to vacate the immediate area, housekeeping will skip that area until the next scheduled cleaning. Students will be given notice prior to the cleaning. Housekeeping will frequently clean common/public bathrooms, common/public areas, and high-touch surfaces multiple times a day.
- e. **Public Health Recommendations:** Residents must adhere to public health recommendations including hand hygiene, physical distancing and proper cough/sneeze etiquette.
- f. **Maintenance:** When maintenance is required or requested, students may be required to vacate the suite. Certain circumstances, determined by the maintenance personnel, may permit the presence of students in areas other than the immediate area of work.
- g. **Interim No-Guest Policy:** We have suspended our overnight-guest policy and are instituting a strict no-guest policy. Guests/visitors are defined as anyone who is not a current leaseholder in one of the Tropicana communities.
- h. **Face Covering Requirement:** All students are required to wear face coverings while in public areas within Tropicana communities. Public areas are considered any area that is not within a student's suite. This includes other students' suites, if a student is not an occupant of a suite, they are expected to be wearing a mask.
- i. **Quarantine / Isolation / Separation:** At any time, Tropicana may request or require a student to leave their assigned space when Tropicana reasonably concludes that the student's continued presence in the housing community poses an actual or potential health or safety risk for community members. Residents are required to comply with requests from Tropicana to leave their assigned space due to COVID-19 or other public health emergency and failure to do so is a violation of the Contract and may subject a student to emergency removal from their assigned space. When at all possible, the student should return to their home or a space provided by Tropicana which could be at

a nearby offsite location. A student's removal from their existing assignment to isolate or quarantine does not constitute a termination or a temporary pause of this Contract. Refusal to relocate, self-isolate, self-quarantine or follow staff directions may be considered a serious violation constituting a nuisance injurious to the health of the community (Civil Code 3479) which may terminate the resident's contract in accordance with California Code of Civil Procedure § 1161(4).-

- j. **Reduced Occupancy/De-Densifying:** Tropicana has already modified its maximum room occupancy to single occupancy, in coordination with the State of California Higher Education Guidelines and UCSB Chancellor Yang. Please be informed that furniture in rooms may not match the actual occupancy, e.g. double furniture accommodation may be present in a single occupancy room. Students are required to comply with any de-densifying efforts needed due to COVID-19 or other public health emergency, including, but not limited to, the relocation of all or some residents to alternative housing. Relocation does not constitute a termination of a resident's housing contract. If Tropicana is not able to accommodate your housing request due to reduced occupancy limits mandated by COVID, it will notify you within seven business days of the standard Contract Start Date and will return all deposits and payments within ten business days. If, during the academic year, there are significant changes related to COVID-19 and the public health concerns subside and/or a vaccine is available, we reserve the right to re-evaluate density levels and students who are living in Tropicana residences may be assigned a roommate. Please know that this would only be done with consultation of health officials.
- k. **Meal Plans/Cafe:** The café hours will be reduced and all meals are **currently** carry-out. This process can and will change in accordance to local guidelines. Students can place orders online and retrieve their order from the designated cafeteria. Each order consisting of a single entrée, up to two sides, and a beverage, is considered one meal use, which will be deducted from a student's weekly meal allowance. Any changes to the meal plan policies will be sent to students via the student's email address provided to Tropicana. Personal face coverings will be required to enter any cafeteria to pick up prepared food. If/when we are able to safely offer dine-in, it is anticipated that a significant portion of the dining business will continue to be take-out for the remainder of the academic year. If/when dine-in options are approved by the County Public Health Department, seating will be on a first-come, first-served basis. Seating will be limited in the dining hall to allow for physical distancing.
- l. **Policy Violations and Incident Management:** Tropicana Resident Assistants (RAs) and Assistant Resident Directors (ARDs) will be monitoring for and documenting possible policy violations in accordance with the Tropicana Student Living Handbook. During a documentation, students will be required to maintain social distancing and wear face coverings. During a documentation/policy violation, students will be required to present themselves in the living room. If a student refuses to wear a mask during a documentation this may factor into any response for the documentation. Residents are required to immediately follow staff directions given in response to a public health concern.

- m. **Termination:** Upon reasonable notice, Tropicana reserves the right to terminate the Contract due to public health emergency needs, including COVID-19. In the event Tropicana terminates the Contract due to public health concerns, Tropicana may offer fair and reasonable reimbursements and/or pro-rated refunds for impacted students as appropriate and based on information available at that time and provided that the resident has removed their belongings and returned their key to the applicable front desk.
- n. **Test Availability:** If you have symptoms, or have been exposed to someone who has tested positive for COVID-19, please contact the Santa Barbara County Department of Public Health for more information about community testing at <https://publichealthsb.org/testing/> You will be expected to notify Tropicana by using the online form at <https://forms.tropicanastudentliving.com/covid/>.

*Residents and their guests are contractually responsible for all 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 email. All changes are applicable to all students when announced.*

## WELCOME TO TROPICANA STUDENT LIVING

*Dear Tropicana Residents,*

*We are delighted you have chosen Tropicana Student Living to be your home for the 2020-2021 academic year. One of the first discoveries that you will quickly find 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 celebrating 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.*

*To ease your transition to college, we have created the Tropicana Residence Halls Handbook. This handbook is designed to acquaint you with the opportunities, benefits and necessary regulations of living in a Tropicana Residence Hall. 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

*“We are committed to providing a vibrant and nurturing community that honors and supports our residents’ quest for personal independence and academic success.”*



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**PART ONE  
LIVING AT TROP**

## RESIDENCE LIFE CONTACT INFORMATION

Our Executive Directors, Director of Residence Life, and the Assistant Residence Directors oversee the general operations of our student communities, as well as offer assistance to residents.

**Dave Wilcox, MEd**

Executive Director, Tropicana Student Living  
[dwilcox@tropicanastudentliving.com](mailto:dwilcox@tropicanastudentliving.com)

**Ben Sample, MBA**

Executive Director of Tropicana Del Norte and Tropicana Villas  
[bsample@tropicanastudentliving.com](mailto:bsample@tropicanastudentliving.com)

### RESIDENCE LIFE

**LaDonte King**

Director of Residence Life  
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**Joe Hill**

Director of Technology/Judicial Affairs  
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Assistant Resident Director – Tropicana Del Norte  
[aaguilar@tropicanastudentliving.com](mailto:aaguilar@tropicanastudentliving.com)

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**Luca Raicovich**

Assistant Resident Director – Tropicana Villas  
[lraicovich@tropicanastudentliving.com](mailto:lraicovich@tropicanastudentliving.com)

## **Resident Assistants**

Your Resident Assistants (RAs) are students who are trained to assist you with many of your day-to-day needs and college survival skills. RAs wear many hats. They are a “been-there, done-that” source of information about the college or university and the community. They are our community’s “cruise directors,” planning social, recreational, and educational events. They also work with residents to create a study-friendly atmosphere. More information about your RAs is available on our websites:

[www.tropicanagardens.com/home/current-residents/your-ras.html](http://www.tropicanagardens.com/home/current-residents/your-ras.html)

[www.tropicanadelnorte.com/home/residents-home/your-ras.html](http://www.tropicanadelnorte.com/home/residents-home/your-ras.html)

## **Front Desk Hours**

The offices and front desks are located at the front of both buildings in the lobby area. The Customer Service Representatives and Administrative Staff will be there to assist you with any questions or concerns that you may have during our normal hours listed below.

### **Tropicana Gardens**

Front Desk/Office Phone Number: **(805) 968-4319**

### **Tropicana Del Norte**

Front Desk/Office Phone Number: **(805) 968-0351**

### **Tropicana Student Living Business Office Hours:**

Monday through Friday 9:00 a.m. – 5:00 p.m.

### **Tropicana Gardens Front Desk Hours:**

Monday through Friday 8:00 am – 8:30 pm

Saturday and Sunday 8:00 am – 8:30 pm

### **Tropicana Del Norte Front Desk Hours:**

Monday through Friday 9:00 am – 8:00 pm

Saturday and Sunday 9:00 am – 8:00 pm

## **Other ways to reach us:**

Tropicana Gardens Fax: (805) 968-5703

Email: [frontdesk@tropicanastudentliving.com](mailto:frontdesk@tropicanastudentliving.com)

My Trop Account: <http://mytropaccount.com/>

## **Logistics**

### **Bicycles**

Tropicana Gardens has 600 bicycle parking spots in the four ground-floor quads. Tropicana Del Norte has bicycle parking in the Underground Parking Garage, outside the El Colegio Road entrance, and in the parking lot behind the building. You will need to register your bike at move-in. Invest in a sturdy bike lock, and always lock your bicycle to a bike rack. Bikes parked in unauthorized locations or not locked to a bike rack will be impounded.

### **Building Layouts**

#### **Tropicana Gardens**

To make it easier to identify parts of the building, every quad is named after a tropical island.

Barbados	Suites 118-122, 232-243, 314-320
Cayman	Suites 102-111, 202-212
St. Croix	Suites 112-117, 215-226, 301-307
St. Lucia	Suites 123-132, 245-255
Martinique	Suites 227-231, 256-260, 201, 308-312

#### **Tropicana Del Norte**

First Floor	Suites 101 - 109
Second Floor	Suites 201 - 221
Third Floor	Suites 301 – 321

### **Computer Network Services**

Tropicana works with an outside provider, Pavlov Media, that addresses all of our internet related issues. 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 888-472-8568 and their website is [www.pavlovmedia.com](http://www.pavlovmedia.com). With a 1Gbps bandwidth connection to the Internet, Tropicana has high-speed service with excellent coverage. If you experience slowdowns or other issues, be sure to contact Pavlov Media to inform them. Please collect a case number and contact Joe Hill, our Director of Technology at [technology@tropicanastudentliving.com](mailto:technology@tropicanastudentliving.com) if the issue persists.

### **Deliveries**

All deliveries, including food and grocery delivery services such as UberEats, GrubHub, DoorDash, etc. should be directed to the Tropicana front desk. An email will be sent each day indicating that there is a delivery for the resident at the front desk. Students may pick up deliveries when the front desk is open. You may not pick up a package for others or have someone else pick up a package for you.

Food delivery drivers must be instructed to await pickup in an uncovered Tropicana parking area, and students should plan to meet the deliverer there. Tropicana representatives will NOT sign for any food deliveries, as students are expected to only place orders they will be able to promptly pickup.

### **Energy Conservation**

Efficient use of energy and resources saves money. You pay for your utilities through your housing payments. To reduce energy consumption, we have retrofitted the lighting, plumbing and heating systems. You can help by:

- \* Turning off all lights when leaving your suite
- \* 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

### **Guest and Visitor Policy**

Interim No-Guest Policy: We have suspended our overnight-guest policy and are instituting a strict no-guest policy. Guests/visitors are defined as anyone who is not a current leaseholder in one of the Tropicana communities. **Housekeeping**

Tropicana's Housekeeping Staff will provide light housekeeping: vacuuming, dusting, and cleaning bathrooms 1-2 times a month on a schedule to be determined at the beginning of the year. Make sure your floors and bathroom counters are cleared of all personal belongings or your suite will not be cleaned. Tropicana's Housekeeping Staff reserve the right to refuse to clean suites that are excessively dirty or poorly maintained by residents.

### **Insurance**

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 sometimes covers property outside of the home, which means that your parents' insurance may cover your property while you are living in Tropicana. Prior to any occurrence, you are encouraged to check with your parents or consult with your insurance agent 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 Gardens and Tropicana Del Norte operate by keyless locks. Please do not lose your key (Salto card at Tropicana Gardens or Saflok swipe card at Tropicana Del Norte) or loan it to a friend. If you lose your key, it becomes a safety issue for you and your suitemates. Please inform us as soon as possible about lost keys. We will cancel your old key, and provide a new key for you. Suites are equipped with bedroom door locks, for which you are issued a key upon check-in. There is a replacement charge for any (suite, bedroom or mailbox) lost key.

#### ***Lock Outs***

If you have locked yourself out of your suite, a temporary key will be created at the front desk for your use. This temporary lock-out key must be returned to the front desk within 15 minutes. If the temporary key is not returned, you will be charged a replacement key fee. If you lock yourself out of your room when the office is not open, please contact the RA on duty by calling (805) 637-5046 for Tropicana Gardens or (805) 280-1653 for Tropicana Del Norte. You will be charged for each after-hours (10pm – 8am) lock out, starting at \$5 for the first lock out, with the fee increasing by \$10 for each subsequent lockout (e.g. 1<sup>st</sup> Lock Out = \$5, 2<sup>nd</sup> Lock Out = \$10, 3<sup>rd</sup> Lock Out = \$25, and so on). The RA will create a one-time use key and escort you to your suite.

### **Laundry Rooms**

At Tropicana Gardens, the laundry rooms are in both quads in the rear of the building in the

Barbados and St. Croix Quads. At Tropicana Del Norte, the laundry room is located behind the study lounge. All laundry facilities are available for use by Tropicana residents only. The machines are card swipe using your credit or debit card. You can get an email or text message to notify you when your laundry is done. You can go online to see how many machines are available or how much longer your laundry has to complete. Go to [www.laundryalert.com](http://www.laundryalert.com). You may also report errors or problems with any of the laundry machines by using a smart phone and downloading the FixLaundry app.

Laundryalert.com sign in information:

For Tropicana Gardens washers/dryers: Trop  
For Tropicana Del Norte & Villas washers/dryers: Tropicana

If there is an issue with the laundry equipment please contact Wash Laundry at (800) 342-5932.

### **Mail**

Mailboxes are in the lobby, next to the office. Please use your suite number when using your mailing address in the following manner:

*(Your Name)*  
Suite # *(Your Suite Number)*  
Tropicana Gardens  
6585 El Colegio Road  
Goleta, CA 93117-4614

*(Your Name)*  
Suite # *(Your Suite Number)*  
Tropicana Del Norte  
6525 El Colegio Road  
Goleta, CA 93117-4616

The Tropicana offices have a bin for outgoing mail. Mail is picked up and delivered all throughout the day and will be processed as they arrive. Please be patient with our front office personnel while they are processing your mail and packages. We sort the mail and place it in the proper mailbox for each of our residents. Mail and packages will be processed as it arrives.

Packages are held for residents behind the front desk and require identification and a signature for pick up.

USPS, UPS, and FedEx do not deliver or pick up on Sundays or National Holidays.

### **Maintenance Problems & Repairs**

All maintenance related problems should be reported on MyTropAccount, reported directly to the Tropicana front desk in person or by calling the front desk at (805) 968-4319 for Tropicana Gardens or (805) 968-0351 for Tropicana Del Norte. Be specific in reporting the problem. Where is the problem? Detailed description of the problem? If you have a maintenance emergency after office hours, please call the RA on duty phone at (805) 637-5046 for Tropicana Gardens and (805) 280-1653 for Tropicana Del Norte. 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, any sort of wipes including flushable wipes, feminine hygiene products-including tampons) down your sink, shower or toilet.

Do not rinse sand down the drains. Please be sure to clear the drains of hair or any other material that might cause clogging. Report clogged toilets, and clogged or slow-running showers or sinks to the front desk immediately. By following these guidelines, you will avoid charges to your account.

### **Parking**

**Tropicana Gardens** offers two types of parking:

- **Covered Carports** are located directly behind Tropicana Gardens. Each space is numbered and is specifically assigned to a resident.
- **Uncovered Assigned Parking** in uncovered spaces is located behind Tropicana Gardens, parallel to the reserved carports. These spaces are numbered and specifically assigned to a resident.

**Tropicana Del Norte** offers two types of parking:

- **Assigned Parking** is located on the campus side of our building. These uncovered spaces are numbered and specifically assigned to a resident.
- **Underground Parking** is located directly under our building. Each space is numbered and is specifically assigned to a resident.

### ***Purchasing Parking***

If you are interested in a reserved parking space, you will need to complete and return the Parking Application form on our website. If you are interested in a parking permit, you may purchase it at the front desk at any time throughout the year. Please know that the parking permits are non-refundable or transferable.

### ***Towing***

Cars will be towed that do not have the correct permit displayed in the designated location (bottom left corner on the inside of the front windshield) or are not parked in their designated spot. Thomas Towing Company patrols the parking lot, (805) 964-0989.

### **Quiet Hours**

The minimum Quiet Hours established for Tropicana Student Living are:  
10:00 pm – 8:00 am 7 days a week

Courtesy Hours are encouraged and enforced 24 hours a day. During Finals week for either UCSB or SBCC, Quiet Hours are extended to 24 hours a day, and violations of the Quiet Hours during Finals have an elevated severity.

### **Recycling**

Blue recycling trash cans are in the living room of every suite and a blue recycling bin is located behind Tropicana Gardens Cafe. At Tropicana Del Norte, the blue recycling bin is located behind the Café. Cardboard, aluminum, glass, plastic, newspapers, and paper can be recycled. Please take a little bit of time to recycle and help the environment.

### **Swimming Pool**

A heated and gated swimming pool is in the center area of each location. No lifeguard is on



duty; therefore, you swim at your own risk. The swimming pool is open from 8:00 am to 10:00 pm. There is no diving allowed. Anyone diving from the sundeck, balconies, or roof will be immediately evicted.

## **DINING SERVICES**

### **Café Entrance**

At move-in you will register your fingerprint to enter the café. Your finger scan 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 café meal cards or any other inappropriate behavior will be subject to disciplinary process. In addition, due to health code regulation, proper attire, such as shirt and shoes must be worn in the café at all times. Please clear your dishes (bus your trays) before leaving the café.

### **Feedback**

To improve the service, selection and quality of the food service, we have provided comment cards for you to use. If you have any constructive suggestions or would like to see more of a certain item, please fill out a comment card, email the café managers below, and/or participate in one of our surveys and focus groups.

### **Contact Information**

#### **College Fresh**

*College Fresh* Phone number (805) 869-1401  
e-mail: See Tropicana Front Desk for Email Address

### **Meal Hours**

Meal hours have been arranged to provide flexibility in our dining service. Schedules will be posted in advance for special meals, finals and holidays. During the week, three hot meals (breakfast, lunch and dinner) are served, with snacks available between hot meal times. On holidays and weekends two meals are served: brunch and dinner. (Hours are subject to change).

### **Meals When Sick**

Residents who are too ill or medically unable to eat a meal in the café can make pre-arrangements with the café manager and/or their RA. This service is available every day of the week. This policy is subject to change.

## **TROPICANA STUDENT ORGANIZATION (TSO)**

Tropicana Student Organization (TSO) 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, TSO wants you! The following gives you a brief description of what TSO is about.

### **Fees and Funding**

As a member of TSO, each student in Tropicana Gardens and Tropicana Del Norte has paid an activity fee.

### **Participation**

Participation in TSO is open to everyone at both residence hall properties, Tropicana Gardens and Tropicana Del Norte. Elections for quad representatives and other officers are held early in the Fall Semester/Quarter. If you are interested in a position, see your Resident Assistant.

### **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, open-mic nights, boat cruises, trips, talent shows, and team sports.

### **Structure**

Tropicana Gardens and Tropicana Del Norte have independently operating student organizations.

### ***Residents:***

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

### ***Elected Quad Representatives/Officers***

Each quad/community will have elected representatives.

### ***Elected Executive Officers***

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

### ***Advisors***

Tropicana Student Organization is advised by the Assistant Resident Directors, Director of Residence Life, with the counsel and participation of Resident Assistants.

## **CONTRACTS AND ROOM ASSIGNMENTS**

### **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 Resident Assistant 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, Facebook, 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.

To begin the cancellation process, you will need to put your request in writing to the Director of Leasing of Tropicana Student Living at [leasing@tropicanstudentliving.com](mailto:leasing@tropicanstudentliving.com). See the Cancellation Policy and Fees in your contract or in the FAQs online.

[Tropicana Gardens FAQs](#)

[Tropicana Del Norte FAQs](#)

### **Housing Payments**

Payments are due on the 1<sup>st</sup> of every month. Refer to your contract under My Trop Account. A late fee will be assessed if payment is not received by the 2nd day after it is due. You are responsible for payments during Winter Break and Spring Break. Payments can be made online or in person by cash, check, or credit card. Payments are not accepted over the phone. If you are having difficulty with your payment schedule, please contact the Director of Accounting before your payment is due at (805) 968-4319.

### **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 Changes**

If you and your roommate are having difficulties which you cannot resolve, you should discuss your problems with your Resident Assistant, who has been trained to deal with these situations. During the first three weeks of the academic quarter or semester, room changes are not permitted, due to the finalization of our occupancy. You and your RA may come up with some new ways to approach the issue. If, however, no improvements occur, then you may wish to consider a room change. You must make an appointment with the Resident Director or Director 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 Assistant Resident Director's or Director's approval of the room change. A daily fee may be imposed for unauthorized room/suite changes with disciplinary action to follow.

### **Room Condition Report**

Upon arrival, each resident is asked to provide input and select one resident of the suite to submit a Room Condition Report (RCR) for their suite. 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 existing prior to your arrival. The RCR must be completed within 72 hours of your respective opening day. If this is not completed, we will keep our master copy (an already completed RCR by our summer staff before you moved in) as the RCR on file for your suite.

As a community member of Tropicana, you agree to jointly maintain a clean, safe, and sanitary living area (inside the suite, bathroom, and the surrounding area) with the other student(s) assigned to that suite; 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 residents' expense.

### **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 suite, 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 Addendums**

Contract addendums are occasionally used by Tropicana Student Living to supplement the original terms of the contract. These documents are uncommon, but each will have specific terms laid out and agreed to by the resident for whom the addendum is prepared. In signing contract addendums, they become a part of your contract with Tropicana Student Living, and as such violations of the terms of the addendum constitute a violation of the Tropicana Student Living Contract.

## **TROPICANA STUDENT LIVING RESIDENCE HALL POLICIES**

Residence Hall living is based on community effort, mutual respect and consideration of others. Residents are viewed as adults who are responsible for their actions. Regulations are not designed to control behavior as each individual has the sole capacity for controlling their own behavior. The following policies are put in place to protect the members of the Tropicana community.

### **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, inside suite or bedroom with doors closed, and no one under the age of 21 present (unless the person under the age of 21 is assigned a space in the same bedroom). It shall not become public and may not occur in or around any "public" areas (hallways, bathrooms, pools, lounges, etc.) of the residence hall. Possession and/or consumption outside of the assigned bedroom while in the presence of any persons under the age of 21 is considered public, and is in violation of Tropicana policy. 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. Please refer to Part 2: Community Living & Student Accountability.

### **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. Cooking equipment, such as hot plates, toasters, George Foreman-type grills, electric fry pans, toaster ovens, unattended cookers such as slow cookers or pressure cookers, or anything with an exposed heating element, is not allowed in the residence hall. Closed-element appliances, such as hot air popcorn poppers, blenders, coffee makers, and refrigerators of less than 4 cubic feet, may be used.

### **Bicycles**

If you own a bicycle, it is imperative that you register it with Tropicana Student Living upon move-in 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 may 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 is 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. NOTICE: All bicycles left on the property after the conclusion of your residence or at the end of your lease agreement (whichever comes first) will be considered abandoned and may be given to a charity of our choice.

Please consult the “Motorcycles, Mopeds, and Jet Skis” section of this handbook for information related to Bird and Lime electric motorized scooters.

### **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, potential electrical and flooding problems.

### **Christmas Trees & Decorations**

Real Christmas trees or wreaths are not allowed, because they are fire hazards. Spray snow is allowed if the window is pre-coated with non-stick oil and snow is cleaned off before Winter Break. Strings of lights are permitted if unplugged when leaving your room.

### **Computer Network Services**

Use of the network resources is governed by the Tropicana Acceptable Use Policy. Non-resident 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, 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](http://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 suite or quad. In addition to restitution, individuals responsible for damaging property are subject to disciplinary action and, if appropriate, criminal prosecution.

### **Decorations**

All holiday and party decorations for quads, suites, 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.

### **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 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 illegal and/or dangerous drugs or drug paraphernalia are not allowed at Tropicana Student Living. Drug violations are enforced by direct notification of police in addition to any Tropicana sanction incurred. In addition, misuse of prescription drugs are in violation of this policy. 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 system consists of smoke detectors and pull stations. Activation of the pull station system will sound fire alarm in the building. The fire department may be summoned with fire engines, paramedic units, and police personnel. The jurisdiction having authority may cause the County of Santa Barbara to bill you for a false alarm. This is also a violation of the law and criminal prosecution may be pursued by the County. Please do not take the batteries out of your smoke detectors. It is a misdemeanor to tamper with or interfere with smoke detectors if the alarm is not working properly, please open a maintenance request immediately and we will take care of it.

#### **False Fire Alarms**

False fire alarms (pulling fire alarm stations, tampering with smoke detectors, etc.) will result in legal action and a fee, as well as disciplinary action by 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 our 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, sterno, hookahs, incense or any open flames are **strictly prohibited** in Tropicana and violation will result in disciplinary action.

### **Flammable Liquids/Gas**

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

### **Furniture**

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

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 suites, including walkways. Bedroom doors and closet doors may not be removed by residents. If you choose to bring your own furniture, you must store the furniture provided to you by Tropicana in your suite.



### **Guest Policy**

**Interim No-Guest Policy:** We have suspended our overnight-guest policy and are instituting a strict no-guest policy. Guests/visitors are defined as anyone who is not a current leaseholder in one of the Tropicana communities. 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 UC Police Department will be contacted.

### **Halloween and Deltopia- type Events Guest Policy**

At the request of UCSB/SBCC and the Isla Vista community (Police, I.V. Foot Patrol, etc.), Tropicana Student Living has instituted a "No Guest Policy" during the week of Halloween and Deltopia. Tropicana will be notifying residents of the dates at a later time. Non-residents will not be permitted access or allowed use of the residence hall during these periods. A fee will be assessed to the resident EACH time a visitor is found on property during these dates. Residents are also responsible for their guests' behavior, and will be held accountable for all incidents that occur while the guest is on the premises. Halloween and Deltopia Guest Policies are subject to change. Tropicana reserves the right to shut down the building and institute an immediate no guest or limited guest policy at any time they believe it is in the best interest and safety of the residents and property.

### **Hoverboards / Balancing Scooters**

For the safety and best interest of our community, the use and/or possession of hoverboards, including self-balancing scooters, battery operated scooters, and hands-free segways, will be prohibited on all of Tropicana Student Living properties. These devices have brought about concerns regarding fire safety due to their combustible danger and have been associated with various injuries. These devices will remain prohibited from our properties until further standards of safety are implemented for them. Use of these devices may result in disciplinary action.

### **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 inside Tropicana walls. If any are found, they will be impounded. These vehicles should be parked in the Tropicana parking lot with a parking permit.

### **Pets**

Pets are not to be kept permanently or temporarily by students residing in the residence halls. Visiting pets are not permitted to be on property without approval from an Executive Director. Each resident is allowed one fish tank up to 10-gallons for the sole purpose of housing fish. Dangerous fish are not permitted, such as those which are venomous. A fee may be charged for removing a pet.

### **Plants**

Students may keep common houseplants, but the cultivation and growth of any plants or vegetation which are consumable is prohibited. Additionally, the plants may not require any apparatus such as grow lights or special enclosures. Any plants being grown which resemble any hallucinogenic or mind altering substance or plant will be documented as a violation of this policy.

### **Posting and Distribution**

All posting must be approved by one of our Directors 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 Directors. This includes displaying inappropriate items in your suite 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 suites, corridors, rooms, 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 pm – 8:00 am  
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. Residents of specific quads or the Tropicana Student Organization may vote to have additional quiet hours.

### **Restricted Areas**

Within Tropicana Student Living there are several restricted areas residents may not use. Those areas include: the café kitchen, maintenance shops, housekeeping room, the roof, administrative offices (unless invited in by an administrator) and the telecommunication room. Persons found trespassing in these areas will be subject to disciplinary action, along with a possible fee, criminal complaint or eviction.

### **Safety Problems**

You should report any safety-related problems to a Resident Assistant, Executive Director or Director of Facilities. A message can be left for the staff at the front desk or on the RA Duty Phone.

### **Skating**

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

### **Smoke Detectors**

It is against policy to remove the battery from the smoke detector, remove the smoke detector, or otherwise inhibit the operability of the smoke detector. If your battery is dead, contact the front desk or submit a maintenance request online. If an individual damages a smoke detector they will be responsible for paying for the replacement.

### **Smoking**

Tropicana's residence halls are smoke and tobacco free. In accordance with the UC smoke free and tobacco free policy, the following are prohibited: smoking (tobacco or tobacco-free products, that might be smoked via cigarettes, pipes, water pipes, and hookahs); smokeless tobacco (including snuff, snus, and chew); and unregulated nicotine products (such as electronic cigarettes or vapes). Residents *may not* smoke anywhere on property, including the parking lots. This includes the areas outside of the east and west doors and in the back parking lot, and the bench in the parking lot, near El Colegio Road at Tropicana Del Norte.

### **Solicitation**

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

### **Sports in the Complex**

Limited sports are allowed in the complex. Students are responsible for any financial damages caused as a result of sports in the complex. Additionally, Tropicana is not liable for any injuries sustained as a result of any sports in the complex. Tropicana Student Living does not encourage rough-housing, and does not allow any physical or dangerous activities.

### **Suite Inspections**

For your safety, Tropicana routinely conducts monthly maintenance rounds as well as suite inspections quarterly, semester, and prior to academic closures. You will be notified in advance, unless a staff member is entering for an emergency or a policy violation. During these regular inspections, Tropicana is not actively searching for policy violations, but any that are discovered will be documented.

### **Unattended Personal Belongings**

Personal items left outside of a suite and unattended are prohibited. When items are left unattended, it invites theft of these items and in the interest of protecting the personal belongings of students, leaving items outside without the owner present is prohibited. Common items such as towels, wet suits, clothes, or shoes should always be kept in doors or, if for example something was being dried outside of the suite, the student owner should be present to prevent theft. Items left outside of a suite and unattended may be confiscated or impounded, and could be considered abandoned property. In the event staff must remove belongings, the suite may be charged a trash removal fee.

Tropicana Student Living is not responsible for damaged, stolen, or lost items.

**Weapons**

Firearms, hunting equipment and other weapons (including but not limited to tasers, pepper spray, gun powder, explosives, sling shots, air powered guns, toy guns that may resemble a gun, 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 residence hall window constitutes a safety hazard and/or litter problem and is cause for disciplinary action. A replacement fee is assessed for unauthorized removal of or tampering with the screens.

## **SECURITY**

Tropicana Student Living is committed to maintaining high standards for safety and security in the residence halls. 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 following safety and security regulations.

### **Courtesy Patrol**

Tropicana Gardens and Tropicana Del Norte have staff who patrol the inside and outside of the building during nights and weekends, addressing conduct, disturbances and maintenance issues as necessary.

### **Exterior Doors**

Tropicana Gardens' exterior doors are locked at 8:00 pm. However, your Salto or Saflok key will open the exterior doors. If your key is lost, you are responsible for purchasing a new key at the front desk to maintain security for yourself, your suite's possessions, and for your community. Lost keys can still open exterior and suite doors. It is imperative that lost keys are reported so we can deactivate the missing key.

It is every resident's responsibility to maintain the security of Tropicana, such as keeping the hall securely locked, protecting keys from loss and reporting suspicious individuals or activity within the building/properties. It is also important for you to close your suite door and lock your windows at night. For safety as well as security reasons, screens must remain on windows at all times. Doors must not be propped open. The removal of screens may result in a fee and disciplinary actions.

### **Police Department**

Since we are located on university property, the UCPD will be the primary responder for law enforcement related situations, but the Sheriff's Department or the Isla Vista Foot Patrol may also respond for law enforcement related situations 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 Gardens and Tropicana Del Norte property. They are NOT monitored. These cameras only serve the purpose of protecting the building from vandalism and misconduct. Having these cameras helps in holding the responsible individuals accountable for their actions, and helps reduce the costs of unneeded repairs caused by inappropriate behavior. Should you be seen on camera violating a Tropicana policy, disciplinary action may take place.

### **Video or Audio Recordings**

California is a two-party consent state with regards to video, photographic, and audio recording of others who have a reasonable expectation of privacy without consent. Making a video recording, audio recording, taking photographs, or streaming audio/video of any person in a location where the person has a reasonable expectation of privacy, without that person's knowledge and express consent is prohibited.

### **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. Never go into Isla Vista by yourself. You should always be accompanied by trusted acquaintances.

### **UCSB Community Service Organization**

The Community Service Organization (CSO) is a group of students who work with the Police Department in serving the campus community. The CSO officers can be identified by their jackets or polos with CSO written in yellow or white on the back. All CSO officers have 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 room. Leave the room and close the door behind you. Break the nearest fire alarm box, pull the fire alarm, and dial 911 to report the fire. Contact the nearest staff member and evacuate the building immediately to get to safety. 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 suite.

- \* 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 suite door.
- \* Grab your shoes, jacket, and keys before evacuating.
- \* If you are in your room, lock your door and take your key when leaving.
- \* Once outside in the designated area, maintain 100 feet of clearance from the building for safety. Please wait for instruction from staff or a trained professional.
- \* Re-enter the building only after receiving instructions to do so from Tropicana staff or trained professionals.

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.

Tropicana usually conducts one fire alarm evacuation test a year. This test will be communicated to you in advance by email, newsletter, door decoration, and postings around the building, etc.

## **Earthquake Evacuation**

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

- \* 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.
- \* Be sure to wear shoes to protect your feet from injury due to broken glass.

**PART TWO  
COMMUNITY LIVING STANDARDS  
STUDENT ACCOUNTABILITY AND THE SIX STEP  
SYSTEM**



## **COMMUNITY**

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 can 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 residents, we live by the Platinum Rule: "Treat others as they would want to be treated!"

## **COMMUNITY LIVING STANDARDS**

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 Residence Halls.

Everyone has the right to be treated with respect.

## STUDENT RESPONSIBILITIES

Students living at a Tropicana Residence Halls 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 Tropicana 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 an atmosphere where students can grow and learn without undue disruption in order to be successful in their academic pursuits. You are responsible for all policies, rules and regulations listed in this handbook as well as information from other sources including:

- \* The Tropicana Student Living Contract
- \* Tropicana Student Living website(s)
- \* Tropicana Student Living Staff

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:

- \* Abide 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.

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 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 in a reasonable manner such as a mature, responsible law-abiding 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, or information provided to the residents by their Resident Assistant (RA). All changes are applicable to all students when announced.

# 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

Your enjoyment of life at Tropicana will depend, to a large extent, on the thoughtful consideration that you demonstrate for each other.

**Basic Rights of a Roommate Include:**

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.
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 ask for help from Tropicana staff who is available for assistance in settling conflicts.
8. The right to expect reasonable cooperation in the use of "shared" space.
9. 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.
10. The right to be free from peer pressure.

**Remember: *To be a mature adult is to accept responsibility for the welfare of others.***

## TROPICANA STUDENT LIVING SIX-STEP SYSTEM

Tropicana Student Living's Accountability Process is based on a **Six-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 Six 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 Six. Steps are calculated by the culmination of a resident's policy violations. Reaching Step Six 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 interest of transparency and accountability for our students, whenever a student is found responsible for a policy violation of this handbook, the guarantor on their contract will be notified.

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 greater, based on the details of the incident and the resident's previous history.

<b><i>Six-Step System</i></b>	<b><i>Minimal Sanction*</i></b>
<b>Step One:</b>	<b>Written Notification/Warning/typed 2-page paper, and a \$10.00 Conduct Fee. (Optional \$100 Sanction Fee)</b>
<b>Step Two:</b>	<b>Educational Sanction, Written Notification/Warning, and a \$20.00 Conduct Fee. (Optional \$200 Sanction Fee)</b>
<b>Step Three:</b>	<b>Educational Sanction, and a \$30.00 Conduct Fee. (Optional \$300 Sanction Fee)</b>
<b>Step Four:</b>	<b>Tropicana Student Living Probation, Educational Sanction, and a \$50.00 Conduct Fee. (Optional \$400 Sanction Fee)</b>
<b>Step Five:</b>	<b>Pre-Eviction Status, Educational Sanction, and a \$75.00 Conduct Fee. (Optional \$500 Sanction Fee)</b>
<b>Step Six:</b>	<b>Eviction from Tropicana Student Living, and a \$100 Conduct Fee. The Dean of Students may review student's file.</b>

**\*Please note these are minimal sanctions and do not necessarily apply to all cases.**

**These are Examples only:**

**Step One Offenses:**

Empty Containers  
Knowing Presence of Alcohol  
Knowing Presence of Marijuana  
Passive Participation  
Violation of Quiet Hours

**Step Two Offenses:**

Use of Tobacco on property  
Possession and/or Consumption of Alcohol  
Possession and/or Use of Marijuana  
Possession of Marijuana Paraphernalia  
Use of Candles or Incense  
Low Level Verbal Abuse

**Step Three Offenses:**

Excessive Quantities or Common Containers of Alcohol  
Low Level Vandalism  
Knowing Presence of Drugs

**Step Four Offenses:**

High Level Verbal Abuse  
Low Level Physical Abuse  
Sale of Alcohol

**Step Five Offenses:**

Tampering with Fire Equipment  
High Level Vandalism

**Step Six Offenses:**

Manufacture, Sale or Distribution of Illegal Drugs  
High Level Physical Abuse or sexual assault  
Physical Altercation  
Trespassing on the roof  
Jumping into the pool from any surface other than the pool deck.  
Possession of a Keg  
Falsely Pulling a Fire Alarm  
Possession of Weapons

## 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.

**Conduct 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 Conduct Fees and are as follows:

- Step 1 = \$10 fee (in addition to other sanctions given at the conduct hearing)
- Step 2 = \$20 fee (in addition to other sanctions given at the conduct hearing)
- Step 3 = \$30 fee (in addition to other sanctions given at the conduct hearing)
- Step 4 = \$50 fee (in addition to other sanctions given at the conduct hearing)
- Step 5 = \$75 fee (in addition to other sanctions given at the conduct hearing)
- Step 6 = \$100 fee (in addition to other sanctions given at the conduct hearing)

\*\*If higher than a Step 6, a fee will be imposed but will be determined by the Hearing Officer based on the individual sanction.

\*\*\*If Sanctions are not completed by the specified due date it will be assumed that the student prefers the Sanction Fee in lieu of the assigned sanctions and the charge will be placed on the student's account. If still not completed by move out, fees will be taken out of security deposits. Fees may be worked off with community restitution pre-approved by a Director at the rate of \$20/hour.

**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
- Attendance of a program sponsored by a RA
- Educational program attendance (cost of class paid by student)
- Intervention classes
- Prompted Paper assigned by Judicial Officer
- Restitution or fee assessed to the student
- Professional Development classes

**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 they are 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 their behavior does not violate any other Community Standards. Should the student engage in any behaviors that appear to violate these expectations, they 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 themselves and/or to the community and/or its members.

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

**Referral:** A student may be referred to UCSB or SBCC Counseling and Psychological Services or another community health provider to complete an intake or assessment involving alcohol, controlled substance, or other identified issues arising from a violation. At the hearing officer's discretion, proof of participation or disclosure may be required through the use of a Release of Information.

**Behavioral Contract:** In some cases, the hearing officer may determine that a behavioral contract must be implemented between the student and Tropicana Student Living. While all students are required to abide by the Tropicana Student Handbook, behavioral contracts may be used to address specific behaviors, or outline the specific sanctions. In some cases, the consequences for failing to adhere to a behavioral contract may be additional Steps or Sanctions, which are to be outlined in the contract.

## Residence Life Student Conduct Process

1. Policy/Community Standard Violation by a resident(s) and/or their guest(s).
2. *Documentation* 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. To begin the judicial process, an Incident Report must be documented and submitted to the Director of Residence Life at Tropicana. Notice of documentation may be given verbally or via written documentation (such as the Notice of Hearing).
3. *Incident Report (IR)* or Police Report submitted to the Director or Assistant Director of Residence Life. The Incident 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. *Judicial Review Notice:* Each student involved in the documentation will receive a notice of the documentation within 10 contracted business days (i.e. nights residents are contractually paying for, excluding holiday breaks: Thanksgiving, Winter, and Spring, etc.) following receipt of the incident report by the Conduct Coordinator. The 10 day notification requirement as well as the incident itself may be suspended at the request of law enforcement or government officials. The notice will include a link to schedule a hearing. *Students are responsible for scheduling a hearing with the hearing officer assigned to their case within 72 hours of receipt of the notice.* In some cases, the

Conduct Coordinator or the hearing officer will schedule the initial hearing, with an opportunity to reschedule. *If a student does not schedule a hearing or attend a scheduled, a decision will be made without the student's input.* The Judicial Affairs Office may notify the student of their involvement, but wait to set up a hearing until witness statements can be collected. It is a student's right to not be present for a hearing. In some cases, the Conduct Office may determine that a guarantor of the student's account may be copied on this notice.

In the event repeated policy violations are occurring in a vicinity, the Judicial Affairs Office may issue a Suspicion Letter or Formal Warning indicating that repeated warnings or suspicion letters may result in formal documentations being submitted.

5. Case will be reviewed.

A Judicial Affairs Hearing Officer may determine that a hearing is not necessary if the evidence in the documentation suggests clear responsibility (or lack thereof) for a policy violation. Students always maintain their right to a hearing and may request an initial hearing.

Any incident involving 10 or more persons will automatically be reviewed by a Judicial Affairs Hearing Officer *without* an initial hearing scheduled. The hearing officer will make the determination of responsibility based on the evidence presented, and *may* request individual hearings. Again, all students maintain their right to an initial hearing.

Initial hearing results may always be appealed as well.

**Types of Review:**

***Warning***

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

***Judicial Affairs Hearing***

The next level of review is an administrative hearing with a Judicial Affairs Hearing Officer. The administrative hearing is a formal meeting and the charged student(s) is (are) required to schedule and attend. If a student chooses not to schedule or 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 their 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 their 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, a Tropicana 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.

A decision is made by the Conduct Coordinator and/or the Director of Residence Life or Director of Judicial Affairs as to the type of review the case warrants and who will hear the case.

The Hearing Officer will make a decision using the preponderance of evidence rule after the administrative hearing as to the level of responsibility of the charged student(s). The student(s) will be notified in writing as to the decision of the hearing no later than 10 contracted business days (i.e. nights residents are contractually paying for, excluding holiday breaks: Thanksgiving, Winter, & Spring, etc.) following receipt of the Notice of Sanctions after the hearing officer has finished the *entire* case – not necessarily 10 contracted business 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.

An *Appeal* may be made by the aggrieved 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 they 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, they must complete the Statement of Appeal form within five contracted business days of the receipt of their Notice of Sanctions letter. The Statement of Appeal form is an online form which can be found at <https://forms.tropicanastudentliving.com/appeal-sanctions/>. A link is also included in eligible Notice of Sanction letters. This form must be submitted to the Conduct Coordinator no later than five contracted business days following the day that the notification is sent via email. The student will be notified in writing as to the decision of the appeal no later than 10 contracted business days (i.e. nights residents are contractually paying for, excluding holiday breaks: Thanksgiving, Winter, & Spring, etc.) following receipt of the Statement of Appeal.

Appeals are not intended to be “rehearing” of a case. Statement of Appeal must be very specific and clearly state the reasons for the appeal request. The acceptable reasons for an appeal are threefold:

- A. A Student may appeal upon ascertaining that their due process rights have been violated through the hearing process.
- B. A student may appeal on the basis that the sanctions given were arbitrary or capricious – the student believes that the Hearing Officer gave them inappropriate sanctions, or they were inconsistent with previous sanctions.

- C. A student may appeal if they feels there is new information that would alter the determination of innocence or responsibility, or would alter the sanction.

While an appeal is under review and/or being processed, the sanctions for the incident are place into pending status, meaning they will not take effect unless explicitly stated by the Conduct Coordinator or the Hearing Officer. Examples of sanctions that would still take effect might be required room moves, no contact orders, or repairs to damaged property.

### **Student Accountability Records and Disclosure of Information**

Tropicana Student Living maintains an accountability file for any student who has been charged on either an Incident 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 the academic term/contract**

Judicial hearings may not be possible or convenient at the end of a term, due to finals schedules and/or move-out. If incidents happen during the final two weeks, a letter will be sent out to the student indicating what step they received from the incident in addition to prior steps. A fee will be imposed on the student, which may come out of the security deposit. This fee imposed at the end of the year can be commuted by completing community restitution (service) at Tropicana Student Living or other approved community service. The student maintains their right to a hearing and can request to meet in person or over the phone if they have already checked out.

## **Residence Life Enforcement of Community Standards, Policies and Procedures**

The following is a description of the community standards currently enforced in our residence halls. 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 fees or other penalties imposed by the court system.

## ABUSE AND DISCRIMINATION

Tropicana Student Living 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 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*

*Minimal Sanction: Educational Sanction and a Written Notification/Warning, fee*

### **High Level Verbal Abuse**

*Step 3-5 Offense*

*Minimal Sanction: Tropicana Probation, and an Educational Sanction, fee*

**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*

*Minimal Sanction: Tropicana Probation and an Educational Sanction, fee*

### **High Level Physical Abuse**

*Step 4-6 Offense*

*Minimal Sanction: Eviction, fee*

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

*Step 3-6 Offense*

*Minimal Sanction: Tropicana Probation and an Educational Sanction, fee*

**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 decision; e.g. from alcohol/drug usage, etc.), c) continuing 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 4-6 Offense*

*Minimal Sanction: May range from Tropicana probation to eviction from Tropicana Student Living and possible recommendation to the Dean for Suspension from the University, fee*

*\*Interim eviction is a strong possibility in sexual misconduct or abuse cases. (see definitions of sanctions)*

**\*\*Verbal or physical abuse, when directed at any staff member will be assessed as High-Level Verbal or Physical Abuse.**

**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, is strictly prohibited at Tropicana Student Living properties, at Tropicana Student Living sponsored or supervised activities. Offensive pictures/posters in public view (on door, window, etc.) or at functions of recognized student organizations, is strictly prohibited at Tropicana Student Living.

*Step 1-6*

*Minimum Sanction: Written Notification/Warning, Educational Sanction and possible Probation, fee*

**Discriminatory Acts** including, but 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 distress to any person. Hate crimes, which are traditional criminal offenses motivated by racial, sexual, religious, ethnic origin, or disability prejudice are not tolerated and may be forwarded to campus police.

*Step 3-6*

*Minimum Sanction: Written Notification/Warning, Educational Sanction and possible Probation, fee*

**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 1-6*

*Minimum Sanction: Written Notification/Warning, Educational Sanction and possible Probation, fee*

**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 or living environment.

*Step 1-6 Offenses*

*Minimal Sanction: Tropicana Probation and an Educational Sanction, fee*

## **ALCOHOL POLICY VIOLATIONS**

**Knowing Presence** of Alcohol is a policy violation. Residents under the age of 21 may not be in the presence of either sealed or open alcoholic containers. If a minor student is knowingly in a room or public area within the Tropicana Student Living properties where alcohol is being consumed or possessed and has knowledge of alcohol violations occurring, then 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 alcohol to leave, or leave the situation immediately.

*Step 1-2 Offense*

*Minimal Sanction: Written Notification/Warning, fee*

**Passive Participation in Alcohol Violations** is defined as silent agreement or consent to perform an act that is a violation of Tropicana's Alcohol Policies. This includes being present in a suite where alcohol is being possessed or consumed in violation of Tropicana Policies regardless of the amount of time present in that residence hall space.

*Step 1-2 Offense*

*Minimal Sanction: Written Notification/Warning, fee*

**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 compliance with California law. 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. Additionally, being under the influence of alcohol in any public location while on property, regardless of where the alcohol was consumed, is prohibited. Any disruptive behavior or failure to exercise one's safety or that of others because of alcohol consumption will result in a documentation.

Persons under the age of 21 years are not allowed to possess, purchase, transport, distribute, or consume alcoholic beverages at any time.

Persons 21 years of age & older may consume alcohol in the privacy of their own personal bedrooms behind closed doors or when no persons under the age of 21 are present (unless the person under the age of 21 is assigned to the same bedroom). It shall not become public and may not occur in or around any "public" areas (hallways, bathrooms, lounges, living rooms, etc.) of the residence hall. Possession and/or consumption outside of the assigned bedroom while in the presence of any persons under the age of 21 is considered public, and is in violation of this policy. Additionally, residents over the age of 21 who fail to remove themselves from incidents in which persons under the age of 21 are consuming alcohol are in violation of this policy.

*Step 2-4 Offense*

*Minimal Sanction: Written Notification/Warning and an Educational Sanction, fee*

**Public Intoxication - Alcohol** is defined as noticeably impaired or visibly under the influence of alcohol. Being under the influence of alcohol in any public location while on property, regardless of where the alcohol was consumed or the age of the person, is prohibited. Tropicana expects that *legal* alcohol consumption is done in a safe environment, and that it remains in the safe environment.

*Step 2-4 Offense*

*Minimal Sanction: Written Notification/Warning and an Educational Sanction, fee*

**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, beer bong, funnels, or other large vessels that contain (or have contained) alcoholic beverages are prohibited in the residence halls.

*Step 3-6 Offense*

*Minimal Sanction: Tropicana Probation and an Educational Sanction to possible eviction, fee*

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

*Step 4-6 Offense*

*Minimal Sanction: Tropicana Probation and an Educational Sanction, fee*

**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 3-6 Offense*

*Minimal Sanction: Tropicana Probation and Educational Sanction, fee*

**Empty containers** of alcohol may be considered evidence of prior consumption in the room or suite. Empty alcohol containers are not allowed to be displayed or stacked in student rooms.

*Step 1-3 Offense*

*Minimal Sanction: Written Notification/Warning, fee*

**Emergency Response Resulting from Alcohol Consumption** Alcohol Emergency Responses will result in a documentation and may result in sanctions. This is defined as an incident during which a resident, regardless of age, is evaluated by Emergency Services due to alcohol consumption.

*Step 3-6 Offense*

*Minimal Sanction: Written Notification, Guarantor and Coach Notification, Educational Sanction, fee*

**Event Planning** is prohibited within Tropicana Student Living. This includes loud, unruly, and/or alcohol-related events. Beer pong tables, drinking games, and any paraphernalia used for consumption of alcohol may be documented and asked to be removed from property. Any policy violation or incident with more than 10 participants may be considered a violation of the Event Planning policy.

*Step 2-4 Offense*

*Minimal Sanction: Written Notification, Fee*

## COVID-19 POLICY VIOLATIONS

### DENSIFICATION and GUEST POLICY:

Residents are responsible for the actions of their visitors and guests. Resident violations are subject to disciplinary action under the Tropicana's Residence Handbook and may result in a 1 or 2 step violation.

### Visiting Tropicana Residents:

Visiting Tropicana residents are defined as anyone that lives in your assigned residence building. (Ex: Resident that is assigned to Tropicana Gardens 304 will be a visitor to the residents assigned in Tropicana Gardens 215). In order to maximize social distancing capabilities in suites, each resident will only be allowed one visiting resident. For example, students in a 3 bedroom will be permitted to have one Tropicana resident each, equaling a maximum total of 6 residents in the suite at any given time. In a 2 bedroom the maximum total is 4 residents.

- No guests are allowed on any Tropicana property without the written permission of a Tropicana Student Living Director

### Guests:

Guests are defined as anyone that does not live in your assigned residence and anyone who is not a current leaseholder in one of the Tropicana communities. (Ex. Resident that is assigned to Tropicana Gardens would be a guest to a resident in Tropicana Del Norte).

- Guests are not allowed in any Tropicana community at any time. This includes hallways, study rooms, suites, and other common areas.

### ISOLATION and QUARANTINE POLICY:

**If you are told to quarantine because of exposure, or isolate because of a positive test result, it is essential that you follow Tropicana's, CDC, and Santa Barbara Public Health's directives exactly.**

### Isolation Violation:

To reduce the possible spread of COVID and in the interest of the health and safety for the Tropicana communities, UCSB, and the general public, students who test positive for COVID will be temporarily relocated to an Isolation Building and are only permitted to leave the building for a few reasons, including Trash Disposal and Medical Care. Failure to remain isolated in the Isolation Building is defined as leaving the Isolation House for any unapproved reason. Residents in isolation are not allowed to have any other member who is not currently staying in isolation physically visit them. Additionally, failure to adhere to proper social distancing protocols with any staff or non-COVID individuals in the house may be considered violations of this policy. If you believe you need to leave the house, please contact [covid@tropicanastudentliving.com](mailto:covid@tropicanastudentliving.com) or call the Tropicana Front Desk.

**Failure to adhere to this policy may result in 1-6 steps.**

### Quarantine Violation:

To reduce the possible spread of COVID and in the interest of the health and safety for the Tropicana communities, UCSB, and the general public, students who are exposed to COVID or may have been exposed to COVID will be required to quarantine in their suite, and are strongly encouraged to limit contact with other individuals even in their suite. Quarantined students are only permitted to leave their suite for Trash Disposal, Laundry, and Medical Care, and should

take care to prevent interactions with other individuals anytime they are required to be out of their suite. Failure to remain in quarantine is defined as leaving your suite for any unapproved reason. Additionally, any activities which may be interpreted as significantly increasing the chance of COVID spread, such as having guests (including any other member that is not a member of your quarantine suite), or violating social distancing expectations will be considered violations of the quarantine policy. If you believe you need to leave quarantine, please contact [covid@tropicanastudentliving.com](mailto:covid@tropicanastudentliving.com) or call the Tropicana Front Desk.

**Failure to adhere to this policy may result in 1-6 steps**

#### **Failure to Notify**

It is both essential to quell the spread of COVID-19 and required by law and Tropicana Student Living to cooperate and share requested information with the Student Health, County contact tracing teams, and Tropicana Student Living Leadership Team. Failure to notify Tropicana Student Living of a positive test result or if a resident was in contact with a positive individual will be a violation and **may result 1-6 steps**.

#### **Face Covering Violation**

Failure to properly wear a face covering that covers your nose and mouth while being in a common area (e.g. outside of your suite) **may result in a 1-2 step**.



## DRUG POLICY VIOLATIONS

The illegal use, possession, sale, manufacture or distribution of narcotics and dangerous drugs or drug paraphernalia is not allowed at Tropicana Student Living. In addition to any Tropicana sanction given, drug violations may also be enforced by direct notification of law enforcement.

**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.

*Step 2-6 Offense*

*Minimal Sanction: Tropicana Probation and an Educational Sanction, fee*

**Possession and/or use** of illegal drugs or controlled substances is prohibited in the Tropicana Student Living community. This includes being under the influence of drugs while on property. Any disruptive behavior or failure to exercise one's safety or that of others because of drug use will result in a documentation.

**Marijuana** - Tropicana Student Living does not honor medicinal marijuana cards and students in possession of marijuana will still be charged with the policy violation of "Possession/Use of Marijuana."

Misuse of prescribed medications is also a violation of this policy.

*Step 2-6 Offense*

*Minimal Sanction: Tropicana Probation, Educational Sanction and Community Service, fee*

**Public Intoxication - Drugs** is defined as noticeably impaired or visibly under the influence of drugs. Regardless of any prescriptive nature of the drugs, being under the influence of drugs in any public location while on property is prohibited.

*Step 2-4 Offense*

*Minimal Sanction: Written Notification/Warning and an Educational Sanction, fee*

**Knowing Presence** of drugs is a policy violation. If a student knowingly is in a room or public area within Tropicana Student Living property where drugs are being consumed or possessed, then a policy violation has occurred. We expect 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 2-6 Offense*

*Minimal Sanction: Tropicana Probation and an Educational Sanction, fee*

**Passive Participation in Drug Violations** is defined as silent agreement or consent to perform an act that is a violation of Tropicana's Drug Policies. This includes being present in a suite where marijuana or other drugs are being possessed or consumed in violation of Tropicana Policies.

*Step 1-6 Offense*

*Minimal Sanction: Written Notification/Warning, fee*

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

*Step 5-6 Offense*

*Minimal Sanction: Eviction from Tropicana Student Living and recommended Suspension or Expulsion to the Dean at the University, fee*

**Knowing Presence of Tobacco** is a policy violation. Tropicana seeks to support the health and wellness of all residents, and as such tobacco and tobacco products are prohibited. Knowledge of and being in the presence of tobacco products, whether in use or not, are violations of Tropicana policies.

*Step 1-2 Offense*

*Minimal Sanction: Written Notification/Warning and an Educational Sanction, fee*

**Possession/Consumption of Tobacco** inside the Tropicana Student Living rooms, common areas or in an area around the exterior of the building is prohibited. In support of the health and wellness of all residents at Trop, tobacco possession and/or use is not allowed. This includes but is not limited to cigarettes, chewing tobacco, hookahs, “snuff”, “chew” and “dip”, juuls, and other “smokeless” tobacco products. These are not welcome in our communities.

*Step 1-2 Offense*

*Minimal Sanction: Educational Sanction and a Written Notification/Warning, fee*

**Emergency Response as a Result of Controlled Substances/Illegal Drugs**

Emergency Response calls resulting from the consumption or use of controlled substances or illegal drugs will result in a documentation and may result in sanctions. This is defined as an incident during which a resident, regardless of age, is evaluated by Emergency Services due to drug use or misuse of controlled substances.

*Step 3-6 Offense*

*Minimal Sanction: Written Notification, Guarantor and Coach Notification, Educational Sanction, fee*

## FIRE SAFETY POLICY VIOLATIONS

Fire safety is very important at Tropicana Student Living. Smoking, hookahs, open flame cooking equipment, candles/incense or overtaxed electrical systems cause 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, Tropicana has the following policies:

**Arson** is defined as having the intent to purposely set 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 5-6 Offense*

*Minimal Sanction: Eviction, Restitution, and request for Expulsion from the University, fee*

**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 or re-entering the building before the all-clear from Tropicana Student Living representatives and/or law enforcements is taken very seriously.

*Step 5-6 Offense*

*Minimal Sanction: Pre-Eviction and an Educational Sanction, fee*

**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 5-6 Offense*

*Minimal Sanction: Pre-eviction, Educational Sanction and Restitution, fee*

**Possession or use of chemicals or explosives OF ANY KIND** is strictly prohibited in the residence halls. Possession of an explosive device is a felony.

*Step 5-6 Offense*

*Minimal Sanction: Eviction from Tropicana Student Living, fee*

**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 3-6 Offense*

*Minimal Sanction: Written Notification/Warning, Guarantor Notification, fee*

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

*Low: Step 1 - 2 Offense*

*Minimal Sanction: Written Notification/Warning and/or an Educational Sanction, fee*

**Fire Hazard – Other** is the intentional or unintentional creation or contribution to a fire hazard in the community. Tropicana expects all students to take seriously the possibly dangers of fire hazards, and activities such as leaving furniture unattended in walkways, locking bikes to stairwells, or any general blocking of smoke detection, exit pathways is strictly prohibited.

*Step 2-6 Offense*

*Minimal Sanction: Written Notification/Warning and/or an Educational Sanction, fee*

## MISCELLANEOUS POLICY VIOLATIONS

For us to be successful in developing responsible and respectful communities, we must have cooperation from residents. You may, at any 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 Director or Associate Director of Residence Life, or the Executive Director. Having people fail to comply with regulations or encouraging others to violate policies can lead to disruption in the community. Providing false information may also cause unnecessary disruption and fails to meet the standard of honesty we expect.

**Active and Passive Participation.** Residents are expected to not be or remain present during any violation of the 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 suite and bedroom, and also for items that are in your room, whether you are present or not. If you are aware of a violation and choose either to not report it or to mislead Tropicana staff about it, you are passively participating in the violation and may be subject to conduct proceedings and, consequently, sanctions.

*Low - High Level Passive Participation: Step 1 Offense - Step 3 Offense*

*Minimal Sanction: Written Notification/Warning and possible Educational Sanction, fee*

*Minimal Sanction: Tropicana Probation and an Educational Sanction, fee*

### **Aiding or encouraging others to violate hall policies.**

*Step 1-3 Offense*

*Minimal Sanction: Educational Sanction and a Written Notification/Warning, fee*

### **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 power outages. Cooking equipment: such as hot plates, toasters, George Forman-type grills, electric fry-pans or anything with an exposed heating element is not allowed in the residence hall. Closed-element appliances, such as hot air popcorn poppers, blenders, coffee makers, and refrigerators of no less than 4 cubic feet, may be used.

*Step 1-3 Offense*

*Minimal Sanction: Educational Sanction and a Written Notification/Warning, fee*

**Café Etiquette Violations** are behaviors or actions which are contrary to expected café etiquette. This includes, but is not limited to, demeaning or harassing behavior towards café staff members, the intentional wasting of food, or the intentional leaving of trash and debris behind. Attempts to bypass the check-in system can be considered violations of Café Etiquette as well as Unauthorized Access.

*Step 1-4 Offense*

*Minimal Sanction: Written Notification/Warning, Educational Sanction, fee*

### **Christmas Trees & Decorations**

Real 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 Winter Break. Strings of lights are permitted if unplugged when leaving your room.

*Step 1-2 Offense*

*Minimal Sanction: Written Notification/Warning and Removal, fee*

### **Violating Roommate Bill Of Rights - Cleaning**

Residents are expected to maintain a sanitary, clean, and non-hazardous living environment. They must prepare their suites for scheduled cleanings as indicated by housekeeping staff. Failure to maintain a clean environment will be considered to be in violation of the Roommate Bill of Rights and may result in additional cleaning from housekeeping staff, which will be charged to the student's account at an hourly rate of \$35.

*Step 0-3 Offense*

*Minimal Sanction: Written Notification/Warning*

### **Violating Roommate Bill Of Rights – Hygiene**

Residents are expected to maintain a reasonable degree of hygiene in Tropicana's community environment. Failure to maintain appropriate hygiene may be considered a violation of the Roommate Bill of Rights.

*Step 1-2 Offense*

*Minimal Sanction: Written Notification/Warning*

### **Danger or threat to self or others**

*Step 0-6 Offense*

*Minimal Sanction: Depends on individual circumstance, fee*

**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 3-6 Offense*

*Minimal Sanction: Educational Sanction, fee*

**Disruptive Behavior** - 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 in public areas, or public intoxication.

*Step 3-6 Offense*

*Minimal Sanction: Educational Sanction, fee*

### **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 to prevent the door from being able to close or lock upon closing.

*Step 1-2 Offense*

*Minimum Sanction: Written Notification/Warning and an Educational Sanction, fee*

### **Failure to complete assigned sanctions within the specified amount of time**

*Step 1-3 Offense*

*Minimal Sanction: Educational Sanction and a Written Notification/Warning, fee*

### **Furniture**

Furniture owned by Tropicana is not to be removed from its location in common areas or student rooms. Theft of property or of services belonging to Tropicana, or knowing presence of

stolen property, is subject to disciplinary action.

*Step 1-6 Offense*

**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 suites, including walkways. Bedroom doors and closet doors may not be removed by residents.

*Step 2-4 Offense*

*Minimal Sanction: Written Notification/Warning and Educational Sanction, fee*

Every member of a community has obligations to others in the community which outsiders may not have. Consequently, people who bring a nonresident into their living environment must be willing to assume responsibility for that person's behavior. This encourages residents to give greater consideration to those whom they bring into Trop 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 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. Additionally, residents are responsible for accurately identifying guest(s) to Tropicana Student Living staff upon request.

**Interim No-Guest Policy:** We have suspended our overnight-guest policy and are instituting a strict no-guest policy. Guests/visitors are defined as anyone who is not a current leaseholder in one of the Tropicana communities. Violations of this policy may result in disciplinary action and immediate removal of the guest.

*Step 2-4 Offense*

*Minimal Sanction: Educational Sanction and a Written Notification/Warning, fee*

**Inappropriate level of cooperation** with Tropicana Staff members

Residents and their guests are expected to cooperate with TSL staff by answering doors, providing accurate information, and not interfering with staff duties. Providing false or misleading information and being uncooperative or verbally abusive toward staff will not be tolerated, and will be considered a violation of this policy.

*Step 2-5 Offense*

*Minimal Sanction: Educational Sanction and a Written Notification/Warning, fee*

**Internet Postings and Online Communities**

Please be aware of what you post to the public on online social networks such as Facebook, Instagram, Snap Chat, Tumblr and Twitter, etc.... 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 pool from the Sundeck, railing or roof is strictly prohibited.

*Step 5-6 Offense*

*Minimal Sanction: Eviction, fee*

**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 2-6 Offense*

*Minimal Sanction: Educational Sanction and a Written Notification/Warning, fee*

### **Laser pointers**

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

*Step 1-3 Offense*

*Minimum Sanction: Written Notification/Warning, fee*

### **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 is a violation of Tropicana policy.

*Step 1-3 Offense*

*Minimal Sanction: Tropicana Probation and an Educational Sanction, fee*

### **Motorcycles & Bicycles**

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 may donate your bike to the charity of our choice.

*Step 1-3 Offense*

*Minimal Sanction: Written Notification/Warning and Educational Sanction, fee*

### **Personal Care**

Residents are responsible for their self-care, personal needs, and hygiene. Failure to exercise appropriate hygienic habits may result in a wellness check judicial meeting and possibly sanctions. Counseling and Psychological Services (CAPS) is available to residents 24 hours a day, 7 days a week at 805-893-4411. Services include individual and group counseling, crisis intervention, stress management, psychological assessments, and referrals to external agencies for UCSB students. SBCC Students can access services through Student Health & Wellness Services at 805-965-0581 x2298.

*Step 1-2 Offense*

*Minimal Sanction: Warning, Written Notification, Referral*

### **Pets**

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

*Step 2-6 Offense*

*Minimal Sanction: Written Notification/Warning and Educational Sanction, fee*

### **Pranks**

Any action taken by residents that has the potential to cause harm, injury or damage to another resident, a staff member, an individual, or any Tropicana property 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 2-6 Offenses

*Minimal Sanctions: Educational Sanction and a Written Notification/Warning, fee*

### **Quiet Hours**

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

**10 pm – 8 am - Daily**

Radios, televisions, and stereos should be turned down so they are not heard outside of your room. Stereos that continually disturb roommates or residents of Tropicana may be retained in storage for a length of time to be determined by the Tropicana staff. Stereos may not be played through open windows as they may disrupt other resident students. 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 RA.

#### *Step 1-3 Offense*

*Minimal Sanction: Written Notification/Warning, fee*

*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 the following disciplinary action.

#### *Step 1-2 Offense*

*Minimal Sanction: Written Notification/Warning, fee*

*Quiet hours during finals 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 residence halls and we take quiet hour violations during exam weeks very seriously.

#### *Step 2-4 Offense*

*Minimal Sanction: Tropicana Probation and an Educational Sanction, fee*

### **Retaliation**

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 3-6 Offense*

*Minimal Sanction: Sanctions range from Tropicana Probation to Eviction depending on severity of incident, Referral for University Probation or Suspension is likely at higher level incident, fee*

### **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 Trop.

#### **Petty Theft (under \$500 value stolen)**

*Step 2-4 Offense*



*Minimal Sanction: Tropicana Probation, Educational Sanction and Restitution, fee*  
**Grand Theft (\$500 or over value stolen)**

*Step 5-6 Offense*

*Minimal Sanction: Tropicana Eviction and Restitution, fee*

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

*Step 2-4 Offenses*

*Minimal Sanctions: Tropicana Probation and an Educational Sanction, fee*

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

*Step 5-6 Offense*

*Minimal Sanction: Eviction from Tropicana Student Living, fee*

### **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*

*Minimal Sanctions: Educational Sanction and a Written Notification/Warning, fee*

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 4-6 Offense*

*Minimal Sanction: Tropicana Probation and an Educational Sanction, fee*

### **Unauthorized Room Change**

Room changes are not allowed without the approval of the Director of Residence Life, Director of Leasing and Administration, or 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/suite changes with disciplinary action to follow.

*Step 3-6 Offense*

*Minimal Sanction: Pay daily fee, Educational Sanction, fee*

### **Unauthorized entry**

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

*Step 3-6 Offense*

*Minimal Sanction: Tropicana Probation and an Educational Sanction to possible eviction, fee*

### **Unauthorized entry into another student's room**

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

*Step 3-6 Offense*

*Minimal Sanction: Tropicana Probation and an Educational Sanction to possible eviction, fee*

### **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 3-6 Offense*

*Minimal Sanctions: Residence life Probation, Educational Sanction and Restitution, fee*

**High Level Vandalism or Damage (\$500 or more in damage)**

*Step 5-6 Offense*

*Minimal Sanction: Eviction from the Residence Halls, fee*

**Violations during “Dead Week”, Finals Week or Final Two Weeks of the Academic Year**

The Director or Assistant Director of Residence Life will have a hearing without the student due to time remaining in the semester/quarter because it may not be possible to set up a hearing before they leave. The hearing officer will write a letter with their judicial decision on the incident, which community service and/or a fee will be involved.

**Weapons**

Any weapons, including but not limited to firearms, taser, BB guns, airsoft guns, toy guns, sling shots, bows and arrows, martial arts weapons, brass knuckles, knives, paint guns and any item that is a reasonable facsimile of such a weapon are not allowed at Tropicana Student Living.

*Step 5-6 Offense*

*Minimal Sanction: Pre-Eviction and an Educational Sanction, fee*

## **Tropicana Café Policies**

**Meal Plans:** All meal plans are now carry-out. Students can place orders online and can retrieve their order from the appropriate cafeteria. Each order of a single entrée, up to two sides, and a beverage is considered one meal use, which will be deducted from a student's weekly meal allowance.

## SBCC RESOURCES

Main Campus	<a href="http://www.sbcc.edu">http://www.sbcc.edu</a>	(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

## UCSB Resources

[www.ucsb.edu](http://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 Katya Armistead 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:

Katya Armistead  
Assistant Vice Chancellor & Dean of Student Life  
Student Resource Building; (805) 893-8912  
[katya.armistead@sa.ucsb.edu](mailto:katya.armistead@sa.ucsb.edu)

## Miscellaneous Fees Schedule

Effective August 20, 2020

### MISCELLANEOUS

#### Parking

Academic Year Annual Permit

Tropicana Gardens Covered Space .....	\$1, 250.00
Tropicana Gardens Assigned Space .....	\$1,000.00
Tropicana Del Norte Underground Space .....	\$2,000.00
Tropicana Del Norte Assigned Space .....	\$1,000.00

#### Keys & Lockouts

1 <sup>st</sup> Lockout (after hours) .....	\$5.00
Each subsequent lockout (after hours, see Keys and Lockouts section).....	+\$10.00
Key Replacement Charge for Lost Bedroom or Mailbox Key.....	\$25.00
Key Replacement Charge for Lost Key Fob.....	\$25.00
Key Replacement Charge for a Key Card.....	\$10.00
Key Replacement Charge for Damaged Key .....	\$0.00

#### Bicycles

Bike Impoundment Retrieval.....	\$25.00
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### CONTRACT/PAYMENTS

Early Move-in – Friday or Saturday prior to move-in day .....	\$200 per day
TEMPO (Tropicana Early Move-in Program & Orientation) .....	\$500
Late Stay/Early Return from Academic Breaks, with approval .....	\$50 per day (no food included)
Late Contract Payments (>2 days after due date) .....	\$50.00 per late payment
Returned Checks .....	\$32.00 per check
Room Change Fee .....	\$200.00
Lease Takeover Administrative Fee .....	\$500.00

#### Tropicana Student Living has a cancellation policy as follows:

- A. Cancellation received within 72 hours of signing the contract= \$0 cancellation fee.
- B. Cancellation date received by July 31, 2020.....\$0 cancellation fee
- C. Cancellation date of August 1, 2020 – day before the contract start date ....\$2,500 cancellation fee  
(plus, pro-rated daily rate, if any)
- D. Cancellation on or after first day of the contract .....Cancellations are not allowed after the  
contract start date. (Student must find  
an acceptable replacement to take over  
the contract and subsequent payments)

Improper Checkout.....	\$50.00
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### JUDICIAL

#### Six-Step Standard Conduct Administration Fees

Step One .....	\$10.00
Step Two .....	\$20.00
Step Three.....	\$30.00
Step Four.....	\$50.00
Step Five .....	\$75.00
Step Six.....	\$100.00

Sanctions during the final two weeks of the contract.....	\$100 per (cumulative) step
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 .....	\$32.00

*All Fees Subject to Change **Without** Notice.*