

TROPICANA  
Villas

Apartment Living for Upperclassmen

**TROPICANA VILLAS  
APARTMENT 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 of the information and policies outlined in this handbook,  
on our website and in your housing contract.***

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

## WELCOME TO TROPICANA VILLAS

*Dear Tropicana Villas Residents,*

*We are delighted you have chosen Tropicana Villas to be your home for the 2020-2021 academic year. One of the first discoveries that you will quickly make is that Tropicana is more than just a place to eat and sleep. It is a place of endless opportunities to expand your horizons through your personal involvement in this community that you will create.*

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

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

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

*Sincerely,*



**David Wilcox**  
**Executive Director**  
**Tropicana Student Living**



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## OUR APARTMENT LIVING TEAM

**Luca Raicovich**

Assistant Resident Director

Tropicana Villas

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Director of Leasing and Administration

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Executive Director of Tropicana Del Norte and Tropicana Villas

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**Dave Wilcox, MEd**

Executive Director, Tropicana Student Living

[ddwilcox@tropicanastudentliving.com](mailto:ddwilcox@tropicanastudentliving.com)

## CONTACT INFORMATION

### Resident Services

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

|                         |                         |
|-------------------------|-------------------------|
| Monday through Thursday | 8:00 a.m. – 08:30 p.m.  |
| Friday                  | 8:00 a.m. – 08:30 p.m.  |
| Saturday                | 08:00 a.m. – 08:30 p.m. |
| Sunday                  | 08:00 a.m. – 08:30 p.m. |

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

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

### Business Office Hours

|                       |  |
|-----------------------|--|
| Monday through Friday | 9:00 a.m. – 5:00 p.m.  |
| Phone                 | (805) 968-4319   |
| Fax                   | (805) 968-5703   |
| Email                 | <a href="mailto:frontdesk@tropicanastudentliving.com">frontdesk@tropicanastudentliving.com</a> |
| My Trop Account       | <a href="http://mytropaccount.com/">http://mytropaccount.com/</a>                              |

### Mail

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

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

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

### Deliveries

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

For food or grocery deliveries, delivery drivers should be instructed to await pickup in the Tropicana Villas parking lot. Students are expected to meet them promptly.

## **IMPORTANT INFORMATION**

### **Apartment Inspections**

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

### **Appliance and Electrical Fixtures**

Items such as space heaters, swamp coolers, multi-plug extension cords and multi-plug adapters are not allowed. Surge-suppressors and multi-outlet cords with circuit breakers, however, are permitted. Tropicana is not responsible for damage due to power surges or outages. 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 get it registered with Tropicana Student Living and, if you are a UCSB student, with the Community Service Organization (CSO). CSO's will be available to register bikes during Registration Week on the UCSB campus. To further protect your bicycle from theft, get a good lock and always attach your bike securely to a bicycle rack. If your bike is not securely locked to a bike rack, your bike may be impounded. For safety reasons, when riding your bicycle outside of Trop, travel at a reasonable speed, use a bicycle light at night and wear a helmet. Bicycles should be walked inside Tropicana properties. [Riding your bicycle will result in disciplinary action]. Be sure to park your bicycle in the racks or designated areas and lock it securely to ensure your bike will not be impounded. If your bicycle is attached to a stairwell, blocking a stairwell or is not parked in a designated area, your bicycle may be impounded. There may be a fee to retrieve an impounded bike. Tropicana will hold your impounded bike for 14 days. After the 14 day period, we may donate the bike to a local charity of our choice.

### **Bunk Beds, Lofts and Waterbeds**

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

### **Computer Network Services**

Use of the network resources is governed by the Tropicana Acceptable Use Policy. Nonresident users are also expected to abide by the spirit of these policies and all guidelines mentioned. Failure to comply with the Acceptable Use Policy may result in termination of in room network services, disciplinary action, and/or criminal prosecution. Tropicana has an outside provider named Pavlov Media that hosts all of our internet related questions. Tropicana has both wireless internet AND hard wired internet for your convenience. The Pavlov Media staff is available 24 hours a day/7 days a week. Their number is 1-888-472-8568 and their website is [www.pavlovmedia.com](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 apartment or quad. In addition to restitution, individuals responsible for damaging property are subject to disciplinary action.

### **Decorations**

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

### **Energy Conservation**

You can help by:

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

### **Furniture**

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

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

### **Insurance**

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

### **Keys and Lockouts**

#### **Keys**

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

### ***Lock Outs***

If you have locked yourself out of your 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) 722-8019 for Tropicana Del Norte. You will be charged for each after-hours (10pm – 7am) 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 Room**

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

### **Maintenance Problems & Repairs**

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

#### *Plumbing: Drains and Toilets*

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

### **Parking**

#### *Purchasing Parking*

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

#### *Towing*

Cars will be towed that do not have a permit, the correct permit, or any permit visibly

displayed in the designated location (bottom, left, inside front windshield) or are not parked in their designated spot. Thomas Towing Company patrols the parking lot, (805) 964-0989.

### **Open Flames**

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

### **Flammable Liquids/ Gas**

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

### **Pets**

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

### **Quiet Hours**

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. The Villas Student Organization may vote to have additional quiet hours.

### **Resident Assistants (RAs)**

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

### **Trash**

A trash bin is located in the back parking lot. Please remove your trash from your apartment and place in the trash container. Please do NOT put trash outside your

apartment, doing so will result in a documentation by RA.

### **Recycling**

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

### **Restricted Areas**

Within Tropicana Student Living there are several restricted areas residents may not use. Those areas include: maintenance shops, housekeeping rooms, the roof, 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.

### **Roommates**

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

### **Weapons**

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

### **Window Screens**

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



## **VILLAS STUDENT ORGANIZATION (VSO)**

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

### **Fees and Funding**

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

### **Participation**

Participation in VSO is open to all residents of Tropicana Villas. Elections for representatives and other officers are held early in the Fall Semester/Quarter. If you are interested in a position attend the meeting or inquire more info through your Community Coordinator.

### **Social and Recreational Programs**

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

### **Structure**

Tropicana Villas is an independently operating student organization.

### ***Residents:***

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

### ***Elected Community Representatives/Officers***

The Villas community will have elected representatives.

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

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

### ***Advisors***

Villas Student Organization is advised by the Director of Residence Life and Programming Coordinator with the counsel and participation of the Resident Assistants.

## **AMENITIES**

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

### **Study Lounge**

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

### **Swimming Pool**

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

### **Café Etiquette**

Every student will be responsible for abiding by the policies and procedures of the café. Damage, theft, misuse of guest meal cards or any other inappropriate behavior will be subject to disciplinary actions. In addition, proper attire must be worn in the Café at all times. Due to health code regulations, shirt and shoes must be worn at all times in the café. Please clear your dishes before leaving the café. Once inside the café, you may eat as much as you wish of any item. We do limit the entrees to one at a time in order to prevent waste.

## **CONTRACTS AND ROOM ASSIGNMENTS**

### **Room Assignment Process**

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

### **Room Condition Report**

Upon arrival, each resident is asked to log on to their MyTropAccount to look over and accept or make changes to the Room Condition Report (RCR) for their apartment. This

document gives a complete and accurate inventory of the assigned room and the condition of its contents. This protects you from being charged at check-out for damage(s) that existed prior to you moving in. You will have 3 days to make any changes to this document, if nothing is done during this window of time, your RCR will be noted as accepted.

As a community member of Tropicana, you agree to jointly maintain a clean, safe and sanitary living area (inside the apartment, bathroom, and the surrounding area) with the other student(s) assigned to that apartment; and the premises will be left in a clean and orderly condition at termination of your residency.

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

### **Housing Payments**

Installments and rent payments are due on the 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 fifth day of the month in which it is due. 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 Changes**

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

### **Room Check-Out**

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

### **Contract Cancellations**

Before cancelling, please think about the following:

1. Have you tried resolving any issues you may have with roommates that may be potentially causing conflict?
2. Have you tried including a 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, SBCC or UCSB Housing sites, to find someone willing to take over your contract?
5. Please review the Cancellation Policy and Fees outlined in your Tropicana Student Living contract.

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

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

## **SECURITY**

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

### **Police Department**

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

### **Security Cameras**

Security cameras are located throughout public areas of Tropicana 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 his/her 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.

### **UCSB Community Service Organization**

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

## **FIRE & EARTHQUAKE SAFETY**

### **Fire Safety**

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

### **Fire Alarm Evacuation Procedure**

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

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

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

### **Earthquake Evacuation**

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

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

## **TROPICANA VILLAS POLICIES**

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

### **Alcohol**

In the State of California, the legal drinking age is 21 years of age & older. Persons under the age of 21 years are not allowed to possess, purchase, transport, distribute, or consume alcoholic beverages at any time. Possession and/or consumption of alcoholic beverages in and around Tropicana Student Living is permitted only by individuals 21 years of age or older, in student bedrooms or apartments with doors closed, and no one under the age of 21 present (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, lounges, pools, etc.) of the apartment complex. 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 in violation of this 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.

### **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.

### **Door Propping**

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

### **Drugs**

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

Please refer to Part 2: Community Living & Student Accountability.

### **Event Planning**

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

### **Fire Alarm Systems**

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

#### *False Fire Alarms*

False fire alarms (pulling fire alarm stations, tampering with smoke detectors, etc.) may result in legal action and a fee, as well as disciplinary action at Tropicana. Remember, you are responsible for you and your guest's actions. False alarms inconvenience and endanger Tropicana residents and emergency personnel, deprive the Santa Barbara community of adequate fire protection and breed a lack of credibility for the alarm system in your building.

### **Fire Equipment**

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

### **Fireworks**

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

### **Flames**

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

### **Flammable Liquids**

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

### **Guest Policy**

You must receive approval from your roommate(s) and suite mates prior to having an overnight guest. Overnight guests are only allowed to stay for three nights during a 14-day period. Your roommates and suitemates have the right to refuse approval of overnight guests for any reason. You are responsible for the actions of your guests at all times. Should your guest violate Tropicana's policies, they will be required to leave and



you will be subject to disciplinary action on their behalf. Any guest that has been deemed inappropriate or unacceptable by Tropicana's staff is not allowed on our premises. If problems or resistance arises, the Isla Vista Foot Patrol will be contacted.

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

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

At the request of UCSB/SBCC and the Isla Vista community (Police, IV Foot Patrol, etc.), Tropicana Student Living may institute a "No Guest Policy" during the week of Halloween and Deltopia. Tropicana will be notifying residents of the dates before they occur. A fee may be assessed to the resident EACH time a visitor is found on property during these dates.

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.

### **Ledges, Roofs, Balconies and Walls**

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

### **Motorcycles, Mopeds and Jet Skis**

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

Bird and Lime motorized scooters may be brought into the building for the sole purpose of charging. They may not, under any circumstances to be ridden inside Tropicana Student Living properties and must be parked in a location which will not be considered a fire hazard. You may not leave them in the parking lot, and they must be 'returned' to their respective locations at each property: The front entrance on El Colegio Road at Tropicana Gardens; the Embarcadero Del Norte entrance at Tropicana Del Norte; or outside the building at the exits on Abrego, Camino Pescadero, or Picasso at Tropicana Villas.

### **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 or Resident Directors . This includes displaying inappropriate items in apartment windows or on apartment doors that are visible to others.

### **Quiet Hours**

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

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

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

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

### **Restricted Areas**

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

### **Safety Problems**

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

### **Skating**

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

### **Smoking**

Tropicana's residence halls 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). Residents *may not* smoke anywhere on

property, including the parking lots. This includes the areas outside of the exit doors and in the back parking lot, and the bench in the parking lot.

### **Smoke Detectors**

It is against Tropicana policy and therefore prohibited 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.

### **Solicitation**

No advertising, selling or commercial soliciting is permitted in Tropicana Student Living properties. Please contact the Front Desk or a Resident Assistant 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. Many sports-type activities can cause damage and injury and tend to escalate beyond what one or more of the parties intended, and as such they should be undertaken with consideration. Tropicana is not liable for any injuries sustained as a result of any sports in the complex, and Tropicana discourages these activities. Furthermore, students are responsible for any financial damages caused by them or their guest as a result of these activities. Such activities may include but are not limited to: water fights in or around any part of the building's structure, any activities or games in hallways, common area, balconies, pools, rooms or apartments, or adjacent parking lots which can cause or contribute to injury, damage or excessive noise, such as, but not limited to frisbee, darts, wrestling, tossing balls, bouncing balls, skateboarding, rollerblading and bicycling.

### **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.

### **Weapons**

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

### **Windows and Screens**

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

## **STUDENT RESPONSIBILITIES**

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

- 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.

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

## **Study Environment**

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

## **Resident Behavior**

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

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

**regulations, you are expected to use common sense and conduct yourself as a mature, responsible, 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 the Resident Assistant (RA) or Tropicana Staff. All changes are applicable to all students when announced

**COMMUNITY LIVING STANDARDS**

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

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

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

## ROOMMATE BILL OF RIGHTS

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

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

## **ENFORCEMENT OF COMMUNITY STANDARDS, POLICIES AND PROCEDURES**

### **Responsibility**

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

### **Documentation**

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

## **TROPICANA STUDENT LIVING THREE-STEP SYSTEM**

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

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

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

## ***Definition of Sanctions***

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

**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 fees and are as follows:

Step 1 = \$100 Conduct Fee (in addition to other sanctions given)

Step 2 = \$200 Conduct Fee (in addition to other sanctions given)

Step 3 = \$300 Conduct Fee and Eviction (in addition to other sanctions given)

### **Examples of 1 Step Policy Violations:**

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

### **Examples of 2 Step Policy Violations:**

- Low-level vandalism
- High level verbal abuse

### **Examples of 3 Step Policy Violations:**

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

\*\*\*If Sanctions are not completed by the specified due date, 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 judicial fees are still not paid by move out, fees will be taken out of your security deposits. Any fee related to the step a resident receives may be worked off with community restitution pre-approved by a Resident Director or Director of Residence Life at the rate of \$20/hour. Educational classes such as TAAC or UCSB's ADP program fees, as well as any maintenance fees due to damaged or stolen property/goods may not be worked off through community restitution.

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



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

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

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

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

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

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

**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* given in writing or verbally by Tropicana staff member or another student or others who observed the violation. A community standard/policy violation can be documented by anyone witnessing the violation. This includes the staff of your building, Isla Vista Police, another member of your community, or any individual who witnesses the violation. In order to begin the judicial process, an Incident Report must be documented and submitted to the Director of Residence Life at Tropicana. If a policy violation is found in the absence of the suite, documentation will be provided via email by the conduct coordinator, informing all individuals, who may possibly involved, by setting up a judicial hearing with all residents in the suite and/or room. Even if a resident was not involved/present, it is their responsibility if asked, to attend the judicial hearing to speak on their own behalf.
3. *Information Report (IR)* or Police Report submitted to the Director of Residence Life. The Information Report or police report will list the names of all of those involved with student identification, date, time and place of the violation and a description of the incident.
4. *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 hearing, a decision will be made without the student's input.* The Conduct 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 Conduct Office may issue a Suspicion Letter or Formal Warning indicating the repeated warnings or suspicion letters may result in formal documentations being submitted.

5. Case will be reviewed.

A Residence Life 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 Residence Life 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.

#### ***Residence Life Hearing***

The next level of review is an administrative hearing with a Residence Life Hearing Officer. The administrative hearing is a formal meeting and the charged student(s) is (are) required to 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 his/her recollection of the incident. The charged student(s) may have a support person with them during the hearing, but this person may not speak during the hearing. The charged student(s) is expected to speak on his or her own behalf. The support person may not be an attorney. The Hearing Officer may contact witnesses if further information is needed.

#### ***College/University Judicial Review***

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

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

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

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 his/her 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 he/she 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 placed 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 Information Report (IR) or a police report. The initial documentation and all communication with the student will remain on file with Tropicana Student Living. Depending upon the nature and severity of the incident, the student's file may be sent to the SBCC/UCSB Dean for further review.

### **Incidents happening during final two weeks of academic term/contract**

Judicial hearings may not be able to happen at the end of the year. If incidents happen during the final two weeks, a letter will be emailed to the student indicating what step they received from the incident in addition to prior steps. A fee may be imposed on the

student, which may come out of their security deposit. This fee imposed at the end of the year may be commuted by completing community restitution (service) at approved community service locations. This may happen if the assigned fees meet the guidelines stated previously as to when community restitution may be granted to pay off conduct fees.

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

## **ENFORCEMENT OF COMMUNITY STANDARDS & POLICIES & PROCEDURES**

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

### **ABUSE AND DISCRIMINATION**

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

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

#### Low Level Verbal Abuse

*Step 1-3 Offense*

#### High Level Verbal Abuse

*Step 1-3 Offense*

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

#### Low Level Physical Abuse

*Step 1-3 Offense*

#### High Level Physical Abuse

*Step 1-3 Offense*

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

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

*Step 1-3 Offense*

**Sexual Misconduct** which, for administrative purposes, is defined as any sexual contact/intrusion/penetration that is absent of or without consent by all parties. Examples include, but are not limited to: a) touching another's genitals/breasts without their consent (through clothing or skin to skin contact), b) having sexual contact/intrusion/penetration with someone who is incapacitated (one who is incapable of making a rational 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 2-3 Offense*

**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 1-3 Offense*

**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 harm 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 1-3 Offense*

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

*Step 1-3 Offense*

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

*Step 1-3 Offense*

## ALCOHOL POLICY VIOLATIONS

**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 1-2 Offense*

**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 1-2 Offense*

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

### *Step 1-3 Offense*

**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.

### *Step 1-2 Offense*

*Minimal Sanction: Written Notification/Warning, fee*



**Sale of alcoholic beverages** is defined as providing alcohol to others through exchange of money and is strictly prohibited in the apartment complex.  
*Step 1-3 Offense*

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

*Step 1-3 Offense*

**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 1-3 Offense*

**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 1-3 Offense*

## **COVID-19 POLICY VIOLATIONS**

### **DE-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. Drug violations are enforced by direct notification of police in addition to any Tropicana sanction given.

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

### *Step 1-3 Offense*

**Possession and/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 1-3 Offense*

**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 1-3 Offense*

**Knowing Presence of drugs is a policy violation.** If a student knowingly is in a room or public area within Tropicana property where drugs are being consumed or possessed, 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 drugs to leave, or leave the situation immediately.

### *Step 1-3 Offense*

**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 1-3 Offense*

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

*Step 1-3 Offense*

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

*Step 1-3 Offense*

**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*

**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 1-3 Offense*

## **FIRE & SAFETY POLICY VIOLATIONS**

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

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

*Step 1-3 Offense*

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

*Step 1-3 Offense*

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

*Step 1-3 Offense*

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

*Step 1 - 3 Offense*

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

*Step 1-3 Offense*

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

*Step 1-3*

**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 1-3 Offense*

## MISCELLANEOUS POLICY VIOLATIONS

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

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

**Active and Passive Participation.** Residents are expected to not be or remain present during any violation of 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*

### **Aiding or encouraging others to violate Tropicana policies**

*Step 1-3 Offense*

### **Appliance and Electrical Fixtures**

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

*Step 1-3 Offense*

### **Christmas Trees & Decorations**

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

*Step 1-3 Offense*

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

*Step 1-3 Offense*

**Disorientation** includes failure to seek appropriate assistance for any health-related concern, including mental health, which causes the student to be disorientated and/or a

risk to themselves or the community.

*Step 1-3 Offense*

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

*Step 1-3 Offense*

**Door propping**

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

*Step 1-3 Offense*

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

*Step 1-3 Offense*

**Furniture**

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

*Step 1-3 Offense*

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

*Step 1-3 Offense*

**Guest and Visitor Policy**

**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.

*Step 1-3 Offense*



**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 1-3 Offense*

**Internet Postings and Online Communities**

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

**Jumping/Diving**

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

*Eviction*

**Key Use and Misuse**

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

*Step 1-3 Offense*

**Laser pointers**

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

*Step 1-3 Offense*

**Misrepresentation to Tropicana Staff members**

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

*Step 1-3 Offense*

**Motorcycles, mopeds, Jet Skis, boats, and automotive parts or components** may not be kept in or around the buildings, except in designated parking areas. Bicycles may not be kept in hallways, stairwells, balconies, or public areas except in designated racks. It is your responsibility to have your bike locked in a rack. If you do not lock your bike and someone else moves it, you may be responsible for any damage or fees assessed for impounding the bike. Nothing may be attached to exterior poles, railing, trees, etc., or placed in hallways and balconies. If Tropicana impounds your bicycle, we will hold the bike for a period of 14 days for you to come and claim your bike. After the 14-day period, we will donate your bike to someone in the local area.

*Step 1-3 Offense*

**Pets**

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

*Step 1-3 Offense*

### **Pranks**

Any action taken by residents that has the potential to cause harm, injury or damage to another resident, 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 1-3 Offense*

### **Quiet Hours**

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

**10 p.m. – 8 a.m. - Daily**

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

*Step 1-3 Offense*

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

*Step 1-3 Offense*

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

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

*Step 1-3 Offense*

### **Sports in the complex**

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

*Step 1-3 Offense*

### **Theft**

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

#### **Low Level Theft (under \$500 value stolen)**

*Step 1-3 Offense*

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

*Step 1-3 Offense*

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

*Step 1-3 Offense*

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

*Step 1-3 Offense*

### **Throwing or discharging items**

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

*Step 1-3 Offense*

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

*Step 1-3 Offense*

### **Unauthorized entry**

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

*Step 1-3 Offense*

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

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

*Step 1-3 Offense*

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

*Step 1-3 Offense*

### **Vandalism**

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

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

*Step 1-3 Offense*

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

*Step 1-3 Offense*

### **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 1-2 Offense*

### **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*

### **Weapons**

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

*Step 1-3 Offense*

## UCSB RESOURCES

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

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

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

#### Contact Information:

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)

**TROPICANA VILLAS  
MISCELLANEOUS FEES SCHEDULE  
Effective August 20, 2020**

**MISCELLANEOUS**

**Parking**

Villas Parking .....\$675

**Keys & Lockouts**

1<sup>st</sup> Lockout (after hours) ..... \$5.00

Subsequent Lockouts (after hours)..... \$10.00

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

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

Key Replacement Charge for Damaged Key ..... \$10.00

**Bicycles**

Bike Impoundment Retrieval ..... \$25.00

**CONTRACT/PAYMENTS**

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

Bounced Checks ..... \$32.00 per payment

Room Change Fee..... \$200.00

Lease Takeover Administrative Fee ..... \$500.00

Improper Checkout ..... \$50.00

**Contract Cancellation Fees**

Cancellation received by July 31, 2020 ..... \$0.00

(plus pro-rated daily rate, if any)

Cancel between August 1, 2020 - first date of contract .....\$2,500.00

(plus pro-rated daily rate, if any)

Cancel after the 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.

**JUDICIAL**

**Three-Step Conduct Administration Fees**

Step One..... \$100.00

Step Two..... \$200.00

Step Three ..... \$300.00

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

Pet Relocation ..... \$300.00

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

Unauthorized Room Change.....\$25.00 per day

Unauthorized Screen Removal..... \$35.00

*All Fees Subject to Change Without Notice*