

# TROPICANA STUDENT HOUSING

TROPICANA STUDENT HOUSING (TSH)  
HANDBOOK  
2024-2025

Residents and their guests are contractually responsible for all the information and policies outlined in this handbook, on our website and in your housing contract. Residents will be notified of all changes in, additions to, and deletions from existing Tropicana Student Housing policies through email. All changes are applicable to all residents when announced.

## WELCOME TO TROPICANA STUDENT HOUSING

Dear Residents,

We are delighted you have chosen Tropicana Student Housing to be your home for the 2023-2024 academic year. One of the first discoveries that you will quickly find is that we are 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 Housing are committed to celebrating diversity, forming strong community, forging personal growth and academic success. We strongly believe that education is not limited to the classroom. Tropicana Student Housing provides the unique experience of self-discovery that develops through living and interacting with a diverse group of people from various ethnic, cultural and socioeconomic backgrounds.

To ease your transition to college, we have created the Tropicana Student Housing Handbook. This handbook is designed to acquaint you with the opportunities, benefits and necessary regulations of living with us. 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 Housing experience is a memorable one and we wish you the best in your academic endeavors.

Sincerely,

Tropicana Student Housing

“We strive to create safe and academically-focused communities where students grow, mature, develop, and establish lifelong friendships.”

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PART ONE  
LIVING AT TROP

## RESIDENCE LIFE CONTACT INFORMATION

Our Community Manager and Residence Life staff oversee the general operations of our resident communities, as well as offer assistance to residents.

Community Manager

[tropicanmgr@greystar.com](mailto:tropicanmgr@greystar.com)

RESIDENCE LIFE

[tropicanareslife@greystar.com](mailto:tropicanareslife@greystar.com)

## Resident Assistants (RAs)

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

## Front Desk Hours

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

### Tropicana Gardens

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

### Tropicana Del Norte

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

### Tropicana Student Housing Business Office Hours:

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

### Tropicana Gardens Front Desk Hours\*:

Monday through Friday 8:00 a.m. – 10:00 p.m.

Saturday and Sunday 8:00 a.m. – 10:00 p.m.

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

Monday through Friday 8:00 a.m. – 10:00 p.m.

Saturday and Sunday 8:00 a.m. – 10:00 p.m.

\*Hours subject to change

### Other ways to reach us:

Email: [tropicana@greystar.com](mailto:tropicana@greystar.com)

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



## Logistics

### BUILDING LAYOUTS

#### Tropicana Gardens

Barbados Suites 118-122, 232-243, 314-320

Cayman Suites 102-111, 202-212

St. Croix Suites 112-117, 215-226, 301-307

St. Lucia Suites 123-132, 245-255

Martinique Suites 227-231, 256-260, 201, 308-312

#### Tropicana Del Norte

First Floor Suites 101-109

Second Floor Suites 201-221

Third Floor Suites 301-321

### Deliveries

All deliveries, including food and grocery delivery services such as UberEats, GrubHub, DoorDash, etc. should be directed to the Tropicana front desk. Residents may pick up deliveries when the front desk is open. You may not pick up a package for others or have someone else pick up a package for you.

Tropicana representatives will NOT sign for any food deliveries, as residents are expected to only place orders they will be able to promptly pickup.

Packages received which require the recipient to be over 21 will not be issued to any persons under the age of 21. If no one over the age of 21 can collect the package within 5 business days, it may be returned to sender.

### Internet Services

Tropicana works with an outside provider, Pavlov Media, that addresses all our internet-related issues. Tropicana has both wireless internet and hard-wired internet for your convenience. The Pavlov Media staff is available 24 hours/7 days a week. Their number is 888-472-8568 and their website is [www.pavlovmedia.com](http://www.pavlovmedia.com). If you experience slowdowns or other issues, be sure to contact Pavlov Media to inform them. Please collect a case number and contact our Community Manager at [tropicanamgr@greystar.com](mailto:tropicanamgr@greystar.com) if the issue persists.

### Energy Conservation

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

- \* Turning off all lights when leaving your suite
- \* Reporting all leaky faucets or running toilets to the front desk immediately
- \* Turning your heater down before you go to sleep and off when you are not home

### Housekeeping

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

### Insurance

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

## Keys and Lockouts

### Keys

Tropicana Gardens and Tropicana Del Norte operate by keyless locks. Please do not lose your key (Salto card at Tropicana Gardens or Saflok swipe card at Tropicana Del Norte) or loan it to a friend. If you lose your key, it becomes a safety issue for you and your suitemates. Please inform us as soon as possible about lost keys. We will cancel your old key and provide a new key for you. Suites are equipped with bedroom door locks, for which you are issued a hard key upon check-in. There is a replacement charge for any (suite, bedroom, or mailbox) lost key.

### Lock Outs

If you have locked yourself out of your suite, a temporary key will be created at the front desk for your use. This temporary lock-out key must be returned to the front desk within 15 minutes. If the temporary key is not returned, you will be charged a replacement key fee. If you lock yourself out of your room when the office is not open, please contact the RA on duty by calling (805) 637-5046 for Tropicana Gardens or (805) 280-1653 for Tropicana Del Norte. You will be charged for each after-hours (10:00 p.m. – 8:00 a.m.) lock out, starting at \$5 for the first lock out, with the fee increasing by \$10 for each subsequent lockout (i.e., 1<sup>st</sup> Lock Out = \$5, 2<sup>nd</sup> Lock Out = \$10, 3<sup>rd</sup> Lock Out = \$25, and so on). The RA will create a one-time use key and escort you to your suite.

## Laundry Rooms

At Tropicana Gardens, the laundry rooms are in both quads in the rear of the building in the Barbados and St. Croix Quads. At Tropicana Del Norte, the laundry room is located behind the study lounge. All laundry facilities are available for use by Tropicana residents only. The machines are card swipe using your credit or debit card.

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

## Mail

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

(Your Name)	(Your Name)
Suite # (Your Suite Number)	Suite # (Your Suite Number)
Tropicana Gardens	Tropicana Del Norte
6585 El Colegio Road	6525 El Colegio Road
Goleta, CA 93117-4614	Goleta, CA 93117-4616

Packages are held for residents behind the front desk and require identification for pick up. Packages received which require the recipient to be over 21 will not be issued to any persons under the age of 21. If no one over the age of 21 can collect the package within 5 business days, it may be returned to sender.

## Maintenance Problems & Repairs

All maintenance related problems should be reported on MyTropAccount, reported directly to the Tropicana front desk in person or by calling the front desk at (805) 968-4319 for Tropicana Gardens or (805) 968-0351 for Tropicana Del Norte. Be specific in reporting the problem.

If you have a maintenance emergency after office hours, please call the RA on duty phone at (805) 637-5046 for Tropicana Gardens and (805) 280-1653 for Tropicana Del Norte. We ask that you please be patient with maintenance requests reported during the weekend, as they will be addressed on Monday, unless it is an emergency.

#### Plumbing: Drains and Toilets

Our plumbing system is not equipped to handle anything except water, toilet paper, and human waste. Do not put items (i.e., garbage, food, dirt, potting soil, any sort of wipes including flushable wipes, feminine hygiene products-including tampons) down your sink, shower, or toilet. Do not rinse sand down the drains. Please be sure to clear the drains of hair or any other material that might cause clogging. Report clogged toilets, and clogged or slow-running showers or sinks to the front desk immediately. By following these guidelines, you will avoid charges to your account.

#### Parking

Tropicana Gardens offers two types of parking:

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

Tropicana Del Norte offers two types of parking:

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

#### Purchasing Parking

If you are interested in a reserved parking space, you will need to complete and return the Parking Application form on our website. Please know that parking permits are based on space availability, non-refundable, or transferable. You must notify Tropicana Student Housing if you change cars.

#### Towing

Cars will be towed that do not have the correct permit displayed in the designated location or are not parked in their designated spot. Thomas Towing Company patrols the parking lot, (805) 964-0989. The vehicle's owner is responsible for paying towing expenses.

#### Electric Vehicle Charging

Electric vehicles may not be charged using outlets located in any Tropicana Student Housing community or parking lot without written permission from the Community Manager.

#### Swimming Pool

A swimming pool is in the center area of each location. No lifeguard is on duty; therefore, you swim at your own risk. The swimming pool is open from 8:00 a.m. to 10:00 p.m. There is no diving allowed. Anyone diving from the sundeck, balconies, or roof will be immediately evict.

## DINING SERVICES

### Café Entrance

You will be required to present a QR code which can be obtained through your MyTropAccount to enter the café. You may be asked for identification, if needed. You may also be required to login with your MyTropAccount for any online ordering systems.

### Café Etiquette

Every resident will be responsible for abiding by the policies and procedures of the café. Damage, theft, misuse of café meal cards or any other inappropriate behavior will be subject to disciplinary process. In addition, due to health code regulation, proper attire, such as shirt and shoes must be always worn in the café. Please clear your dishes (bus your trays) before leaving the café.

### Feedback

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

### Contact Information

College Fresh

Phone number: (805) 869-1401

Email: See Tropicana Front Desk for Email Address

### Meal Hours

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

### Meals When Sick

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

## Tropicana Café Policies

All residents are expected to clear their own tables before leaving the café.

In cafés offering buffet service, all food must be consumed in the café. In some cases, residents may be permitted to take a small piece of fruit from the café.

Shoes and proper attire must always be worn in the café.

Residents are not permitted in unauthorized areas such as the kitchen, or behind serving lines.

Residents may not provide their ID for other residents to use. Theft, damage, misuse of meal cards, misrepresentation, and/or inappropriate behavior will be subject to the Tropicana disciplinary process.

These policies are subject to change without notice.

## TROPICANA STUDENT ORGANIZATION (TSO)

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

### Fees and Funding

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

### Participation

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

### Residents:

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

### Elected Quad Representatives/Officers

Each quad/community will have elected representatives.

### Elected Executive Officers

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

### Advisors

Tropicana Student Organization is advised by the Residence Life professional staff with the counsel and participation of Resident Assistants.

## CONTRACTS AND ROOM ASSIGNMENTS

### Contract Cancellations

Before cancelling, please think about the following:

1. Have you tried resolving any issues you may have with roommates that may be potentially causing conflict?
2. Have you tried including a Resident Assistant or another Tropicana Staff member to help resolve any potential conflicts?
3. Have you considered requesting a room change?
4. Have you considered placing an ad on Craigslist, Facebook, SBCC or UCSB Housing sites, to find someone willing to take over your contract?
5. Please review the Cancellation Policy and Fees outlined in your Tropicana Student Housing contract.

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

### Tropicana Gardens FAQs

### Tropicana Del Norte FAQs

### Housing Payments

Standard contract payments are due on the 1<sup>st</sup> of every month. Refer to your contract under MyTropAccount. A late fee will be assessed if payment is not received by the 3<sup>rd</sup> day after it is due. You are responsible for payments during Winter Break and Spring Break. Payments can be made online or in person by check or credit card. Payments are not accepted over the phone. If you are having difficulty with your payment schedule, please contact the Assistant Community Manager before your payment is due at (805) 968-4319 or [tropicanaamgr@greystar.com](mailto:tropicanaamgr@greystar.com).

### Room Assignment Process

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

### Room Changes

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



### Room Condition Report

Upon arrival, each resident is asked to provide input and select one resident of the suite to submit a Room Condition Report (RCR) for their suite. This document gives a complete and accurate inventory of the assigned room and the condition of its contents. This protects you from being charged at check-out for damage existing prior to your arrival. The RCR must be completed within the first week of your respective opening day. If this is not completed, we will keep our master copy (a general inspection by our summer staff before you moved in) as the RCR on file for your suite.

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

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

### Room Check-Out

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

### Contract Addendums

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

## TROPICANA STUDENT HOUSING RESIDENCE HALL POLICIES

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

### Alcohol

In the State of California, the legal drinking age is 21 years of age & older. Persons under the age of 21 years are not allowed to possess, purchase, transport, distribute, or consume alcoholic beverages at any time. Possession and/or consumption of alcoholic beverages in and around Tropicana Student Housing is permitted only by individuals 21 years of age or older, inside suite or bedroom with doors closed, and no one under the age of 21 present (unless the person under the age of 21 is assigned a space in the same bedroom). It shall not become public and may not occur in or around any “public” areas (hallways, bathrooms, pools, lounges, etc.) of the residence hall. Possession and/or consumption outside of the assigned bedroom while in the presence of any persons under the age of 21 is considered public and is in violation of Tropicana policy. Possession of an open container or empty alcohol containers shall be interpreted as consumed. If alcohol can be seen, smelled, or heard, it is considered public, visible, and in violation of this policy. Please refer to Part 2: Community Living Standards & Student Accountability.

### Appliance and Electrical Fixtures

Items such as space heaters, swamp coolers, air conditioners, multi-plug extension cords and multi-plug adapters are not allowed without written permission. 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, including but not limited to hot plates, toasters, George Foreman-type grills, electric fry pans, air fryers, toaster ovens, unattended cookers such as slow cookers or pressure cookers, or anything with an exposed heating element, is not allowed in the residence hall. Closed-element appliances, such as hot air popcorn poppers, blenders, coffee makers, and refrigerators of less than 4 cubic feet, may be used.

### Bicycles

If you own a bicycle, it is imperative that you register it with Tropicana Student Housing 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. Bicycles should be walked inside Tropicana properties.

Riding your bicycle inside our properties may result in disciplinary action. 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 contract (whichever comes first) will be considered abandoned and may be given to a 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, potential electrical and flooding problems.

### Christmas Trees & Decorations

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

### Computer Network Services

Use of the network resources is governed by the Tropicana Acceptable Use Policy. Non-resident users are also expected to abide by the spirit of these policies and all guidelines mentioned. Failure to comply with the Acceptable Use Policy may result in termination of in-room network services, disciplinary action, and/or criminal prosecution. Tropicana has an outside provider, Pavlov Media, that hosts all 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 day 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 Housing'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 everyone in the suite or quad. In addition to restitution, individuals responsible for damaging property are subject to disciplinary action and, if appropriate, criminal prosecution.

### Door Propping

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

### Drugs

The illegal use, possession, sale, manufacture or distribution of narcotics and illegal and/or dangerous drugs or drug paraphernalia are not allowed at Tropicana Student Housing. Drug violations are enforced by direct notification of police in addition to any Tropicana sanction incurred. In addition, misuse of prescription drugs is in violation of this policy. Please refer to Part 2: Community Living Standards & 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 Community Manager or Residence Life professional staff. Alcohol will not be permitted as part of any event in the Tropicana community. Staff members will close any event that violates these policies and disciplinary action will follow policy violations, which could include eviction.

### Fire Alarm Systems

The fire alarm system consists of smoke detectors and pull stations. Activation of the pull station system will sound fire alarm in the building. The fire department may be summoned with fire engines, paramedic units, and police personnel. The jurisdiction having authority may cause the County of Santa Barbara to bill you for a false alarm. This is also a violation of the law and criminal prosecution may be pursued by the County. Please do not take the batteries out of your smoke detectors. It is a misdemeanor to tamper with or interfere with smoke detectors if the alarm is not working properly. In such case, please open a maintenance request immediately and we will take care of it.

### False Fire Alarms

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

### Fire Equipment

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

### Fireworks

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

### Flames

Open flames such as burning candles, barbecues, sternos, hookahs, incense or any open flames are strictly prohibited in Tropicana and violation will result in disciplinary action. Candles with burnt wicks will be assumed to have been burnt at Tropicana.

### Flammable Liquids/Gas

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

### Furniture

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

Misuse of Tropicana furniture such as lofts or bunking beds in a way other than what they were designed is prohibited. Tropicana furniture may not be placed outside suites. Bedroom and closet doors may not be removed by residents. If you choose to bring your own furniture, you must store the furniture provided to you by Tropicana in your suite.

### Guest Policy

Community 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.

It is important to note that Tropicana residents may be considered a guest within a suite as well, and their permission to be present in a suite which they are not assigned to is subject to the approval of all suitemates.

### Halloween and Deltopia-type Events Guest Policy

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

### Hoverboards/Balancing Scooters

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

### Ledges, Roofs, Balconies and Walls

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

### Motorcycles, Mopeds and Jet Skis

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

### Pets

Pets are not to be kept permanently or temporarily by residents residing in the residence halls. Visiting pets are not permitted to be on property without approval from an Community Manager. Each resident is allowed one fish tank up to 10-gallons for the sole

purpose of housing fish. Dangerous fish are not permitted, such as those which are venomous. A fee may be charged for removing a pet.

### Plants

Residents 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 Managers 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 Housing 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 Managers. This includes displaying inappropriate items in your suite that are visible to others.

### Quiet Hours

Tropicana Student Housing is committed to providing an environment that complements and fosters all residents' academic and intellectual development. Residents are expected to maintain an atmosphere conducive to studying, especially in the evenings. All residents 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  
Housing: 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 resident's right to quiet supersedes another person's right to make noise.

Residents of specific quads or the Tropicana Student Organization may vote to have additional quiet hours.

### Restricted Areas

Within Tropicana Student Housing there are several restricted areas residents may not use. Those areas include: the café kitchen, maintenance shops, housekeeping room, the roof, administrative offices (unless invited in by an administrator) and the telecommunication room.

Persons found trespassing in these areas will be subject to disciplinary action, along with a possible fee, criminal complaint, or eviction.

### Safety Problems

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

### Skating

Roller-skating, rollerblading, inline skating, and skateboarding are prohibited inside any Tropicana Student Housing property.

### Smoke Detectors

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

### Smoking

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

### Solicitation

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

### Sports in the Complex

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

### Suite Inspections

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

### Unattended Personal Belongings

Personal items left outside of a suite and unattended are prohibited. When items are left unattended, it invites theft of these items and in the interest of protecting the personal

belongings of residents, leaving items outside without the owner present is prohibited. Common items such as towels, wet suits, clothes, or shoes should always be kept indoors or if, for example, something is being dried outside of the suite, the resident 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 after 14 days. In the event staff must remove belongings, the suite may be charged a trash removal fee of \$35 per hour, and impounded items may be charged an impound fee of \$25.

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

### Weapons

Firearms, hunting equipment and other weapons (including but not limited to tasers, pepper spray, gun powder, explosives, sling shots, air powered guns, toy guns that may resemble a gun, air guns, wrist rockets, knives, pocket/utility/Swiss Army knives, paint ball guns, nun chucks, etc.) 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 be able to check any of these into the police department (for use such as hunting) and have access to it 24 hours a day.

### Windows and Screens

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



## SECURITY

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

### Resident Assistant (RA) Rounds

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

### Exterior Doors

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

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

### Police Department

Since we are located on university property, the UCPD will be the primary responder for law enforcement related situations, but the Sheriff's Department or the Isla Vista Foot Patrol may also respond for law enforcement related situations in and around Tropicana properties. We may also utilize some of the UCSB campus service organizations such as the Crime Prevention Program and Community Relations Programs as well as the Community Service Organization. For an emergency, call 911 immediately. If you contact the police, please also report the incident to your RA or a Tropicana Staff member after you have contacted the police.

### Security Cameras

Security cameras are located throughout public areas of Tropicana Gardens and Tropicana Del Norte property. They are NOT monitored. These cameras only serve the purpose of protecting the building from vandalism and misconduct. Having these cameras helps in holding the responsible individuals accountable for their actions and helps reduce the costs of unneeded repairs caused by inappropriate behavior. Should you be seen on camera violating a Tropicana policy, disciplinary action may take place.

### Video or Audio Recordings

California is a two-party consent state with regards to video, photographic, and audio recording of others who have a reasonable expectation of privacy without consent.

Making a video recording, audio recording, taking photographs, or streaming audio/video of any person in a location where the person has a reasonable expectation of privacy, without that person's knowledge and/or express consent is prohibited.

UCSB Community Service Organization

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

# FIRE & EARTHQUAKE SAFETY

## Fire Safety

Upon discovery of a fire, make sure that everyone is out of the room. Leave the room and close the door behind you. Break the nearest fire alarm box, pull the fire alarm, and dial 911 to report the fire. Contact the nearest staff member and evacuate the building immediately to get to safety. All fires must be reported, even those which were self-contained and were put out.

According to state and federal law, the fire department needs to investigate every fire.

## Fire Alarm Evacuation Procedure

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

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

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

## Earthquake Evacuation

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

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

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

## COMMUNITY

Tropicana Student Housing strives to create an environment that encourages academic excellence, social maturity, self-reliance, mutual respect, and an increased understanding of oneself and others. As Tropicana Student Housing residents, we live by the Platinum Rule: “Treat others as they would want to be treated!”

## COMMUNITY LIVING STANDARDS

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

Bigotry has no place within our community, nor does the right to defame another human being based on 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 Housing Residence Halls.

Everyone has the right to be treated with respect.

## STUDENT RESPONSIBILITIES

Students living at Tropicana Residence Halls are expected to maintain a high level of maturity and responsibility regarding student conduct issues. Tropicana is committed to the success of each member of our community. It is important that members of the community treat others with respect and uphold the standards of conduct. Accountability and student conduct at Tropicana are based on the expectation that everyone is completely responsible for his or her actions, and that everyone should hold their peers accountable for their actions in the community. It is our commitment to provide an atmosphere where residents can grow and learn without undue disruption to be successful in their academic pursuits. You are responsible for all policies, rules and regulations listed in this handbook as well as information from other sources including:

- \* Tropicana Student Housing Contract
- \* Tropicana Student Housing website(s)
- \* Tropicana Student Housing Staff

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. Residents 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 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 residents 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 residents to understand and abide by Tropicana policies.

Residents 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 resident 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.

You and your guests are contractually responsible for all the information and policies outlined in this handbook, our website, and your housing contract. Tropicana Student Housing, however, does not attempt to use formal rules to define every unacceptable form of behavior. In situations not covered by specific regulations, you are expected to use common sense and conduct yourself in a reasonable manner such as a responsible law-abiding adult.

### Notice of Changes in Residence Life Policies

Residents will be notified of all changes in, additions to, and deletions from existing Tropicana Student Housing Policies through email, postings in our building, or information provided to the residents by their RA. All changes are applicable to all residents when announced.

## ROOMMATE BILL OF RIGHTS

As a member of Tropicana Student Housing, where staff supports a living and learning community, students have certain rights as residents. The following Roommate Bill of Rights lists what Tropicana residents should expect from one another.

### ROOMMATE BILL OF RIGHTS

Your enjoyment of life at Tropicana will depend primarily on the thoughtful consideration that you demonstrate for each other.

Basic Rights of a Roommate Include:

1. The right to read and study free from undue interference in one's room.
2. The right to sleep without undue disturbance from noise.
3. The right to expect that a roommate will respect one's personal belongings.
4. The right to a clean environment in which to live.
5. The right to free access to one's room and facilities without pressure from a roommate.
6. The right to privacy.
7. The right to ask for help from Tropicana staff who is available for assistance in settling conflicts.
8. The right to expect reasonable cooperation in the use of "shared" space.
9. The right to expect reasonable cooperation in the use of "shared" furniture (couch, dresser, desk, etc.) and a commitment to honor agreed-upon payment procedures.
10. The right to be free from peer pressure.

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

## TROPICANA STUDENT HOUSING SIX-STEP SYSTEM

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

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

In the interest of transparency and accountability for our residents, whenever a resident is found responsible for a policy violation, the coach and 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 conduct review manager and is guided by the minimum sanction listed. The sanction given could be higher or greater, based on the details of the incident and the resident's previous history.

### Six-Step System

### Minimal Sanction\*

Step One:	Written Notification/Warning/typed 2-page paper, and a \$20.00 Conduct Fee. (Optional \$100 Sanction Fee)
Step Two:	Educational Sanction, Written Notification/Warning, and a \$40.00 Conduct Fee. (Optional \$200 Sanction Fee)
Step Three:	Educational Sanction, and a \$80.00 Conduct Fee. (Optional \$300 Sanction Fee)
Step Four:	Tropicana Student Housing Probation, Educational Sanction, and a \$120.00 Conduct Fee. (Optional \$400 Sanction Fee)
Step Five:	Pre-Eviction Status, Educational Sanction, and a \$180.00 Conduct Fee. (Optional \$500 Sanction Fee)
Step Six:	Eviction from Tropicana Student Housing, and a \$240 Conduct Fee. The Dean of Students may review resident's file.

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



These are Examples only:

Step One Offenses:

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

Step Two Offenses:

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

Step Three Offenses:

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

Step Four Offenses:

High Level Verbal Abuse  
Low Level Physical Abuse  
Sale of Alcohol

Step Five Offenses:

Tampering with Fire Equipment  
High Level Vandalism

Step Six Offenses:

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

## Definition of Sanctions

**Written Notification/Warning:** An emailed letter from the conduct review manager stating the violation. This letter will also be placed in the resident's judicial file at Tropicana.

**Conduct Fee:** A fee will be assessed for each conduct meeting where a resident has been found responsible for breaking a policy. The fees will be billed as administrative Conduct Fees and are as follows:

Step 1 = \$20 fee (in addition to other sanctions given at the conduct meeting)  
Step 2 = \$40 fee (in addition to other sanctions given at the conduct meeting)  
Step 3 = \$80 fee (in addition to other sanctions given at the conduct meeting)  
Step 4 = \$120 fee (in addition to other sanctions given at the conduct meeting)  
Step 5 = \$180 fee (in addition to other sanctions given at the conduct meeting)  
Step 6 = \$240 fee (in addition to other sanctions given at the conduct meeting)

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

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

**Educational Sanction:** An educational sanction is a special requirement or condition at the discretion of the conduct review manager officer with an educational goal. Such special requirements or conditions may include, but are not limited to:

- Community service projects
- Attendance of a program sponsored by an RA
- Educational program attendance (cost of class paid by resident)
- Intervention classes
- Prompted paper assigned by Judicial Officer
- Restitution or fee assessed to the resident
- Professional development classes

**Tropicana Student Housing Probation:** An official sanction period of observation and review that places the resident 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 resident is formally notified that they are officially evicted, but that this eviction is held in abeyance. Specifically, this means that the resident will be allowed to remain in the residence hall through the end of the semester or quarter if their behavior does not violate any other Community Living Standards. Should the resident engage in any behaviors that appear to violate these expectations, they will be evicted from Tropicana Student Housing immediately.

**Eviction:** An official sanction that prohibits the resident from residing at or being present at

Tropicana Student Housing, Tropicana Student Housing 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 Community Manager. 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 residents are still financially responsible for the remainder of their lease contract.

Interim Eviction: A resident may be immediately removed from Tropicana Student Housing without a conduct review procedure if the conduct review manager is satisfied that serious misconduct has occurred and/or the resident's continued presence in Tropicana Student Housing presents unreasonable risk of danger to themselves and/or to the community and/or its members.

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

Referral: A resident 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 conduct review manager's discretion, proof of participation or disclosure may be required with a Release of Information.

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

## Residence Life Student Conduct Process

1. Policy/Community Standard Violation by a resident(s) and/or their guest(s).
2. Documentation by Tropicana staff member or another resident 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. Notice of documentation may be given verbally or via written documentation (such as the Notice of Conduct Review).
3. Incident Report (IR) or Police Report submitted to the Residence Life professional staff. The Incident Report or police report will list the names of all of those involved with student identification, date, time and place of the violation and a description of the incident.
4. Judicial Review Notice: Each resident 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 conduct review. Residents are responsible for scheduling a conduct review with the conduct review manager assigned to their case within 72 hours of receipt of the notice. In some cases, the Conduct Coordinator or the conduct review manager will schedule the initial conduct review, with an opportunity to reschedule. If a resident does not schedule a conduct review meeting or attend a scheduled conduct review meeting, a decision will be made without the resident's input. The Conduct Office may notify the resident of their involvement but wait to set up a conduct review until witness statements can be collected. It is a resident's right to not be present for a conduct review. In some cases, the Conduct Office may determine that a coach and guarantor of the resident's account may be copied on this notice.

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

The case will be reviewed.

A Conduct Review Manager may determine that a conduct review is not necessary if the evidence in the documentation suggests clear responsibility (or lack thereof) for a policy violation. Residents always maintain their right to a conduct review meeting within the review window and may request an initial conduct review. Residents have 5 contracted business days from the date sanction letters are sent to request an initial conduct review meeting.

Any incident involving 10 or more persons may automatically be reviewed by a Conduct Review Manager without an initial conduct review meeting scheduled. The conduct review manager will make the determination of responsibility based on the evidence presented and may request individual conduct reviews. Again, all residents maintain their right to an initial conduct reviews.

Initial conduct review results may always be appealed as well.

### Types of Review:

#### Warning

After initial review, a conduct review manager may choose to provide a written warning.

#### Conduct Review Meeting

The next level of review is an administrative review meeting with a Conduct Review Manager. The administrative review meeting is a formal meeting and the charged resident(s) is (are) required to schedule and attend. If a resident chooses not to schedule or attend, a decision will be made in their absence without their input.

During this review the written documentation will be reviewed and discussed with the resident(s). An explanation of the resident's rights and responsibilities during the accountability process will also be discussed. The resident(s) is given the opportunity to state their recollection of the incident. The charged resident(s) may have a support person with them during the conduct review meeting, but this person may not speak

during the meeting. The charged resident(s) is expected to speak on their own behalf. The support person may not be an attorney. The Conduct Review Manager may contact witnesses if further information is needed.

#### College/University Judicial Review

The Community Manager, and/or the Dean of Students will be the designated Conduct Review Meetings for serious incidents on a University/College level, and for residents whose status with the University is in jeopardy.

A decision is made by the Conduct Coordinator and/or the Residence Life professional staff or Community Manager as to the type of review the case warrants and who will hear the case.

The Conduct Review Manager will decide using the preponderance of evidence rule after the administrative review meeting as to the level of responsibility of the charged resident(s). The resident(s) will be notified in writing as to the decision of the conduct review no later than 10 contracted business days (i.e., nights residents are contractually paying for, excluding holiday breaks: Thanksgiving, Winter, & Spring, etc.) following receipt of the Notice of Sanctions after the Conduct Review Manager has finished the entire case – not necessarily 10 contracted business days after their conduct review – 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 resident(s) will remain on file with Tropicana Student Housing.

An Appeal may be made by the aggrieved resident(s):

Residents have the right to appeal the decision and/or sanctions given by a Conduct Review Manager. The appeal is limited to a review of the record of the conduct review 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 Conduct Review Manager and they may deny the appeal, affirm, or reverse the decision, or forward the case to another Conduct Review Manager for further deliberation. A request may be made by the Conduct Review Manager to have the resident present for an appeal conduct review in which the same procedure will be followed as in an administrative conduct review.

If a resident wishes to appeal, they must complete the Statement of Appeal form within five contracted business days of the receipt of their Notice of Sanctions letter. A link is included in eligible Notice of Sanction letters. This form must be submitted to the Conduct Coordinator no later than five contracted business days following the day that the notification is sent via email. The resident will be notified in writing as to the decision of the appeal no later than 10 contracted business days (i.e., nights residents are contractually paying for, excluding holiday breaks: Thanksgiving, Winter, & Spring, etc.) following receipt of the Statement of Appeal.

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

- A. A Resident may appeal upon ascertaining that their due process rights have

been violated through the conduct review process.

- B. A resident may appeal on the basis that the sanctions given were arbitrary or capricious –the resident believes that the Conduct Review Manager gave them inappropriate sanctions, or they were inconsistent with previous sanctions.
- C. A resident may appeal if they feel 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 as pending status, meaning they will not take effect unless explicitly stated by the Conduct Coordinator or the Conduct Review Manager. Examples of sanctions that would still take effect might be required room moves, no contact orders, or repairs to damaged property.

#### Resident Accountability Records and Disclosure of Information

Tropicana Student Housing maintains an accountability file for any resident who has been charged on either an Incident Report (IR) or a police report. The initial documentation and all communication with the resident will remain on file with Tropicana Student Housing. Depending upon the nature and severity of the incident, the resident's file may be sent to the SBCC/UCSB Dean for further review.

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

Conduct Reviews may not be possible or convenient at the end of a term, due to finals schedules and/or move-out. If incidents happen during the final two weeks, a letter will be emailed to the resident indicating what step they received from the incident in addition to prior steps. A fee will be imposed on the resident, which may come out of the security deposit. This fee imposed at the end of the year can be commuted by completing community restitution (service) at Tropicana Student Housing or other approved community service. The resident maintains their right to a Conduct Review and can request to meet in person or over the phone if they have already checked out. If someone is evicted in the final 2 weeks, the Sanction is Eviction plus the Sanction Charge (currently \$200 per cumulative step).

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

The following is a description of the community living standards currently enforced in our residence halls. They have been established with the intention of supporting an environment that allows for individual expression while still maintaining a reasonable academic community atmosphere. If you have any further questions about the enforcement or the purpose of the following community living standards, you are advised to discuss them with the Tropicana Staff. Certain behaviors may also constitute a violation of criminal law.

## ABUSE AND DISCRIMINATION

Tropicana Student Housing exists to complement the educational mission of an institution of higher learning at UCSB and SBCC. Our expectations and standards of acceptable behavior are reflective of our purpose. Each resident has the right to live in a safe environment free from abusive or discriminatory behaviors.

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

Low Level Verbal Abuse

Step 1-3 Offense

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

High Level Verbal Abuse

Step 3-5 Offense

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

Physical Abuse includes using physical force upon another person or persons.

The assessment of the degree of physical abuse is at the discretion of the Tropicana Staff member.

Low Level Physical Abuse

Step 1-3 Offense

Minimal Sanction: Tropicana Probation and an Educational Sanction, fee

High Level Physical Abuse

Step 4-6 Offense

Minimal Sanction: Eviction, fee

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

Step 3-6 Offense

Minimal Sanction: Tropicana Probation and an Educational Sanction, fee

Sexual Misconduct which, for administrative purposes, is defined as any sexual contact/intrusion/penetration that is absent of or without consent by all parties.

Examples include, but are not limited to: a) touching another's genitals/breasts without their consent (through clothing or skin to skin contact), b) having sexual contact/intrusion/penetration with someone who is incapacitated (one who is incapable of making a rational decision; i.e., 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.

Step 4-6 Offense

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

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

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

Sexual Harassment, which includes but is not limited to non-consensual verbal or physical conduct related to sex which unreasonably interferes with an individual's work, educational, or social performance or creates an intimidating, hostile or offensive work, education or

social environment; or is a violation of an individual's privacy, is strictly prohibited at Tropicana Student Housing properties, at Tropicana Student Housing 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 Housing.

Step 1-6

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

Discriminatory Acts including, but not limited to, racism, sexism, homophobia, and ageism are considered a violation of community living standards. This includes intentionally, recklessly, or negligently causing physical, mental or emotional distress to any person. Hate crimes, which are traditional criminal offenses motivated by racial, sexual, religious, ethnic origin, or disability prejudice are not tolerated and may be forwarded to campus police.

Step 3-6

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

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

Step 1-6

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

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

Step 1-6 Offenses

Minimal Sanction: Tropicana Probation and an Educational Sanction, fee



## ALCOHOL POLICY VIOLATIONS

Knowing Presence of Alcohol is a policy violation. Residents under the age of 21 may not be in the presence of either sealed or open alcoholic containers. If a minor resident is knowingly in a room or public area within the Tropicana Student Housing properties where alcohol is being consumed or possessed and has knowledge of alcohol violations occurring, then a policy violation has occurred. We expect residents to do one of the following when in this situation: Notify the Tropicana Staff member on duty, ask individuals with the alcohol to leave, or leave the situation immediately.

Step 1-2 Offense

Minimal Sanction: Written Notification/Warning, fee

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

Step 1-2 Offense

Minimal Sanction: Written Notification/Warning, fee

Possession and/or Consumption of alcoholic beverages in and around Tropicana Student Housing is permitted only by individuals 21 years of age or older, in compliance with California law. Possession of an open container or empty alcohol containers shall be interpreted as consumed. If alcohol can be seen, smelled, or heard, it is considered public, visible, and in violation of this policy. Additionally, being under the influence of alcohol in any public location while on property, regardless of where the alcohol was consumed, is prohibited. Any disruptive behavior or failure to exercise one's safety or that of others because of alcohol consumption will result in a documentation.

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

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

Step 2-4 Offense

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

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

Step 2-4 Offense

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

Excessive Quantities and Common Containers are prohibited in the residence halls.

Residents may not possess excessive amounts of alcohol. The definition of “excessive” is at the discretion of the Conduct Review Manager by determining what is a reasonable amount to be consumed by those involved in the incident. Kegs, trashcans, beer bong, funnels, or other large vessels that contain (or have contained) alcoholic beverages are prohibited in the residence halls.

Step 3-6 Offense

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

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

Step 4-6 Offense

Minimal Sanction: Tropicana Probation and an Educational Sanction, fee

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

Step 3-6 Offense

Minimal Sanction: Tropicana Probation and Educational Sanction, fee

Empty containers of alcohol may be considered evidence of prior consumption in the room or suite. Empty alcohol containers are not allowed to be displayed or stacked in resident rooms. Step 1-3 Offense

Minimal Sanction: Written Notification/Warning, fee

Emergency Response Resulting from Alcohol Consumption Alcohol Emergency Responses will result in 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. Coaches and Guarantors may be copied on notices of conduct review when emergency responders are contacted.

Step 3-6 Offense

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

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

Step 2-4 Offense

Minimal Sanction: Written Notification, Fee

## DRUG POLICY VIOLATIONS

The illegal use, possession, sale, manufacture or distribution of narcotics and dangerous drugs or drug paraphernalia is not allowed at Tropicana Student Housing. In addition to any Tropicana sanction given, drug violations may also be enforced by direct notification of law enforcement. Paraphernalia is defined as all equipment, products, and materials of any kind which are used, intended for use, or designed for use in planting, propagating, cultivating, growing, harvesting, manufacturing, compounding, converting, producing, processing, preparing, testing, analyzing, packaging, repackaging, storing, containing, concealing, injecting, ingesting, inhaling, or otherwise introducing into the human body a controlled substance in violation of the laws of the state of California.

Step 2-6 Offense

Minimal Sanction: Tropicana Probation and an Educational Sanction, fee

Possession and/or use of illegal drugs or controlled substances is prohibited in the Tropicana Student Housing 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 Housing does not honor medicinal marijuana cards and residents in possession of marijuana will still be charged with the policy violation of "Possession/Use of Marijuana."

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

Step 2-6 Offense

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

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

Step 2-4 Offense

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

Knowing Presence of drugs is a policy violation. If a resident knowingly is in a room or public area within Tropicana Student Housing property where drugs are being consumed or possessed, then a policy violation has occurred. We expect residents to do one of the following when in this situation: Notify the Tropicana Staff member on duty, ask individuals with the drugs to leave, or leave the situation immediately.

Step 2-6 Offense

Minimal Sanction: Tropicana Probation and an Educational Sanction, fee

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

Step 1-6 Offense

Minimal Sanction: Written Notification/Warning, fee

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

Step 5-6 Offense

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

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

Step 1-2 Offense

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

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

Step 1-2 Offense

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

Emergency Response as a Result of Controlled Substances/Illegal Drugs

Emergency Response calls resulting from the consumption or use of controlled substances or illegal drugs will result in 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. Coaches and Guarantors may be copied on notices of conduct review when emergency responders are contacted.

Step 3-6 Offense

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

## FIRE SAFETY POLICY VIOLATIONS

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

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

Step 5-6 Offense

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

Failure to evacuate a building when evacuation procedures are in effect places you in severe danger. Although on occasion, there is a "false alarm", each alarm is to be treated as a real threat to the safety of our residents. Failure to evacuate a building or re-entering the building before the all-clear from Tropicana Student Housing representatives and/or law enforcements is taken very seriously.

Step 5-6 Offense

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

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

Step 5-6 Offense

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

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

Step 5-6 Offense

Minimal Sanction: Eviction from Tropicana Student Housing, fee

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

Step 3-6 Offense

Minimal Sanction: Written Notification/Warning, Coach and Guarantor Notification, fee

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

Low: Step 1 - 2 Offense

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

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

Step 2-6 Offense

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

## MISCELLANEOUS POLICY VIOLATIONS

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

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

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

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

Minimal Sanction: Tropicana Probation and an Educational Sanction, fee

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

Step 1-3 Offense

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

**Appliance and Electrical Fixtures**

Items such as space heaters, swamp coolers, multi-plug extension cords and multi-plug adapters are not allowed. Surge-suppressors and multi-outlet cords with circuit breakers, however, are permitted. Tropicana is not responsible for damage due to power surges or power outages. Cooking equipment: such as hot plates, toasters, George Forman-type grills, electric frypans or anything with an exposed heating element is not allowed in the residence hall.

Closed-element appliances, such as hot air popcorn poppers, blenders, coffee makers, and refrigerators of no less than 4 cubic feet, may be used.

Step 1-3 Offense

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

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

Step 1-4 Offense

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

**Christmas Trees & Decorations**

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

#### Step 1-2 Offense

Minimal Sanction: Written Notification/Warning and Removal, fee

#### Violating Roommate Bill of Rights - Cleaning

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

#### Step 0-3 Offense

Minimal Sanction: Written Notification/Warning

#### Violating Roommate Bill of Rights –Hygiene

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

#### Step 1-2 Offense

Minimal Sanction: Written Notification/Warning

#### Danger or threat to self or others

#### Step 0-6 Offense

Minimal Sanction: Depends on individual circumstance, fee

Disorientation includes failure to seek appropriate assistance for any health-related concern, including mental health, which causes the resident to be disorientated and/or a risk to themselves or the community.

#### Step 3-6 Offense

Minimal Sanction: Educational Sanction, fee

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

#### Step 3-6 Offense

Minimal Sanction: Educational Sanction, fee

#### Door Propping

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

#### Step 1-2 Offense

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

Failure to complete assigned sanctions within the specified amount of time

#### Step 1-3 Offense

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

### Furniture Theft or Removal

Furniture owned by Tropicana is not to be removed from its location in common areas or resident rooms. Theft of property or of services belonging to Tropicana, or knowing presence of stolen property, is subject to disciplinary action. Step 1-6 Offense

Misuse of Tropicana furniture such as lofts or bunking beds in a way other than for which they were designed is prohibited. Waterbeds of any kind are not allowed at Tropicana Student Housing.

Tropicana furniture or other furniture items may not be placed exterior to suites, including walkways. Bedroom doors and closet doors may not be removed by residents.

Step 2-4 Offense

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

### Guest Policy

Every member of a community has obligations to others in the community which outsiders may not have. Consequently, people who bring a nonresident into their living environment must be willing to assume responsibility for that person's behavior. This encourages residents to consider those whom they bring into Trop and also to make greater efforts at encouraging responsible behavior by their guests. While you cannot control another person's behavior, you can control whom you choose to have as a guest. The fact that you are responsible for people you allow to visit should foster more judicious decision-making on your part. It is your responsibility to inform guests of our policies and to encourage compliance.

Additionally, residents are responsible for accurately identifying guest(s) to Tropicana Student Housing staff upon request.

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 arise, the Isla Vista Foot Patrol will be contacted.

Step 1-6 Offense

Minimal Sanction: varies

### Inappropriate level of cooperation with Tropicana Staff members

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

Step 2-5 Offense

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

### Internet Postings and Online Communities

Please be aware of what you post to the public on online social networks such as Facebook, Instagram, Snap Chat, Tumbler and Twitter, etc. Although these sites are not monitored by Tropicana's staff, if a judicial infraction is publicized on such a site and



brought to the attention of a staff member, action may be taken, and a judicial sanction may be imposed.

#### Jumping/Diving

Jumping/Diving into pool from the Sundeck, railing or roof is strictly prohibited.

Step 5-6 Offense

Minimal Sanction: Eviction, fee

#### Key Use and Misuse

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

Step 2-6 Offense

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

#### Laser pointers

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

Step 1-3 Offense

Minimum Sanction: Written Notification/Warning, fee

#### Misrepresentation to Tropicana Staff members

Providing false information or identification to a Tropicana staff member or providing false, deceptive, or distorted information in a conduct review meeting is a violation of Tropicana policy.

Step 1-3 Offense

Minimal Sanction: Tropicana Probation and an Educational Sanction, fee

#### Motorcycles & Bicycles

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

Step 1-3 Offense

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

#### Personal Care

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

at 805-965-0581 x2298.

Step 1-2 Offense

Minimal Sanction: Warning, Written Notification, Referral

### Pets

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

Step 2-6 Offense

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

### Pranks

Any action taken by residents that has the potential to cause harm, injury or damage to another resident, a staff member, an individual, or any Tropicana property is subject to disciplinary action. Many acts thought of as “pranks” can be potentially dangerous to those upon whom they are acted out. It is in the best interest of all involved not to participate in such activities.

Step 2-6 Offenses

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

### Quiet Hours

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

10:00 p.m. – 8:00 a.m. - Daily

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

Step 1-3 Offense

Minimal Sanction: Written Notification/Warning, fee

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

Step 1-2 Offense

Minimal Sanction: Written Notification/Warning, fee

Quiet hours during finals week are in effect 24 hours a day. It is essential that residents' needs for sleep and study are particularly respected during final exams. Tropicana is committed to providing an academic environment in our residence halls and we take quiet hour violations during exam weeks very seriously.

Step 2-4 Offense

Minimal Sanction: Tropicana Probation and an Educational Sanction, fee

## Retaliation

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

### Step 3-6 Offense

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

## Theft

Theft is defined as knowingly obtaining or exercising control over anything of value without authorization. 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 resident or Trop.

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

#### Step 2-4 Offense

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

### Grand Theft (\$500 or over value stolen)

#### Step 5-6 Offense

Minimal Sanction: Tropicana Eviction and Restitution, fee

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

#### Step 2-4 Offenses

Minimal Sanctions: Tropicana Probation and an Educational Sanction, fee

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

#### Step 5-6 Offense

Minimal Sanction: Eviction from Tropicana Student Housing, fee

## Throwing or discharging items

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

### Step 1-3 Offense

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

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

### Step 4-6 Offense

Minimal Sanction: Tropicana Probation and an Educational Sanction, fee

## Unauthorized Room Change

Room changes are not allowed without the approval of the Residence Life professional staff, Leasing Manager or Community Manager. Please do not change rooms without receiving

approval from one of these staff members. If an unauthorized move takes place a daily fee may be imposed for unauthorized room/suite changes with disciplinary action to follow.

Step 3-6 Offense

Minimal Sanction: Pay daily fee, Educational Sanction, fee

Unauthorized entry

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

Step 3-6 Offense

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

Unauthorized entry into another resident's room

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

Step 3-6 Offense

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

Vandalism

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

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

Step 3-6 Offense

Minimal Sanctions: Residence Life Probation, Educational Sanction and Restitution, fee

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

Step 5-6 Offense

Minimal Sanction: Eviction from the Residence Halls, fee

Violations during "Study Week", Finals Week or Final Two Weeks of the Academic Year

Residence Life professional staff will have a conduct review without the resident due to time remaining in the semester/quarter because it may not be possible to set up a conduct review meeting before they leave. The Conduct Review Manager will write a letter with their decision on the incident, which community service and/or a fee will be involved.

Weapons

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

Step 5-6 Offense

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

## SBCC RESOURCES

Main Campus	<a href="http://www.sbcc.edu">http://www.sbcc.edu</a>	(805)965-0581
Student Life		(805)730-4062
International Students		(805)730-4040
Health Services		(805)730-4098
Bookstore		(805)730-4047
Financial Aid		(805)730-5157
Counseling & Advising		(805)730-4085

## UCSB Resources

[www.ucsb.edu](http://www.ucsb.edu)

BARC		(805)893-3756
Campus Learning Assistance Services (CLAS)		(805)893-3269
Counseling Services		(805)893-4411
Disabled Students Program		(805)893-2668
Educational Opportunity Program		(805)893-4758
Financial Aid Office		(805)893-2432
Office of Student Life		(805)893-4550
Nurse Advisor		(805)893-7837
Student Health Services		(805)893-3371
Resource Center for Sexual & Gender Diversity		(805)893-5847
Women's Center		(805)893-3778

## ASSOCIATE DEAN OF STUDENTS

### UCSB LIAISON TO UNIVERSITY-AFFILIATED RESIDENCE HALLS

UCSB's Senior Associate Dean of Students, Katya Armistead, serves as a campus liaison to Tropicana Gardens for UCSB's Division of Student Affairs. Her responsibilities include strengthening the relationship between UCSB and students living in the privately-owned residence halls by creating opportunities for residents to feel connected to the campus, its resources and services, faculty, and staff members.

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

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

#### Contact Information:

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

## Miscellaneous Fees Schedule

Effective August 1, 2023

### MISCELLANEOUS Parking

#### Academic Year Annual Permit

Tropicana Gardens Covered Space.....	\$1,487.50
Tropicana Gardens Assigned Space .....	\$1,275.00
Tropicana Del Norte Underground Space .....	\$2,337.50
Tropicana Del Norte Assigned Space .....	\$1,275.00

#### Keys & Lockouts

1 <sup>st</sup> Lockout (after hours).....	\$5.00
Each subsequent lockout (after hours, see Keys and Lockouts section) .....	+\$10.00
Key Replacement Charge for Lost Bedroom or Mailbox Key .....	\$25.00
Key Replacement Charge for Lost Key Fob .....	\$25.00
Key Replacement Charge for a Key Card .....	\$10.00
Key Replacement Charge for Damaged Key.....	\$0.00
Bike Impoundment Retrieval.....	\$25.00
Misc Item Impound Retrieval.....	\$25.00
Trash Removal Fee .....	\$35.00

#### CONTRACT/PAYMENTS

Early Move-in –Friday or Saturday prior to move-in day .....	\$200 per day
TEMPO (Tropicana Early Move-in Program & Orientation) .....	\$650
Late Stay/Early Return from Academic Breaks, with approval.....	\$50 per day (no food included)
Late Contract Payments (>3 days after due date) .....	\$50 per late payment
Returned Checks .....	\$32.00 per check
Room Change Fee .....	\$200.00
Improper Checkout.....	\$50.00
Lease Takeover Administrative Fee.....	\$500.00

Tropicana Student Housing has a cancellation policy as follows:

- A. Cancellation received within 72 hours of signing the contract.....\$0 cancellation fee
- B. Cancellation received by June 30.....\$500 cancellation fee
- C. Cancellation received between July 1 and July 31 .....
- D. Cancellation received between August 1 and the day before the contract start date ...  
\$2,500 cancellation fee (plus, pro-rated daily rate, if any)
- E. Cancellation on or after first day of the contract.....Cancellations are not allowed after the contract start date. (Resident must find an acceptable replacement to take over the contract and subsequent payments)

#### CONDUCT

##### Six-Step Standard Conduct Administration Fees

Step One .....	\$20.00
Step Two .....	\$40.00
Step Three .....	\$80.00
Step Four .....	\$120.00
Step Five .....	\$180.00
Step Six .....	\$240.00

Sanctions during the final two weeks of the contract... \$200 per (cumulative) step

False Fire Alarm .....	\$300.00 per incident
Pet Relocation .....	\$300.00
Unauthorized Halloween Guest.....	\$100.00 per guest/per incident
Unauthorized Room Change.....	\$25.00 per day
Unauthorized Screen Removal	\$45.00

All Fees Subject to Change Without Notice