

What to expect as we navigate through COVID?

As we continue to adapt to the new way of life, Campus Village has implemented some changes and will continue to make these changes until it is safe to go back to our original way of business.

OFFICE HOURS ARE APPOINTMENT ONLY: Although we will be on site daily, we ask that you make an appointment if you need to speak to a CV representative. This is in effort to always keep the number of students to a minimum in office. Our office space is quite limited, so we have found this is the best way to control crowds. The drop box is always available for anything that you may need to turn in 24/7. Masks are and will continue to be mandatory when coming into the main office. Our office manager can always be reached at wright.julie@campusvillage.com.

MAINTENANCE ORDERS ARE EMAIL ONLY: Please email all maintenance orders to flinta@campusvillage.com.

The office will be wiped down and sanitized twice daily, this includes the laundry facility. If using the laundry facility, we ask that you abide by social distancing guidelines and allow 6 feet at all times. If there are more than 3 people in the main office area, we ask that you wait outside until at least one person leaves.

Our weekly breakfast is cancelled until further notice. We cannot wait to bring this back but at this time must abide by the guidelines to avoid larger social gatherings.

Thank you for your understanding as we do our best to follow the guidelines and keep everyone safe while still being available to our residents when needed.

CV MANAGEMENT

Welcome Home

Thank for choosing Campus Village for your home away from home. We are excited to have you here. We would like to take this time to welcome you and to go over some key points for you to know while you stay here.

1. **Where is my mailbox?** Your mailbox is located in the main office if you are in Phase 1, and in the first building Annex outside if in Phase 2 (Beta Building side). Your mailbox key is located under the kitchen sink on a small hook, we ask that you keep it there so that everyone has access. We do not sign for packages, although packages not needing signatures will be delivered to the main office foyer unless you provide specific instructions to the carrier.
2. **How do I put in a maintenance order ?** Due to COVID, to avoid office traffic, we ask that you email flint@campusvillage.com any maintenance order that you may have. You will receive an email within 24 hours (weekdays) that your work order has been submitted and be updated until it's closed out.
3. **What if I have a maintenance emergency?** If you have a maintenance emergency such as water leaking, smoke or gas issue or a lock out, we ask that you contact the RA on call at 810-701-5965. First lock out is free, after that a \$20.00 fee will be assessed. The Ra is available to help assist with all emergencies or they will get ahold of the appropriate person to solve the issue. Please DO NOT call our maintenance department after hours, if needed out RA or security will contact them directly. Security is onsite 7 days a week for your safety. Please respect them and follow the CV rules. We do have quiet hours (listed in rules and regulations that you signed) that will be enforced. Sunday-Thursday 11pm Friday and Saturday 2am
4. **Can I smoke on the premises?** Smoking is NOT permitted in units and will not be tolerated. If you are caught doing so, a fee will be assessed, and you will be given a warning. Following more than two warnings, CV will take further action including or up to possible eviction. This includes ALL forms of smoking. If you do choose to smoke outside, please dispose of the cigarette butts properly. Failure to do so will result in a fine.
5. **What do I do with my trash?** All trash needs to be taken to the dumpsters and placed inside. PLEASE DO NOT LEAVE BAGS OUTSIDE OF THE DUMSPTER. This causes issues with rodents and other things that we do not want to attract at CV. It also blocks the dumpster and makes it impossible for our vendor to make the pickup. Make sure your trash is properly bagged.
6. **Can I have a Visitor?** Visitors are allowed; however, all visitors must stop in the main office and fill out the sign in sheet and answer the COVID questions. Overnight visitors must be approved by all roommates and are allowed a maximum of 2 nights per month. Failure to comply can result in charges for your guest. Remember, you are responsible for your guest at all time. Visitor parking is in the back lot on Bluff street.

*LASTLY HAVE FUN! WE WANT EVERYONE TO HAVE A POSITIVE EXPERIENCE WHILE THEY ARE HERE AND ENJOY THEIR STAY. RESPECT ONE ANOTHER AND LET'S GET READY FOR A GREAT TERM! *