



# Resident Handbook

## 2020-2021 School Year

We are glad you have chosen to live on campus. The Campus Lake Apartments Resident Handbook contains information that you need to know and that can be helpful to you while you live on campus.

Our first interest in providing on-campus housing is to give you a living space that will have a positive impact on your education at St. Charles Community College, while also providing you with a community of other students who can encourage you, challenge you and generally make college life memorable for you. If there is anything we can do for you or if you have ideas or suggestions about life on campus, please let us know. We want to hear from you. Ultimately, we want you to be safe and secure, we want you to have a good environment for learning and last, but not least, we want resident life to be enjoyable and fun.

This Handbook is designed to provide residents with information about amenities, services, policies, guidelines, and procedures that will enable residents to fully participate in the community. Residents are responsible for reviewing this Handbook, as it is an extension of the Lease. The policies and rules in this Handbook are designed to enforce existing local and state ordinances and laws, as well as to prevent the infringement of one's rights by the actions of another. Policies and procedures are subject to change.

Residents will be held responsible for their actions. Residents are expected to exhibit appropriate behavior within the residential community. Individuals who participate in or display inappropriate behavior may be subject to disciplinary action. Inappropriate behavior may be defined as an activity that disrupts, endangers, degrades, or threatens the environment of the residential community or any person within the community. Residents are expected to treat other residents, guests, and staff with dignity and respect at all times. Damage, theft, and/or vandalism to our property will not be tolerated. Harassment, irresponsible or inappropriate use of facilities, and/or failure to abide by the policies and procedures contained herein are violations of the Lease and may subject residents to eviction, discipline by the college, and/or criminal or civil charges.

Campus Lake Apartments will establish office hours, but until then, you may call us at (636) 442-0010 or email us at [leasing@campuslakeapartments.com](mailto:leasing@campuslakeapartments.com). If we are unavailable, we will reply promptly.

The terms of your individual Lease supersedes any information contained in this Handbook which may be contrary to or different from your Lease.

### **Eligibility for On-Campus Housing**

All Residents are required to have registered for at least twelve (12) credit hours recognized or approved by St. Charles Community College before being eligible to enter into a Lease with Landlord.

To remain on the Premises during the summer semester, Resident must enroll in at least one (1) additional course offered at St. Charles Community College during the same period, either online or on-campus.

All Residents must always maintain good standing with St. Charles Community College and a cumulative GPA of at least 2.0 under the Lease.

### **Summer Housing**

Housing is available on campus during the summer months of June and July for those enrolled during the months of June and July. You must let the Property Manager know by April 1 if you want to stay for the summer months. You may be required to move to another unit.

### **Lease Renewals**

Housing applications for the next school year will be available in early spring. Campus Lake Apartments can accommodate approximately 130 students. Unfortunately, there may not be enough on-campus housing for everyone who wants it. Housing is provided on a first come, first serve basis.

## **Fees and Deposits**

When you first apply for housing, you pay a non-refundable fee of \$125, which covers the application fee and the costs of a background and credit check. Upon signing the Lease, you pay a non-refundable fee \$100 for redecorating, which covers paint touch up and filling of small holes (under 1/4"). Additionally, you pay a refundable deposit of one month of rent. This deposit is refunded to you at the end of your Lease term if:

1. You vacate and surrender possession of the premises in the condition required by the Lease. You must follow established check-in and check-out procedures, as outlined in this Handbook.
2. You have made no application to return at a future date.
3. There are no outstanding debts which you owe Campus Lake Apartments.

## **Security Deposits**

Among other items, the cost of labor and materials for cleaning and repairs, over and above "normal wear" and the amount of delinquent payments and late charges may be deducted from the security deposit. The Tenant cannot use the security deposit to offset or pay in advance Rent or any additional charges under this Lease, but the Campus Lake Apartments can use all or any part of the security deposit, for any unpaid Rent or other obligations. The Tenant agrees that Campus Lake Apartments has forty-five (45) days after the later of the following options: (a) expiration or termination of this Lease, (b) the date on which we received written notice of the Tenant's forwarding address, and (c) payment in full of amounts that the Tenant owes, to return any unused portion of the security deposit to the Tenant, unless the Tenant has renewed the current Lease Contract for the next consecutive term or has completed a housing application for the following academic year by the appropriate deadline, which will each result in the Tenant's security deposit rolling over to the appropriate term. Upon written request, and within ninety (90) days of the Lease End Date, we will provide the Tenant a description and itemized listing of deductions that have been taken from the security deposit. Applicable refunds will be issued by Campus Lake Apartments.

## **Furnishings**

Campus Lake Apartments provides the following in furnished apartments:

- Single bed for each resident (standard size Twin XL bed and mattress)
- 2 drawer dresser for each resident
- Kitchen table and chairs or lunch bar
- Desk and chair
- Couch
- Chair
- Shower rod
- Window blinds
- Refrigerator, range, dishwasher and microwave
- 55" LED Television
- Washer and Dryer

You are responsible for maintaining the apartment and furnishings in good condition. When you move in, you and the Property Manager will inventory the condition and furnishings of your apartment. Deductions from your deposit and possibly additional charges will be made if the apartment or any items are damaged, missing or not clean when you move out. You are welcome to bring some of your own furnishings, but Campus Lake Apartment's furnishings must remain in your apartment.

The following items are not allowed:

- Adhesive wall decorations or hangers
- Air conditioning window units
- Alcohol, drugs, paraphernalia, narcotics, or chemicals commonly associated with narcotics manufacturing
- BBQ grills/charcoal/lighter fluid
- Candles/Incense

Explosives (gasoline, paint thinner, acids, etc.)  
Fireworks  
Halogen/Incandescent light bulbs  
Halogen/kerosene lamps  
Hookahs  
Live Christmas trees or wreaths  
Paper lanterns  
Pets  
Personal refrigerator larger than 4-cubic feet  
Pumpkins  
Satellite dishes  
Sofas measuring more than 72 inches  
Space heaters  
String lights  
Traffic/road signs (and related items)  
Weapons & firearms (including, but not limited to guns, bows, arrows, hunting knives with blades 3-Inches or longer, switchblade knives, butterfly knives, swords, metal knuckles, paintball guns, throwing stars, nun checks, slingshots, tasers, blow guns, ammunition, BB guns, pellet guns, dart guns, etc.)  
Wireless routers and access points (provided through Spectrum)  
2.4 GHz cordless phones  
Window air conditioners  
Waterbeds

### **Internet and Television**

Each unit is equipped with Spectrum internet and television. Each resident will have a login for wireless access and will receive their own SSID. Each unit will be equipped with a 55" LED television in the living room. Residents may stream full Spectrum television on their tablet, phone or smart television while on the wireless network.

### **Charges and Fines**

The following is a partial list of Housing fines and damage and cleaning charges:

1. Missing check out appointment \$50
2. Failure to vacate by move-out date \$100 (plus \$25/day)
3. Failure to turn in keys at checkout \$75
4. Unnecessary use of fire extinguisher \$50
5. Unnecessarily setting off fire alarm \$50
6. Breaking fire extinguisher glass \$25
7. Disconnecting smoke detector \$25
8. Smoking \$50
9. Candle or open flame \$25
10. Entering/exiting through window or removal of screen \$25 min.
11. Lost apartment key fob \$75
12. Lost mailbox key \$25
13. Onsite entry door or bedroom door unlock \$75
14. Painting/marketing mailbox \$25 min.
15. Damaged waste container \$50
16. Failure to remove trash \$10 min.
17. Unauthorized pets see below.
18. Failure to obey quiet hours \$50.
19. Murals/painting on wall \$200

20. Propping outside door \$25
21. Using deadbolt as a doorstop \$25
22. Damage to upholstery \$100
23. Cleaning of apartment \$10 min. (\$20/hour)

Residents who damage floor, walls or furnishings will be charged the replacement or repair cost plus 10% to cover time spent handling replacement orders, etc.

### **Moving Out**

The term of your Lease is for ten months, one academic year.

When you move out you must do the following:

1. Schedule a check out before the move-out deadline.
2. Give your forwarding address to the Property Manager and the Director of International Student Services.
3. Thoroughly clean the apartment, including (but not limited to) oven, stove top, refrigerator, kitchen cupboards, floors and bathroom.
4. Keep your appointment to check out with the Property Manager and turn in your keys.

The Property Manager will inventory the apartment for damage and cleanliness. You will be charged for: damage, missing items, failure to remove personal items, cleaning of the apartment or its contents (if necessary), unreturned keys, and failure to keep your appointment with the Property Manager to check out. Please understand that anything beyond minor damage may affect your ability to return the following Lease term.

### **Property Insurance**

Campus Lake Apartments strongly recommends that all students staying in on-campus housing have personal property insurance. We are not responsible for damage to or theft of personal items. Many insurance companies offer renters/property insurance at reasonable rates. Campus Lake Apartments has some information about property insurance policies. Parents with homeowner's insurance may be able to obtain a rider on their policy that will cover your belongings.

### **Maintenance**

You are responsible for keeping your apartment clean and reporting any necessary repairs. When your apartment needs maintenance, submit a request through our website. Under normal circumstances, maintenance is able to respond within 24 hours. They will leave a note in your apartment indicating that the problem has been corrected or, if not, why and when you can expect it to be corrected. If maintenance has not responded in 24 hours, notify the Property Manager.

A few maintenance tips:

1. The Property Manager has light bulbs if you need them. All lights are LED, so please obtain bulbs from the Property Manager.
2. The Property Manager has plungers for your use in the event a drain or toilet becomes clogged; you should use these before calling for maintenance. Do not use any chemical drain cleaner.
3. When you leave your apartment for a few days or more, make sure your thermostat is set no lower than 65 deg and no higher than 75 degrees.
4. Do not use deadbolts as door stops - this stresses the hardware and can break the lock.

### **Heating and Air Conditioning**

All units have central air units. Window units and space heaters are not permitted. Maintenance staff will change A/C filters in each unit on a regular basis. Thermostat settings will be collectively determined by all residents during the initial roommate meeting and the thermostat will be locked to maintain efficiency. When all apartment residents agree to change the thermostat settings as the seasons change, one resident should submit a request via email to [leasing@campuslakeapartments.com](mailto:leasing@campuslakeapartments.com).

## **Windows and Screens**

Because of damage that may result to windows and frames, removing screens from windows or for using windows as entries to apartments results in a minimum \$25 fine in addition to any necessary repairs to screens or frames. For everyone's safety, it is important that windows be kept latched when you are not at home. Ground floor window security screens are only to be opened for emergency egress from the building.

## **Pest Control**

Campus Lake Apartments provides pest prevention efforts on a regular basis. Residents who are allergic to pest control chemicals may request an exemption in writing. Residents may be asked to move/remove bedding and furnishings away from walls to allow the pest control expert to treat areas of concern. Residents can play a big part in minimizing pest problems by following these steps:

1. Keep your room/apartment clean
2. Ensure food items are tightly sealed in appropriate containers.
3. Clean up thoroughly after eating or preparing food.
4. Wash dishes.
5. Wipe counters and tables sweep, vacuum, and/or mop.
6. Properly dispose of leftovers or put them in a sealed container.
7. Eliminate "harborage" or shelter for pests.
8. Keep rooms free of loose papers properly dispose of empty boxes (no cardboard boxes), paper shopping bags, and other types of clutter (including laundry).
9. Properly dispose of trash in provided dumpsters.
10. Report pest problems to the Property Manager through a maintenance request on our website.

## **Trash**

Public trash cans are located throughout the property; these receptacles should not be used for large trash bags as they are intended for individual use. There are dumpsters located in the parking lot. Please empty your garbage often. Garbage accumulation encourages cockroaches and rodents. Do not leave trash in the breezeway. Fire code requires that halls and stairwells stay completely clear of trash and personal belongings. If there are problems with trash accumulation inside or outside the buildings, the residents responsible will be fined.

## **Recycling**

There is a blue recycling container in each apartment for recycling commingled items such as paper, cans, bottles, and plastic bottles (only plastic bottles with necks and screw caps are recyclable). Please rinse your food containers well. Please do not try to recycle pressboard, tagboard, contaminated or wax-coated cardboard. Paper products with food contamination (such as pizza boxes) cannot be recycled. Look for signs posted in your building for information on where to empty your recycling bins. Please pitch in for the recycling effort!

## **Snow Removal/Snow Melt**

St. Charles Community College provides snow removal service and snow melt on an as-needed basis. To assist in efficient snow removal, vehicles should be parked away from sidewalks and curbs when accumulation is anticipated.

## **Pets**

Pets (including fish) are not permitted in campus housing. Residents shall not have or allow any animal (except for a properly authenticated assistance animal under the Fair Housing Act) to be in the Premises or Dwelling without prior written consent from Landlord.

The first violation of this Rule will result in a written warning and a \$250.00 fine. The second violation will result in a written warning and a \$350.00 fine. The third violation will result in a \$350.00 fine and Resident may be declared in Default of the Lease, subject to the procedures discussed in Section 21 of the Lease Agreement.

Additionally, for all violations, Resident will be charged for the defleaing, deodorizing, and shampooing of the Dwelling, in addition to any other damages caused by animal to the Dwelling or the common areas of the Premises. The unauthorized animal must be removed immediately, and Resident will be responsible for any and all kennel fees.

### **Keys**

You will be issued a key fob and a mailbox key at the time you move in. The fob and mailbox key are the property of the Campus Lake Apartments and must not be duplicated or loaned out to any person. If keys are lost, a new fob and mailbox key will be issued at a cost to the resident of \$75 for the apartment key fob and \$25 for the mailbox key. There is also a charge for failure to turn in your fob and mailbox key at the time of move-out.

### **Mail**

Each unit will have a space in the mailbox pedestal adjacent to the parking lot. Your address and mailbox will be shared with your roommates. Tampering with mail not addressed to you is a federal offense and is cause for immediate removal.

### **Parking**

Parking permits will not be issued for the apartment's parking lot. Your vehicle information will be shared with the St. Charles Community College Police Department. Parking is for residents only.

### **Wheeled Transportation**

Bicycles, skates, skateboards, shoes with cleats and other sports equipment may not be used in the apartment or in the building breezeways. Any bicycles obstructing public areas or safety exits will be removed and impounded. Bicycles must be stored outside of the apartment buildings and may not be stored in the hallways, storage rooms, stairwells, or student rooms. Skateboards are not permitted on campus.

### **Disturbance**

The use of any mechanism or substance which may cause a disturbance to the normal atmosphere of the apartment or damage the facilities (smoke bombs, stink bombs, etc.) is not allowed. This includes substances used for purposes not intended by the manufacturer (shampoo, toothpaste, shaving cream, etc.). Maintenance charges may be charged to the residents.

### **Emergencies and Building Safety**

Any time there is an emergency of any kind, call **911 immediately**.

We are fortunate to have a 24-hour police department on campus.

Some basic guidelines to follow to increase your safety while you're here:

1. Report any suspicious activity or people to the St. Charles Community College Police Department immediately.
2. Walk with a friend whenever possible and avoid walking in the neighborhood after dark.
3. Always lock your car doors when driving or when your car is parked.
4. Contact the police department for an escort when walking on campus, especially after dark.

You are responsible for your own and your neighbor's comfort and security. Building doors must be kept closed and locked. Do not admit people you don't know to the building. If you develop the habit of locking your apartment door at all times (use the deadbolt!) and locking your windows at least when you are not at home it will enhance your own security and make burglary less likely for everyone. Report any problems with door or window locks to the Property Manager immediately. Ground floor window security screens are only to be opened for emergency egress from the building.

### **Fire Safety Systems**

If you see a fire or smell smoke:

1. Pull the fire alarm.
2. Leave the building.
3. Call 911.
4. Exit through the nearest available outside stairs. If the nearest stairs are smoky use the other stairs.

All units have smoke, heat and carbon monoxide detectors that report to a central panel that calls the Fire Department. In addition, there are local sounding smoke detectors inside each apartment. The building is also equipped with a sprinkler system meeting NFPA 13R. Tampering with or use of fire extinguishers under circumstances not deemed as an emergency will result in a fine to the individual at cause or if an individual is not identified, a dorm-wide charge being assessed.

Do not disconnect the detectors! (Keeping the apartment ventilated when you're cooking will help keep it from going off.) If you have recurring problems with your detector, contact the Property Manager. If you use a fire extinguisher, you must notify the Property Manager so we can have it recharged.

### **Freedom from Unwarranted Search**

Campus Lake Apartments assures the students' right to privacy. We abide by the following procedure pursuant to entering property leased by students with the understanding that this procedure in no way limits bona fide law enforcement officials from lawful search.

Campus Lake Apartments shall have the right to enter apartments in cases which include the following:

1. Show the apartments to parties wishing to rent.
2. Need of physical repairs or improvements of the premises or elsewhere in the building.
3. Need of medical attention.
4. Where there is reasonable cause to believe that local, state or federal laws being violated.
5. At semester break to plan for needed repairs and in spring to assess for summer projects and furnishing replacements.
6. If there is a report that the apartment is in such poor condition as to not be conducive to doing maintenance work or to be occupied as living quarters.
7. Monthly check by Property Manager of smoke detectors and toilets.

When entry is sought to make improvements or repairs, notice will be given in advance to the occupant(s) if possible. If this is not possible, the authorized repair person will knock before entering to inform the resident(s) of his or her arrival. In emergency circumstances when imminent danger to life, safety, health or property is reasonably feared, rooms will be entered without advance notice or warrant. If students believe their apartment has been unlawfully entered, they may contact the Property Manager. After inspection of the apartment by the Property Manager, the resident will be required to have the apartment returned to good condition by an arranged date. Failure to comply will result in a fine to the resident. Failure to maintain an apartment in good condition is grounds for eviction from or denial of readmission to on-campus housing.

### **Harassment**

Campus Lake Apartments residents will treat each other with respect to help ensure the safety and security of our community. Inappropriate physical contact or violence is not tolerated in the campus community. Any activity (behavioral or verbal) that threatens, intimidates, degrades, disgraces, endangers, harasses or otherwise causes (or has the ability to cause) emotional distress to another person is prohibited. This may include harassment that takes place through social media.

### **Discrimination**

Discrimination and/or hazing of residents or visitors is prohibited. No student shall be subjected to ridicule based on sex, sexual preference, race, religion, national origin, and or disability. "Hate messages" including, but not limited to,

racial epithets or derogatory remarks attacking or belittling any of the above, whether delivered orally or in writing, are grounds for possible dismissal from the residence and the college.

### **Physical or Sexual Assault**

Physical or sexual assault and/or the threat of physical or sexual assault to anyone at Campus Lake Apartments on college property, at a college event, or a college sponsored activity are grounds for possible dismissal from Campus Lake Apartments. Please refer to the St. Charles Community College Student Handbook.

### **Room Decorating**

Decorations should be of a temporary nature so as not to permanently deface or damage the apartment's finishes. Posters and other wall decorations should be hung with thumbtacks only, so as not to damage any painted wall surfaces. Poster putty, nails, screws, tape, command strips, etc. are prohibited on all surfaces. Front doors, bedroom doors, and cabinet surfaces shall remain free of nails, stickers, tape or any other additions to the original surface.

Writing on surfaces such as refrigerators, walls and/or windows is also prohibited. Lewd, obscene, alcohol, drug, or illegal substance related decorations are prohibited in common areas. Residents shall not hang any items from the fire sprinkler heads. Nothing is to be affixed on walls or ceilings within 18" of any fire sprinkler head. Damage to the sprinkler heads could result in flooding and excessive water damage for which residents may be held financially responsible. Decorative lights must be approved by the Property Manager. Residents must request approval of decorative lights. Standard string lights are prohibited.

### **Roommates**

Sometimes college roommates hit it off right from the start and things go without a hitch for several years. More often, there are at least minor problems and irritations. The basic rule for campus living is that roommates do not have to be friends to live together successfully. All roommates do have to respect individual differences.

When you first meet each other as roommates, take the time to get to know each other. Start with the basics: where you are from, who your family is, where you went to high school and why you came to St. Charles Community College. Then talk about your personal preferences regarding neatness, study habits, sleeping in, talking on the phone, having guests and what you like to do in your spare time. Talk about what things get you down and what cheers you up; how you like to socialize; how you feel about drinking and drugs; what your religious values are; what you'd like your relationship as roommates to be. Then set some house rules, recognizing up front what areas you will have to compromise on. Some of the biggest roommate conflicts start because dishes don't get done, or floors mopped, or sinks scrubbed. Write down your house rules and change them if you need to during the year. Harmonious living is possible! If you are not getting along with your roommate, talk with them about it in a non-judgmental way. Use phrases such as: "When this happens, I feel..." rather than being accusatory. Focus on the things he or she does that bother you, not on personality differences. Try to work out a compromise that is acceptable for both of you. Setting reasonable limits, for example, on stereo use or volume, the length of a shower, etc. Some of you may want to work out an agreement about switching bedrooms at the semester break or another time. If you'll be more comfortable, ask the Property Manager to help.

Roommate changes will be made only as a last resort and only after a concerted effort has been made by the roommates to negotiate some boundaries for living together successfully. When room changes are made, they are generally made at the semester break. Feel free to contact the Property Manager if you are having roommate problems. They will do everything possible to help you get along.

Residents of on-campus housing have reason to expect the following:

1. The ability to read and study in one's room, free from undue interference.
2. The ability to sleep without undue disturbance from a roommate or guests of a roommate.
3. Respect from a roommate for one's personal belongings.
4. A clean environment in which to live.
5. Free access to one's apartment and its facilities without pressure from a roommate.
6. Personal privacy.

7. The ability to entertain guests for a reasonable period of time as long as the guests respect the host's roommate and other building residents.
8. Reasonable cooperation in the use of the apartment furnishings.
9. Freedom from fear of intimidation, physical and/or emotional harm.
10. Access to redress of grievances. The Property Manager is available for assistance in settling conflicts.

### **Consolidation**

At different times during the year, residents may find themselves without roommates due to move-outs, cancellations, or evictions. To fill open space, residents may be asked to move into an open bed space to allow for efficient occupancy management. Residents may also have a new roommate assigned to an open bed space in their apartment by the Property Manager. As consolidations occur, residents will be responsible for the appropriate room change procedures and paperwork. Residents will not discourage any prospective roommate from moving into an open bed space.

### **Advertising and Bulletin Boards**

All posters advertising campus activities and events must be sponsored by recognized organizations and must be approved by Campus Lake Apartment Management. Check the notices on bulletin boards around campus frequently for information about upcoming events on campus. Do not tamper with approved notices posted on the bulletin boards by personnel.

### **Soliciting**

No soliciting or selling is allowed at Campus Lake Apartments unless prior approval has been granted by Campus Lake Apartments Management.

### **Ball Playing**

Throwing or bouncing any balls or other items inside the apartment is prohibited.

### **Quiet Hours**

Students need a quiet environment to study and to sleep. To make this possible, quiet hours are designated from 10:00 P.M. – 6:00 A.M. on weekdays and from 12 A.M. – 7 A.M. on weekends. During this time, doors should be shut. Stereos, TV's and voices should not be heard in the hallways. Violations may result in the loss of the privilege of using stereos, TV's, etc. Studying and talking on the telephone should be done in the rooms and not in the hallway. Residents should at all times be aware of others' sensitivity to noise and should be especially considerate during quiet hours. Quiet hours extend to the area around the halls. Second and third violations of quiet hours could result in disciplinary action by the college or dismissal from Campus Lake Apartments.

### **Parties**

Excessive noise levels and damage to any building property will not be tolerated. Campus Lake Apartments will interrupt any party that is disruptive to residents or neighbors. If necessary, the St. Charles Community College Police will be called. The residents hosting the party are held responsible for the behavior of all guests and any damage they may cause.

### **Guests**

A guest is defined as anyone not assigned to the room. Only students who have a Lease are allowed to occupy the apartments. Guests are not allowed to spend more than three (3) consecutive nights or more than six (6) nights in any one month in the Premises. Resident and Roommates are not to have, collectively, more than ten (10) guests on the Premises or in the Dwelling at any one time. Resident must always clear guest stays with their roommates in advance. Guests should not be in the apartment when the host resident is not home. If residents allow an apartment to be occupied by someone who does not have a Lease, they will be charged for the time that person has stayed in the apartment and will be subject to Campus Lake Apartment's disciplinary procedures, including eviction. Residents

are held responsible for the behavior of their guests at all times and will be subject to fines and disciplinary procedures, if necessary, due to the behavior of their guests. It is expected that overnight guests be of an age where they can exit the residence hall in case of an emergency without the need of supervision (such as fire alarm evacuation). Lounge areas must be cleared of all visitors during quiet hours.

### **Study Lounges/Cyber Café**

Campus Lake Apartments has a Cyber Café on the main level and Study Lounges on levels 2 and 3. They are accessible 24 hours a day for residents. These areas also include vending operated by St. Charles Community College. These areas are video monitored 24 hours per day. All trash should be disposed of properly. Do not leave any personal items unattended, Campus Lake Apartments is not responsible for lost or stolen items.