

# **The 2017-2018 HELIX Resident Handbook**

**The Office:**

One of the primary purposes of the office staff is to provide guidance as to the various departments and services at HELiX Starkville. The staff here can assist you in the following ways:

1. Create Maintenance requests in the office.
2. Assist if you are locked out of your unit during office hours.
3. The office will accept deliveries that cannot be delivered to your mailbox (flowers, large packages, etc). You will receive an email or text notification and may pick up your delivery in the office with a photo ID.
4. Find or Return a lost item.
5. Rent payments may be made in the office via check or money order. Cash is not accepted.

**Aqua:**

Enjoy the sunshine by our swimming pool 365 days a year. Periodically the pool will be closed for maintenance and repairs. As there is no lifeguard, you are responsible for your own safety. Please do not swim alone, and remember to abide by our posted rules and the following guidelines:

- Swim only during posted hours.
- Do not run by the pool.
- Absolutely no diving into the pool.
- **NO GLASS is allowed in the pool area at any time under any circumstances.**
- All guests must be accompanied by a resident. (LIMIT 2 guests per resident).

**Scorch:**

- Please remember to turn off the grill after use, and do not leave any food/trash in the area when you are finished as this can attract pests to the area.
- **NO GLASS IS ALLOWED!**

**Download:** *Computer Labs*

The computers in our computer lab may be used by residents for accessing the Internet, writing papers, printing, and any other computer needs.

- Please refrain from eating, drinking, or anything else that could cause damage to the equipment.
- We also ask that you store your documents on your own USB Drives, as the hard drives will be cleared nightly. If you have any questions or problems with the equipment please contact us at [helixstarkville@livehahu.com](mailto:helixstarkville@livehahu.com) or contact us in the leasing office.
- The password to use the computers is “residents”.
- You must provide your own paper for all printing.

### **BrainCandy:**

Study Rooms are located on the second floor of the clubhouse.

- You may use this area 24/7 by entering through Building 100 on the 3rd floor by scanning your key on the scanner.
- Remember to respect the rights of others when using the lounge and classrooms and remain quiet.
- Markerboards are designed to work with Dry Erase markers only.
- Please do not leave any trash or food in the Braincandy!

### **NRG/Fitness Center:**

The fitness center has plenty of equipment to keep you in shape and is available for use 24-hours a day. Remember to consult with a physician before starting an exercise program.

- **NRG can be accessed by using your black key on the outdoor scanner.**
- **Limit 2 guests per resident. Guests must be with the resident at all times.**
- **Be sure to return weights and attachments to the proper locations after use.**

### **Tanning Bed**

- The tanning bed is available during business hours.
- All tanning sessions are to be booked online at [HelixStarkville.com/Residents](http://HelixStarkville.com/Residents).
- Residents are required to sign in providing ID in the leasing office before each additional tanning session.
- Residents are required to bring their own goggles and may not tan more than once within a 24 hour period.
- No guests are allowed to use the tanning bed.

### **Parking**

- Each vehicle is required to display a parking permit at **all times**.
- Each parking pass will be registered to a specific car and passes can not be switched between vehicles.
- A Premier parking permit is required for all numbered spots within the community: Premier parking permits are available, visit the office to purchase premier parking for \$20 a month.
- Towing will be fully enforced on property and all vehicles must display a decal or purchase a guest pass in the main office.
- Vehicles parked at the Community must be operable and have current tags. If at any time the vehicle is parked illegally (including but not limited to the grass, an unassigned parking space, in front of dumpsters or fire hydrants, etc) said vehicle may be towed without warning. We are not responsible for any authorized vehicle from being towed.
- **Guest Parking: Guest parking areas are designated near building 58 and a Guest Parking pass must be displayed and can be picked up in the office during office hours. Residents and their guests are not permitted to park in the office parking/future resident area. Towing will be enforced nightly in this area. Residents are responsible for ensuring their guests are parked in designated guest spots to avoid being towed.**

## **Maintenance**

The maintenance personnel work very hard to keep Helix in top shape. While they care about your maintenance needs, they also appreciate your care of the complex. If you refrain from abusing the building, they can use their time towards preventative measures, and more quickly address your specific needs. If a problem arises, let the office know or fill out a maintenance request form through the resident portal.

## **Package Pickup**

Each apartment at Helix is provided with a mailbox. USPS will deliver medium and small sized packages to your mailbox. Shipping providers such as FedEx, UPS, DHL and other third party providers will drop your package in the office. To pick up a package in the office (You Must Provide a Photo ID). You will not be able to pick up packages for your roommates for security purposes. Please place any mail that does not belong to your apartment into the outgoing mail slot or hand to a staff member in the office.

## **Pavlov Networks**

Our third party internet and cable tv service provider is Pavlov Media; All internet and cable tv issues should be directed to Pavlov Media via their customer support line

888-472-8568. High speed internet can be accessed through the ethernet ports in each room or by connecting wirelessly to the closest router.

### **Vending Machines**

Drink machines are located in the Breezeway between the Fitness Center and Bistro. Any issues with the machines should be reported to the phone number on the vending machine.

### **Resident Portal**

The resident portal can be accessed anytime at <http://helixstarkville.com/residents/>. This is the same account you used to create an application and sign a lease online. If you signed your lease on paper and need to login for the first time create an account. If you forget your username/password you may call 662.617.8100 to get help.

## **POLICIES AND PROCEDURES**

### **Paying Rent**

Rent is due on the 1st of every month from September 1st 2017 through July 1st 2018. Rent can be paid online through the resident portal or by check or money order in the dropbox in the office. Rent is considered late at 10am on the 4th of every month. On the 4th a \$50 Late fee will be applied. The Second Late fee of \$50 will be applied on the 10th at 10am. As a reminder partial payments for rent will not be accepted.

### **Fines & Violations**

Residents will receive a Warning or Violation on their door when they are fined. They will have 10 days to pay the fine before late charges begin to accrue. Fines can be paid online through the resident portal or by check or money order in the dropbox in the office.

### List of Fines/Replacement costs:

<b>Fines</b>	<b>Cost</b>	<b>Replacements</b>	<b>Cost</b>
1st Late Fee	\$50 on the 4th	Key Fob	\$75
2nd Late Fee	\$50 on the 10th	Bedroom Key	\$45
Transfer Fee	\$400	Mail Key	\$35
Trash	\$50 per bag	Parking Pass	\$50
NSF Fee	\$50	Lock out After 11	\$50
Illegal Pet Violation	\$500	Windows/Screens	\$100
Re-Let Fee	\$500	Carpet Cleaning	\$100

### Damage to Property

Residents are solely responsible for the condition of their individual bedroom and will share equal responsibility for the conditions of their shared common areas with their roommates. If no one is willing to accept individual responsibility for damages, all residents of an apartment will share in the costs of the repairs. Any person causing damage to the premises will be billed for repairs and subject to disciplinary action including termination of their lease.

### Noise Policy

Consideration of others who live at Helix should be a matter of course. This means keeping noise to a minimum while in the halls, stairwells and elevators. Quiet hours have been established to further ensure that students have the basic right to use their rooms for sleeping and studying. At no time will excessive noise be tolerated.

Residents are expected to maintain a noise level, which cannot be heard outside of their room or apartment. At all times, noise levels should not disturb fellow residents. In addition, if you are ever asked to turn down your music by a resident or staff member, you should do so immediately. At no time will excessive noise be tolerated at HELIX.

### Quiet Hours:

**Sunday – Thursday**

**11 p.m. to 8 a.m.**

**Friday – Saturday**

**Midnight to 8 a.m.**

**Final Exam Periods**

**24 Hours**

## **Exterminations**

The apartments at Helix are treated by a professional exterminator several times per year. Please report any pest control issues to the office immediately. Pest control issues reported to the office will be completed each Wednesday. It is important to note that cleanliness (such as trash disposal and proper storage of food) will go a long way towards keeping your room pest-free.

## **Guests**

HELIX is your home, and you are welcome to have an occasional overnight guest. Keep in mind that your roommates will appreciate knowing in advance since they live there too. You are responsible for the behavior of your guests. This means informing them of the policies of HELIX and soliciting their cooperation while visiting. You agree that we do not promise, warrant or guarantee the safety and security of you, your guests or your personal property against theft, vandalism, or casualty occurring in the Apartment or the Community. Any member of the resident's household or a guest or other person affiliated with the resident shall not engage in any act intended to facilitate criminal activity, including drug-related criminal activity, on or off the said premises. Guests are allowed a maximum of three (3) days consecutively or ten (10) days non-consecutively for the lease term. Any person staying more than three (3) days consecutive or nonconsecutive, will be considered an illegal resident. A resident who houses a guest for excessive amounts may be subject to financial disciplinary action.

## **Holidays**

The leasing office will be closed during most major Holidays and may operate shorter hours during university breaks. Maintenance emergencies will be handled as such and can be placed by calling the Helix office line.

## **Keys and Locks**

Please remember that the doors at Helix must be locked when you exit your apartment. In the event that you become locked out, come to the office and a staff member will open the door for you during office hours. Lockouts after 11pm will be charged \$50 per incident. Residents may not change, duplicate or tamper with locks.

HELIX uses an electronic locking system that requires occasional battery replacement or charge. If you see a flashing red light on your lock when you use your key, please call the office and report the problem. This is an indication of a low battery.

## **Pets**

Only cats and dogs are allowed as Pets at Helix. Each pet requires a \$300 non-refundable pet fee and \$30 Monthly Pet Rent. Certain breed restrictions apply. If you choose to get a pet during the year please come down to the office first to fill out a pet addendum and pay your deposit **prior to the pet being on property!** Please remember to pick up after your pet so that all residents at HELiX may enjoy a clean pleasant environment. Failure to notify the office of your pet or failure to adequately clean-up after your pet will result in financial disciplinary action. Dogs are only allowed on 1st Floor apartments unless prior consent is obtained by the management staff

## **Bicycles**

Helix provides bicycle racks both outside the building and inside the parking garage. Bikes may not be stored inside your apartment. We recommend that you keep your bike locked when it is not in use, as HELiX is not responsible for lost or stolen bicycles.

## **Fire Protection and Prevention**

Helix considers fire safety extremely important, and residents have an obligation to adhere to our regulations as well as city and state statutes. HELiX may conduct periodic fire drills which you will be notified in advance. Failure to evacuate during fire alarms may result in financial penalty or lease termination.

The following are prohibited at HELiX because of their serious potential as fire hazards.

- Appliances with exposed heating elements.
- Use or possession of fireworks or firecrackers
- Charcoal Grills cannot be stored inside the apartment
- Motorcycles cannot be stored inside the apartment

Any individual who misuses or tampers with fire safety equipment may be subject to eviction, a fine of \$500 plus the cost of repair or replacement of the equipment, cleaning of the facility, and damage to other property. We will also contact local law enforcement officials and you may be subject to disciplinary action under their jurisdiction.

Every effort will be made to identify individuals who cause a false alarm. When such persons are identified, they will be referred to the Starkville Fire Department and Police Department for disciplinary action. In addition to legal proceedings, each individual involved will be subject to eviction.



Any individual who sets fire (commits arson) in or near HELIX will be evicted, turned over to the Police and/or Fire Department, charged a fine of \$500 and for any repairs/damage caused by the fire.

### **Fire Evacuation Procedures**

First Alarm:

- Residents should check their immediate area for any obvious indications of a fire or cause for the alarm. If none are observed, they should exit through or down the stairwells.
- Residents should use common sense and not panic.
- Staff members will investigate the cause of each alarm.
- Residents should begin an immediate and orderly evacuation along the designated evacuation route established for their area. Exit the building and wait for instructions or permission to re-enter the building.
- Residents should not run or use the elevator.
- Residents should take their room keys with them. Anyone who does not evacuate or property and comply with the instructions of the staff may be subject to disciplinary action.
- Helix staff will signal that the building is safe and ready for re-entry. No one is to re-enter until this signal is given. Personnel authorized to give re-entry instructions are: The General Manager or a courtesy officer.

### **Severe Weather**

During severe weather alerts (watches and warnings), residents are encouraged to monitor television and radio reports and should take reasonable precautions. Each resident should have a flashlight accessible in case of power failure. In the event of a tornado sighting, all persons in the building should move immediately to the interior hallways of the lowest possible floor away from windows. Persons who fail to respond to a tornado alert siren, or who choose to leave safer areas of the building before an alert siren ceases, do so at their own risk.

### **Personal Property**

Helix management would like you to be aware of some important guidelines for the safety of yourself and your property. We recommend that you consider following these guidelines, in addition to other common sense safety practices:

### **While Inside Your Apartment**

- Lock your doors and windows at all times.
- You have deadbolt locks on the doors; use them while you are inside your room.
- While answering the door, first determine who is there by looking through the peephole. If the person is unknown, first talk with them without opening the door and don't open the door if you have concerns.
- Do not give or lend your key fob, bedroom key, or mailbox key to anyone.
- Do not put markings on your key fob to identify your name, address or phone number.
- If you are concerned because you have lost your key or because someone whom you distrust has a key, ask the office to have your locks re-programmed. You have a statutory right to do so, provided you pay the cost of re-programming in advance.
- Dial "911" for emergencies.
- Periodically check your door locks and other security devices to be sure they are working properly. If they seem to be working improperly call the office and make a work order to have them looked at.
- Immediately report to the office in writing any malfunction of other safety devices outside your room, such as broken locks, burned out lights in stairwells and parking lots, blocked passageways, broken railings, etc.
- Mark or engrave identification on valuable personal possessions.

### **While Outside Your Apartment**

- Always lock your doors while you are gone.
- Tell your roommate where you are going and when you will be back
- When walking at night, please walk with another person
- Let your roommates and friends know if you are going to be gone for an extended period of time.

There is no such thing as a fail-safe security system. Even the most elaborate of security precautions are not guarantees against crime. You should always proceed as if such security systems do not exist. All systems are subject to mechanical malfunctions, tampering, human error and personnel absenteeism. HELIX makes no expressed or implied warranties of security. The best safety measures you can take are the ones you yourself can perform as a matter of common sense and habit. Please carefully consider and follow these suggestions.

### **Renters Insurance**

Helix is not responsible for any personal damages or thefts. We require that you obtain renter's insurance.

## **Thefts and Other Crimes**

Any theft or other crime should be reported immediately to the Starkville Police Department. There are several things residents can do to decrease the possibility of theft:

- Room and apartment doors should be locked at all times. Residents should always keep their keys with them.
- Valuables should be kept locked and out of sight.

Helix does not allow solicitation on its property. Please report any solicitors to a staff member in the office. Lost keys should be reported to the office in writing immediately.

## **Responsibility**

Individuals at Helix will be held responsible for their actions. Damage, vandalism, removal of public furniture, setting off alarms, etc. could result in fines or eviction. If the individuals responsible cannot be identified, we reserve the right to hold all residents responsible for damages. Before a floor is charged, there will be an opportunity for the individuals to identify themselves and to take responsibility for their actions.

## **Reletting**

Not all things happen as we plan and you may need to move out before the end of your lease agreement. If this happens, you have the option to complete a lease takeover (fee associated with this process). Please contact the leasing office to discuss the lease takeover process.

## **Move Out**

When you are ready to move out:

1. Ensure all belongings have been removed from your apartment. Items left behind, will incur a charge for removal and will be disposed of.
2. Have all rent and future rent paid and have \$0 balance on all charges.
3. Be sure the condition of your apartment is the same in which we gave it to you.
4. Provide a forwarding address to the leasing office.

## PROHIBITED ACTIVITIES

**Any Ceiling Alterations:** These include but are not limited to mounting ceiling fans, mounting light fixtures, removal of ceiling panels, affixing of posters, etc.

**Construction In Rooms:** These include but are not limited to building lofts, elevating furniture on blocks, etc.

**Use of Windows and Ledges:** Throwing, dropping or hanging objects from windows and ledges is prohibited.

**Smoking:** Smoking is not allowed in any of the rooms, stairwells or common areas of The Helix. Residents caught smoking are subject to a fine and possible disciplinary action. However we ask that you please utilize the ashtrays and trash cans provided to keep your community clean. Please be courteous of others.

**Illegal Substances:** Federal State Law prohibits the possession, use or sale of narcotic drugs and marijuana. Living at Helix does not make you immune to these laws. On the contrary, HELIX has a zero tolerance for such behavior, and the possession of or use of illegal drugs on the premises may result in eviction. Also, state law prohibits the sale, distribution and possession of illegal drugs on the premises—any such violation will result in eviction. Also, state law prohibits the sale, possession and distribution of alcohol to persons under the age of 21 years. Violators may be subject to eviction without refund of any unused portion of the contract and with continued liability for rent and other sums due under the contract.

**Firearms/Weapons:** Firearms, ammunition and other weapons including BB guns, pellet pistols, air rifles, bows and arrows, sling shots, blow guns, etc. are prohibited in all areas of Helix at all times.

**Fuels:** Any flammable fuels are prohibited at Helix. Motorcycles, mopeds and other transportation utilizing such fuels must be parked off-property in the parking lot.

**Illegal Substances:** The sale, use, storage and/or production of any and all illegal substances are prohibited throughout Helix.

**Acknowledgment of Receipt**  
**Resident Handbook**  
2017-2018

I acknowledge the receipt of a complete copy of HELIX *Resident Handbook*. I recognize that I am responsible for understanding this information and abiding by the policies and procedures as set forth in this publication. I also acknowledge that this handbook acts as an addendum to my lease contract at HELIX.

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Signed

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Date

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Room Number

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Print Your Name Here