



MEMBERSHIP RULES AND TERMS

Community Rooming Houses

THE LATEST UPDATE TO THIS MEMBERSHIP AGREEMENT IS AVAILABLE ONLINE AT WWW.RENOIHOUSE.ORG/MEMBERGUIDE THE ONLINE VERSION ON THIS WEBPAGE IS THE MOST ACCURATE AND COMPLETE VERSION.

This Guide contains all of the policies, rules, and instructions for being a member of the Reno International House, especially members of community houses. This is a living document, meaning it can change throughout the term of someone's membership. While housing fees, extra optional charges and certain terms will not change during a membership term, some rules, regarding roommates, cleaning, and social living customs may be updated mid-term depending on the need. Please refer to this document regarding questions and expectations of your stay at any Reno International House community home.

This agreement states that the Member understands and agrees to the following content. Reno International House and Management are the same term. Resident Assistant and RA are the same term. Owner is typically referred to as the owner of the property, which may or may not be the Reno International House. "Roommate", "housemate", "member" "resident" or "tenant" are all considered the same thing; residents of an international house, when referred to in this agreement.

Resident Assistants

Each home that is membership-by-the-room (also called "rooming house" or "international house" or "community house") is assigned a Resident Assistant. Members of that home should first contact their resident assistant about the following issues:

- Repairs
- Improvement ideas
- Roommate issues (such as dishes, parking, noise, parties, etc.)
- Internet
- Hosting Guests
- Cleaning
- And generally most other questions/comments/issues within the home

Membership Assistant

Issues regarding membership fees, referrals (friends, students and coworkers who want to become a member and move-in), move-outs, payments and financial questions should be directed to our membership assistant, at housing@renothouse.org

Maid and Yard Care

Houses must be kept reasonably clean, with the expectation of minimum bi-weekly cleaning of all common areas. If no agreement between all housemates for regular cleaning, members agree to regular maid cleaning service, which the



MEMBERSHIP RULES AND TERMS

cost is shared above and beyond their monthly housing fee. Cleaning is in the common areas only, including kitchen, public bathrooms, hallways and living room. Extra charges for having to move personal items, or overly dirty areas will be passed on to current house members. Outdoor yard upkeep may be performed by management or a yard maintenance vendor. If you have any problems with either the maid or yard service, notify your resident assistant (RA) so they can assist in resolving any issues.

Furniture

Reno International House values making your house a home. Bedrooms and common areas contain basic “student housing” furniture for living. These furniture items are typically not new, as past house members have used them. They are simply cleaned for the next member. We encourage members to add furniture and decoration to space – we do ask that members get consensus from other members in their house regarding additional furnishings to the common areas so that the look and function benefit everyone. Any furniture you personally add to the living area should be removed (unless the remaining members unanimously would like to keep it) if you change Reno International House communities or end your Membership.

In-bedroom appliances. Due to some homes with older electric wiring, please do not add appliances like refrigerators, window a/c units, and non-provided space heaters without discussing it with your resident assistant.

Chores & Cleaning

We expect everyone contributes to the vibe, decor and especially household chores. Roommates will agree on a schedule that everyone can follow to fairly divide the consistent home care including but not limited to: dishes, yard work, trash takeout, and keeping common areas clean. Management will provide a helpful chore chart, but it isn't required – we recommend using it to help share the chore load.

Bi-weekly (every two week) regular cleaning of kitchen, common bathrooms and common areas are required by the residents. If there is no unanimous effort from all of the residents, then the management will arrange a cleaning vendor to clean regularly, and split the charges equally among all of the current long-term residents.

Repairs & Maintenance

The following repairs and house issues are the responsibility of members of a house:

- Drain cleanings
- In-sink food disposals
- Resetting circuit breaker switches (please ask your RA or fellow roommate for instructions)
- Minor repairs: loose doorknobs, squeaky doors, light bulbs. If you are knowledgeable about these repairs, please perform them yourself. Feel free to ask a fellow resident, or resident assistant for help or guidance.
- Smoke and Carbon Monoxide detectors: We will replace batteries in alarms on an annual schedule. However, if your battery runs out before then, please replace.



MEMBERSHIP RULES AND TERMS

- In-bedroom light-bulbs replacement. Work together to replace common area lightbulbs.

Please ask your resident assistant for instructions how to plunge a toilet, and clean/fix an in-sink food disposal. If, after attempting to fix these two issues, the problem still occurs (slow or no draining sink/toilet/shower/tub), residents should call a 24-hour drain cleaning vendor and arrange a time to meet with them. Below are two vendors we have used in the past. Drain cleanings are typically \$75+ so expect to work together to share that cost among your other resident members.

Jet Plumbing: 775-225-5598

Roto-Rooter: 775-345-5300

If you prefer to have our maintenance office call, meet with and bill all the residents, there will be an additional \$30 fee distributed among all members of the house, on top of the drain cleaning service fee, to cover the time and work of doing this.

Roommate communications

Members agree to use the web-based online chat group setup for your house to communicate most roommate and house issues. Use both in-person discussion and the provided online chat group to work through issues including cleanliness, noise, dishes, questions, prior to contacting your resident assistant. Resident assistants are part of the online chat groups to help moderate, but give space for fellow roommates to solve most problems and questions on their own.

Pets

Pets are not allowed. Exceptions may be made (if owner permission is granted) for service animals if Member provides advanced notice and proper documentation and after unanimous roommate approval - complying with close quarters laws.

Renters / Tenant Insurance

Members are strongly encouraged to carry renter's insurance policy for their entire stay within the Reno International House. This helps cover some financial loss in case of loss of personal property. Members agree to not hold fellow roommates, and the Reno International House and its staff/volunteers liable in the case of personal property loss.

Front Door Access

Reno International House shall furnish each Member with a door code for access into the entry door of the home. Member agrees to not share the code with anyone. Management will change the code periodically and provide to Member. The member will not hold management responsible against any claim resulting from unauthorized access due to key-code sharing.



MEMBERSHIP RULES AND TERMS

Keyed Bedroom Doors

Management will provide a key for your personal bedroom. Please keep this key with you at all times. If you are in a double/shared room, you agree that your roommate will also have a key. Lockouts and key replacements will be charged to the member. If you have a lockout, contact your resident assistant. They will try to unlock your door within 1 day. However, if you need access more quickly than that - a locksmith is the best option. Look up 24 emergency lockout services within the area on the internet.

Laundry

Please ask another housemate for instructions on how to use the clothes washer and dryer machine. Always remove lint from the dryer on each load. Do not use between 11pm-7am, to keep areas quiet during night.

Shared Bathrooms

Please choose a bathroom you intend to use most often. You are responsible for providing your own soap and towel. Please do not use others' supplies. Everyone has a small weekly cleaning task for the bathroom. Please choose a task from the cleaning schedule and clean it weekly. Clean up messes immediately. Store your personal items in your room (or under sink), not on sink or in shower. Work together with your roommates to manage and purchase cleaning supplies.

Shared Room Agreements

For members living within a double/shared bedroom, it is strongly recommended that you discuss, fill out and collectively agree to and sign a roommate agreement. This helps you agree on issues like quiet times, cleanliness, guests, noise, and other issues. Ask your resident assistant for a sample copy. Also, you cannot subrent space in your room. Only certain bedrooms are qualified to be double occupancy, and each member will have a separate term.

Management Access and Prior Notice

Management retains copies of the house and bedroom keys for use by their internal and vetted staff and designated volunteers. Common areas of an international house rooming home are accessible at anytime by one of these personnel for repairs, inspection, showings, tours. Management will notify the resident member if access to their bedroom is needed. It is important to clarify here – while we will do our absolute best to preserve member privacy as much as possible – both the home and the bedroom are Reno International House property and legally accessible by us when needed. We strive to give as much notification as possible when access is needed and imminent. We appreciate members understanding that we are providing notice and not asking permission when we will be accessing all parts of the property.



MEMBERSHIP RULES AND TERMS

Roommate Replacements

Roommate Replacement Process – This is one of the most important responsibilities as part of the house; as such, take time and choose carefully. The replacement process is integral to Reno International House’s community, and sense of ownership by fellow roommates, so Members agree to be involved and available in subsequent roommate searches either in person or by internet. If you receive a link to a prospective member’s membership application on your online chat, or request to meet current roommates instead of the resident assistant, please make yourself available to review their application and give your questions or concerns within 1-day. If there are no major concerns or issues, the membership assistant will help the prospective roommate complete their agreement and make plans for move-in.

Qualifications for prospective members / roommates: While our primary mission is to assist international students and immigrants with housing needs, we also welcome and encourage members of American residency, travelers, and young professionals. Prospective members who are able to agree to our membership terms, understand and agree to living in a community home lifestyle and pay the required standard security deposit and fees are qualified to live in a Reno International House home. However, due to the close quarters, and unique transparency of sharing a home, current roommates are given the final say in their approval to become a member of that home.

Parking

Some of our community homes have less on-site parking spaces than roommates. To control issues of “parking fighting” a nominal parking fee is charged for anyone who wants a designated, guaranteed parking space. Some homes are exempt from this, or have ample street parking. Please notify your resident assistant and the membership assistant (housing@renoishouse.org) if you intend to park a car onsite.

Outdoor Space

Member agrees to keep anything that is visible from the outside clean and tidy, such as front porches, driveway, and back yard. Guests and gatherings are allowed, upon agreement with other roommates at least 48 hours before the event. All events must follow local noise ordinances, and any damage must be promptly repaired or reported per above guidelines.

Be a Good Neighbor

Members agree to behave in a manner that enhances the neighborhood and community in which they live. This includes but is not limited to being more friendly, thoughtful, respectful and cleaner than the average neighbors in the community. Additionally, Members agree not to park in front of neighbor's houses - while this may be inconvenient at times it will make a huge difference with neighbor goodwill and the walk will certainly be shorter than a walk to an apartment parking lot.

City Citations and Ordinances



MEMBERSHIP RULES AND TERMS

Reno International House members are expected to follow all city laws. If Owner or Management receives a complaint, citation, or other notice from the city, each member of the house will be fined \$20 per occurrence. Common causes of city notices include, but are not limited to:

1. Garbage cans being left out by the street
2. Excessive noise
3. Unkept or messy yard

Also, management is not responsible for changes or new laws regarding city or government ordinance. If a change occurs in city ordinance that negatively effects the unique living concept of the Reno International House, management will attempt to find a suitable replacement living environment at a reasonable cost for the remaining duration of members' term, but we cannot guarantee that availability. Also, if there are many cancelled memberships, or there are significantly not enough members in a home (typically 75% occupied or less) we have the right to cancel your membership and refund your deposit or offer you a similar space in another house.

Trash and Recycling Bins

Member agrees to bring any trash, recycling, and food/yard waste bins in on the same day that they are emptied. Please ask your resident assistant or fellow roommates about the pickup day. When using the recycle bin, keep all items loose (not bagged), clean, and no food. Plastic, metal, paper and glass. Any fines from the Waste utility company for not following trash removal requirements will be passed on to all roommates of the house.

Fire use

1. Use of existing fireplaces is not permitted
2. Open flames, and burning incense are not allowed both on or off premises. One exception to this rule is small foodservice candles for birthday cakes and celebrations. These candles must be supervised at all times while lit, and put out timely after display.
3. Smoking is not allowed inside a home. Please smoke away from windows and doors, and put out your cigarette butts in a sand tray (do not throw into a general trash can, as combustible items could light on fire)

Notice to leave

Leaving earlier than the contract term: A fee of \$150 will be charged to your membership account. This is to help offset costs of doing a roomturn mid-term. We are not required to relieve you of your responsibility of paying the remaining fees for the remainder of your current membership term, however, provided you have given 60 days or longer notice (based on 1st day of a calendar month), and pay the early-turn fee, we will relieve you of future housing fees after that 60 days. The membership assistant, at housing@renoishouse.org is available to discuss questions.



MEMBERSHIP RULES AND TERMS

Members are required to give 60 days prior notice to leaving and breaking their contract. This is in place to give us time to prepare for a replacement.

We typically send a request for renewal by email about 60 days prior to the ending of your current term, to see if you want to continue your membership stay or make changes. If we do not hear from you of your intention to renew your membership, we will open your space to someone else.

Short-term members: Members on a short-term stay contract are exempt from the rules and charges above.

Noise

When sharing a house, noise can be a common issue. Keep these in mind:

- If you are extremely sensitive to noise, or a light sleeper, consider using white noise (like a fan) or earplugs
- Sound travels through bedroom walls. Keep your late-night discussions, or phone calls, in a separate area of the house, away from bedrooms. Use headphones when listening to music, video games, and other sounds. Do not use base amplifiers or subwoofers in your bedroom.
- Penalty for noise complaints: If a member is reported and suspected to cause consistent noise complaints, they will receive: First complaint: email for ceasing the noise. Second complaint: A certified letter asking them to cease the noise, along with \$25 fine charged to their housing membership account. Third complaint, cancellation of membership, along with forfeiture of security deposit. They must look for alternative housing within 60 days.
- If a member is unreasonably complaining about multiple noise sources, they will need to make plans to cancel their membership and move out (as per move-out instructions). Reno International House community home is not a suitable environment for certain people who demand absolute silence.

Co-Ed and Social Living Statement

The house you are living in may have both male and female members (depending on the management of your home). Either way, each member, no matter your ethnic culture, family background or religious faith, must agree to live by the following precepts as a resident:

- Respect for people of the opposite sex. Both men and women are to be treated with dignity. No use of demand, power, and emotions to control others for personal gain.
- In order to reduce uncomfortable situations for other house members, members must agree: with the exception of family members, women are not allowed in men's rooms, and men are not allowed in women's rooms while the bedroom door is closed. Either stay out of other(s) rooms, or leave the door wide open. The same rule applies to all guests.
- Guests and other housemates must not be in other bedrooms between the hours of 11:00 PM to 7:00 AM. without staff / resident assistant approval
- Relationships and guests: This home is not a suitable environment for intimate romantic relationships, sexual intercourse, and public displays of affection. Please practice these displays elsewhere. For example, while it



MEMBERSHIP RULES AND TERMS

may be acceptable to have your boyfriend or girlfriend come over sometimes to help cook a meal, or study together, it is not acceptable to have this same guest over every day, much of the day, as it becomes a burden to others in the home living in a social environment like this. The use of house resources, space, utilities, noise, and peace-and-quiet are lost when guests visit too much. So, what is too much? Every day, and more than an hour a day (or 3 hours in a week, frequently, is too much). This also applies to non-romantic friends. If guests are visiting too frequently, too long, management staff and/or other housemates may have to address the issue, possibly resulting in the resident who brought the guest, having to leave. If this time with your close romantic partners or friends is important to you, you should consider obtaining other private housing, or spend these activities elsewhere.

- If a romantic relationship develops between two members living in the home, in order to keep a comfortable environment in the house, at least one of them will have to decide to move-out within 60 days. If this occurs during a standard school term, the deposit may not be refunded if we are unable to find a replacement within that month.
- It is important to dress modestly, with clothes on, throughout the public areas of the house.
- Cleaning chores and duties should be equally shared among all house members, no matter their sex.

How Utilities and Equipment Work

Your new membership with the Reno International House includes the following utilities and supplies:

- Electricity / Power and Heating
- Water
- Sewer and waste disposal

The following equipment, utilities and supplies are provided for the convenience of members. We do not make warranties of the quantity, quality and working order but will attempt to maintain availability within our staff/volunteer's time. Members agree that we do not guarantee availability of these items at all times.

- Clothes laundry machines
- Wifi Internet
- Basic cleaning supplies

Cleaning Supplies: cleaning supplies are the responsibility of the members in the home. Work together with your fellow house roommates to decide how much to use, and how to manage and purchase cleaning supplies.

Internet use: Basic internet may be provided and included in your housing membership fees. Management cannot guarantee speed and quality of internet service. Members are encouraged to be considerate of others' needs to use the internet for academic purposes and limit downloading of high-data uses such as movies. At times, the internet will be slow, and residents may need to use the internet at the school campus or other locations. Downloading of copyright infringement content is not allowed, and the internet provider company can discontinue internet access to all residents if illegal downloading constantly occurs. If you want faster, more stable, or dedicated internet, you are free to purchase and pay for an additional line, or work together with your roommates. That is the responsibility of the house members.

Electricity / Power use: Please be careful of use of electricity and power. Take short showers. Shut lights, computers, and heaters off when not in use. Keep doors and windows shut during extreme cold and hot weather. The majority of the residents may decide the preferred interior temperature of the home.



MEMBERSHIP RULES AND TERMS

High power bills: If a monthly power bill for a house over 10 people goes above \$400; a house less than 10 people goes over \$300, members agree to share and pay for the difference. If this occurs, we will notify everyone in the house and post a charge to their member account. Overage fees, penalties, and fines from all utilities for overuse are the responsibility of the member residents.

Plumbing stoppages: Drain cleanings of sinks, showers/tubs, food disposals, and toilets are the responsibility of member residents in the home. Please work together to reduce plumbing stoppages. No hard food in the sink. Use hair strainers. Avoid draining oil. Cost of drain cleaning from repairman's bill will be split and shared equally among all member residents of a home, no matter the suspected uses or person who caused it. It can be paid with the next month's fees. Successful drain cleanings performed by ihouse staff: \$40.

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Initials

Household Items

Items we provide:

- Basic writing desk and chair
- Standard single twin size bed mattress
- Clothes storage space
- Small food storage space in kitchen
- Bathroom and kitchen cleaning supplies (brooms, trash cans, spray cleaner, dish scrubbers)
- Space heater for winter and fan for summer (must stay with assigned room marked on unit)

Items you provide:

- Indoor Slipper
- Personal care items (toothbrush, towel, soaps, medicine, clothes, others)
- Clothes hangers
- Computer and office essentials
- Sweater, coat jacket (Reno's mountain mornings and evenings are cold all year)

Also, plan to bring these items, or money to purchase them within the first week of your arrival (plan to spend at least \$100usd for the items below)

- single twin size bed sheet set
- single twin size blanket for bed
- Pillow and pillow cover
- Kitchen cooking pot set
- Kitchen dishes and items



MEMBERSHIP RULES AND TERMS

When you arrive, we may have a temporary blanket for your bed for you to use the first few days if needed. The Resident Assistant or check-in member of your house will help arrange an initial trip to the thrift and department store so you can purchase the above items if needed.

Other options for obtaining household items (look up online):

- Graduate Student Association (GSA) Household Items program at UNR
- International Friends of Reno. You may also visit www.internationalreno.org for household items for international students volunteer program.

Responsible Drinking and Parties

Alcohol

Drinking alcohol is permitted among residents and guests above age 21.

We recognize that the freedom God gives to people to have conscious, moderate drinking for celebration and social occasions is a freedom with serious responsibility. Heavy drinking, drinking parties (parties with drinking games and alcohol focus), drunkenness, loss of control, driving under the influence of alcohol, serving/promoting/consuming alcohol to underage minors, are all irresponsible, wrong behaviors, and are not permitted within the Reno International House.

In addition, the use of marijuana (even if it is legal to possess and use in the state) and illegal drugs are not allowed on Reno International House property.

Parties

We celebrate our freedom to celebrate with others. God enjoys our excitement of friendship, family, special occasions and cultural holidays. When parties hurt other people's experiences, it no longer is welcome. General rules for parties within the Reno International House:

- Celebrations with more than five 5 guests (non-residents of a single home) are considered a party
- Due to negative experiences in the past, alcohol is not permitted at parties of more than five outside guests. If you would like to drink, move the drinking portion of your party to another location after your party at the Reno International House. If your party has five (5) or less non-resident guests, responsible drinking is allowed. Drunkenness will not be tolerated.
- All parties must end by 11:00pm.
- Clean-up must begin, and guests must leave, by 11:00pm
- Only one party is allowed a week. We do not want the Reno International House to be known as a "party house". All residents, including ones who do not want to attend parties should feel comfortable living in the home.
- Please discuss your party plans with resident assistant to plan and decide final details. Resident Assistant has final approval of a party
- There must be one primary responsible person of the party, who must be a resident of the house location
- Act above reproach (maturity, no sexual activities, no overly loud music, no fighting or unreasonable activities)
- All other house members must be allowed and invited to attend



MEMBERSHIP RULES AND TERMS

Summary of Extra Charges

The following items may be charged extra, above and beyond your membership fees. You agree to these.

- Early release from membership term: **\$150 early turn fee**, plus **Forfeit security deposit if no replacement is found by member. (no deposit returned)**. Any loss of fees from a gap in stay will be withheld out of the security deposit.
- Late Fees: **\$10 a day**, starting on the 6th day of the month, for members paying monthly. Capped at \$50 per month
- Key lockouts: **\$10** Lost keys: **\$20**
- Power/heating bill overage: **Shared extra charges. Varies in amount of \$**. If a month's use of electricity/fuel is above \$300 for a single building, the difference will be split and shared among all residents, regardless of how long your residency or how much or often you use power. Members of each home are encouraged to work together to save power use.
- Plumbing stoppages due to hair and resident use: **Typically \$75-\$100**. Billed directly from the drain cleaning company. \$30 extra charge if you want Management to arrange and bill. In that instance, charges will be spread out to all members of the home, regardless of who is suspected of causing the stoppage. Fixing of in-sink food disposal machine, that stopped due to improper use or food, by our staff/RA, will incur a charge of \$40, equally charged to all residents of a home.
- Room Switch: **\$50 fee** for cleaning and preparation
- Cleaning services: **Varies in amount of \$**. But typically \$10-\$20 a month per member, to cover overage shared amounts.
- On-Site Parking: **\$20 a month**. Only applies to certain locations with limited vehicle parking.
- Temporary move-out: **\$50 fee** for cleaning and preparation. If you request to leave for a time period, but retain your deposit and membership "on hold", you do not have to pay the member setup fee again.
- Broken items: **Varies in amount of \$**. If it is determined an item is broken due to a specific member and it becomes known with reasonable evidence, repair charges will be passed on to that member. Microwaves, \$75 split and shared among all current members of the home.
- Move-out charges: **Varies in amount of \$**. If your space is left extra dirty, or there are broken or missing items, charges may be withheld out of the security deposit.
- Early move-out on a discounted (reduced price membership fee) (10-month or 12-month) term: **Lose discount and charged for all discounts through current date**. All discounts for the current term are added up until the actual move-out month and placed as an additional charge for the final month to pay with member fee.
- Pay in person: An extra charge of **\$20**, to cover the extra costs of meeting, recording, and bank deposit, will be added to your account to collect cash or check in person. The first month of your arrival, this fee is waived. After that, the fee applies. All members are strongly encouraged to pay their fees online.
- Move-out charges: wall holes: \$50. Dirty blinds: \$20. Dirty windows: \$20. Marks on walls: \$10 per mark. Trash removal: \$20 per bag/standard shipping box. Personal items left in common areas deemed yours: \$20 bag/box filled. Dirty private bathroom/bedroom \$20-\$50 an hour depending on vendor. Broken bed or furniture: Simple repairs may be included in hourly charge. If needing replacement: \$50 for bed. \$50 for desk. These charges may be changed and updated when your move-out instructions is given.



MEMBERSHIP RULES AND TERMS

How to Request a Repair

Is something broken or not working?

- 1) First, see if it is a minor fix that you can repair yourself, like replacing a lightbulb, plunging a toilet, or tightening a loose door handle. We expect members to do or learn how to do these simple tasks on their own.
- 2) Ask a fellow house resident member for help
- 3) After these, is the repair still needed?

Fires, flooding, and life-threatening situations should be reported to 911 and your resident assistant.

If for some reason your resident assistant is not available, or your home has not been assigned one yet, follow these steps:

1. Go to www.renohouse.org
2. Click on Residents
3. Login and Submit the “Request a Maintenance Repair” form

How to Pay your Fees Online

1. Go to www.renohouse.org
2. Click on Residents
3. Click link to login, or create account/ retrieve your password
4. Click on Make Payment button
5. Enter routing/checking account number from you bank, or, enter credit card information.
Submit payment

Remember, if you require payment in person with cash/check/money order, please email housing@renohouse.org and we will schedule a time. A \$20 fee applies per payment for paper payments.

All housing fees are due by the 1st day of the month, at the beginning, unless your membership term states otherwise.



MEMBERSHIP RULES AND TERMS

Membership documents – if you need a copy for legal or school purposes, login online to view and print before asking us. A pdf copy is typically available for download on your resident portal online.

Kitchen Use Agreement

For rooming houses, Reno International House offers kitchen cooking facilities on-site. House Member acknowledges that the use of cooking facilities and appliances are for their convenience, and is a privilege and not a right. This means that the miss-use of the kitchen can result in the loss of the privilege to use it. After consistent repeated failure (to be decided by the house manager) to clean up after their cooking, a resident can lose the right to prepare food in the kitchen for one month, or be asked to terminate their stay at the Reno International House.

Rules

- Put away food, pots, pans, and dishes after cooking
- Keep food up off floor, in provided bins
- Wipe away grease and food from stove, counters and sink after use
- Cooking appliances (rice cookers, tea makers, etc.) must be used in designated appliance area. Due to limits on electrical capacity in the home, only run one rice cooker at a time, or better yet, work together to share.
- Do not plug appliances that are for use in other countries into our home's electrical outlets. Purchase one designed to be sold and operated in the USA. This also includes non-kitchen appliances like hair dryers and phone chargers.
- Sink food disposal: no bones, potato/carrot peels, egg shells and hard objects. Always use water when on
- Microwaves: If a microwave is provided by management in a community house, please use it properly to extend the life of it. It is the members' responsibility to understand how to use it correctly. If a microwave is replaced by the management, a charge of \$75 will split and shared among all current members of the home.

Resident acknowledges that any left-over food, dishes, pots, and pans will be put into the trash container if left out.

Resident agrees to fulfill their weekly assigned cleaning task for the kitchen.

The counters and stove of the kitchen must be kept clean and free from any items, except cleaning materials, when not in use.

Because this home has multiple residents, this kitchen is not suitable for frequent cooking of large meals, including much chopping, heavy frying, and major food preparation, hours consuming the space and countertops and entertaining. If this is your lifestyle, or you plan to cook heavy meals on a daily basis, you may be asked to look for other housing options in the future.

Initials



MEMBERSHIP RULES AND TERMS

House Rules Summary

This is a private personal residence. You are expected to follow the rules. Rules to remember:

- 1. Always put away pans/dishes immediately after eating**
- 2. Please remove your shoes when entering the home (determined by each house leaders). Use slippers throughout your stay. Shoes covers are available for repairmen, guests, and during move-in/move-outs. Purchase indoor slippers for your stay here.**
- 3. No loud music or loud noises. Night time talking should occur away from bedrooms.**
- 4. Quiet in the common areas and outside between the hours of 11:00pm and 7:00am**
- 5. Be considerate of internet bandwidth. No illegal or heavy downloading**
- 6. Smoking not allowed inside the home. Smoke outside and away from windows and doors. The possession and use of illegal drugs is not allowed. The use of marijuana is not allowed, even in the yard outside the home, due to underage residents.**
- 7. Save energy; no long showers, lights off when not in use**
- 8. Do not cut hair in the sink or shower**
- 9. This home is for the designated sex gender. Members of the opposite sex are welcome to visit, but not overnight, unless on an approved group trip, in the living room, not in private bedrooms. This home is not good for intimate romantic relationships. See member agreement and social living statement for guest policy.**
- 10. This is a community home. When having guests, making phone and internet calls, and playing movies/games/music, . . . other members' ability to study and enjoy quiet peaceful living is priority.. Long calls should be held away from bedrooms. Earphones recommended.**
- 11. Do not store stuff outside your room without house manager permission**

Community Expectations

This is a community home. In order to create the best environment for multi-cultural living:

- Follow the house rules**
- Maintain satisfactory or above in academic work at school if enrolled**
- Be considerate of others use of the home**



MEMBERSHIP RULES AND TERMS

- **Communicate regularly with housemates.** Many decisions we will ask the majority house community to decide. Including pest control, shopping, interior temperature, supply use, etc.
- **Participation in International House events are encouraged, and considered for renewal**

Member Guide and Terms

A. **Goal:**

- We practice hospitality of the Christian Bible, of welcoming the foreigner in our land.
- Members share living in community as a tool for preparing them for life in the USA and modern society.
- We welcome members of all religions, and nationalities, who want to contribute and learn the ideals of shared cross-cultural living. And yes, American members are welcome too!
- This is not a luxury hotel; we do not provide for every need you may have here. Seek out the help of your fellow housemates regarding house and life issues prior to contacting your Resident Assistant.
- Residents are considered Members, and not tenants.
- Practice hospitality with our short-term and seasonal guests

- B. **How we accept members:** We give priority to members who benefit from our stated goal. Volunteers, non-students, and others may be allowed on a case-by-case basis. This may involve an interview with current members, or simply availability of a space.

C. **Personal hygiene and manners:**

- When sick, wash your hands with soap and water frequently and keep your dish cleaning supplies separate.
- Body odor and cleanliness: Thoroughly clean your body, feet, toes and private areas on a regular basis
- Please take off your shoes while in the home, and remind your guests to do so as well.
- Noise: Use headphones. Keep long phone calls away from bedrooms. Quiet hours 11pm to 7am. Alarm clocks keep low.
- Follow good hygiene, especially customs within the USA.
- Please take off your shoes while in the home, and remind your guests to do so as well, depending on house policy

Indoor temperature and climate: Winter time heating is typically set to 65-70F degrees. We are not obligated to provide cooling during the summer, but some houses may have for your convenience. Open your window at night, and close during the day, during summer months, to use natural cooling.

- D. **Move-in Procedures:** A representative will arrange to meet you at the home to give you your key, welcome documents, and a house tour, and complete an inspection. After-hours airport pickups are at the sole availability and choice of the RA. You will need to arrange a time for kitchen training within your first week.

We have attempted to clean your room as best we can for your arrival.



MEMBERSHIP RULES AND TERMS

- E. **Laundry:** Refer to How Utilities and Supplies work for details. Please do your part to empty the dryer lint, turn off the dryer prior to opening, and only use within normal stated hours of 7am to 11pm.
- F. **Guests:** Guest stays of family members or friend of the same sex are welcome 4 nights or less. Additional nights, they should stay at an outside place like a hotel or pay guest fee. Please discuss with resident assistant for their approval, prior to stay. Opposite sex non-family members may stay at another appropriate house.
- G. **Pest Control:**
- 1) Mice, ants, and food-related insects: Always clean up after cooking. Remove food fallen to the floor. Pest control is the responsibility of the residents. If no progress is being made, management will intervene and all pest control fees will be charged to the residents, regardless of who is thought to be at fault.
 - 2) Bed Bugs: In a house with people from around the world, travelling often, this can become an issue. Members must notify a Reno International House representative immediately if they suspect bed bug bites. We will inspect and treat. It is expected that members bag up and wash all clothes from a recent travel trip. Dry in hot dryer for at least 30 minutes. Have luggage sit in sun or cold for several days outside. Do not store cardboard boxes on the floor of your room, and keep personal items lifted up off the floor.
- H. **Emergency situations:**
- 1) Water leaks: First, attempt to shut off water at base of appliance (sink, toilet) if able. Ask a fellow house member for help if needed. Then contact either your resident assistant or maintenance supervisor soon. If having trouble connecting, then ask TMWA water company for whole house water shutoff to prevent further flooding 834-8090 (only major leaks)
 - 2) Gas odor leaks: if you smell gas from the furnace room, ask other residents to evacuate immediately. Call NV Energy at 834-4100 or 911. Contact your Resident Assistant too.
 - 3) Fire: If you sense a fire, or hear the fire alarm, evacuate immediately. Call 911 and then your Resident Assistant and Maintenance Supervisor. For kitchen grease fires, there is a fire extinguisher present near most kitchens you may use. (do not try to put out with water)
 - 4) Crime: Damage, neighborhood loud party noise, strangers fighting, should be reported to the office later. Most of the times these are not emergencies. If life threatening, call 911.
- I. **Bathrooms:**
- 1) Keep your personal items in a bin, stored away under the sink, cabinet, or with you in your bedroom
 - 2) Shower stalls should have no soap bottles or body scrubbers in them. Any left will be thrown in the trash.
 - 3) Do not store personal items on the sinks or toilets. This includes tooth brushes, cosmetics, and others.
 - 4) Dry off your body inside the shower stall. Do not allow water to drip on the floor.
- J. **Other Public Living Areas:**
- 1) Please do not sleep in living room and public areas. This is what your bedroom is for. Allow others to comfortably use these spaces too.
 - 2) Girlfriends/boyfriends: See house rules sheet for details. Also see guests policy.
 - 3) You are welcome to study, read, and hang out with friends within the public areas of the home. Put away your books, computer and personal items, each day. Do not leave out your personal items in view.
- K. **Keys:** Contact resident assistant for key issues. Remember \$10 for lockouts. \$20 for lost/unreturned keys.



MEMBERSHIP RULES AND TERMS

- L. **Member-owned furniture:** If you want to use your own furniture and prefer the existing to be moved, There may be an added fee to move and store the current furniture, if we have space. Your assistance may be requested.
- M. **Shipping/Mail:** You can send and receive mail from your home. If taking mail in, please sort each of your housemates. Also, shipping boxes should be folded down and taken out directly into the trash or recycling container. Do not put into your house's inside trash can, as it takes up too much space.

Final Legal Stuff

DISPUTE AND ARBITRATION: In the event a dispute shall arise between the parties to this lease, it is hereby agreed that the dispute shall be referred to United States Arbitration and Mediation for arbitration in accordance with United States Arbitration and Mediation Rules of Arbitration. The arbitrator's decision shall be final and binding and judgment may be entered thereon. In the event a party fails to proceed with arbitration, unsuccessfully challenges the arbitrator's award, or fails to comply with arbitrator's award, the other party is entitled of costs of suit including a reasonable attorney's fee for having to compel arbitration or defend or enforce the award.

GOVERNING LAW. This Agreement shall be governed, construed and interpreted by, through and under the Laws of the State of Nevada.

MODIFICATION. The parties hereby agree that this document contains the entire agreement between the parties and that either this Agreement shall not be modified, changed, altered or amended in any way except through a written amendment signed by all the parties hereto.

LEGAL DISCLAIMER. Applicant acknowledges that the applicant's Reno International House Membership approval is subject to approval by house community managers, owner, and Members of the property that the applicant is applying to. The applicant can be declined for any legal reason that Reno International House deems appropriate to maintain the safety and enjoyment of its Members.

Photos for use: At official Reno International House events (and during the application process), we reserve the right to capture digital images for our social media accounts and for general marketing purposes. Management commits to using only images that in no way embarrass or defame our members. Member agrees to release the digital rights to any photos taken at these events (or those submitted during the application process) and to assign the copyright and digital rights to Reno International House.



MEMBERSHIP RULES AND TERMS

Move-out Instructions

1) Please provide us by email 60 days before your move-out by email to housing@renoishouse.org:

- Your planned move-out date
- Your preferred method of security deposit refund
- Request for airport ride or moving assistance (if you need)

2) Change of Address at

www.usps.com at least 2 weeks ahead. Email screen shot to housing@renoishouse.org (or receipt number). There is a \$1-\$2 charge by the postal service online for this.

If you are moving outside the USA, fill out the form as well, and have your mail forwarded to a different address that is not an international house address. A \$10 fee will be withheld from a deposit for not doing so.

3) Contact Leasing Assistant if you have questions about your rent balance or documents

4) Security Deposit Refunds

If you have a security deposit on hold:

Deposits are usually refunded after all charges, 1-3 weeks after your move-out.

We do not do "walk-throughs" or return deposits on move-out day. Preparing a room requires multiple people and days.

6 choices for deposit refunds (Please let us know your preference)

- 1) Paypal (send us your paypal email address)
- 2) Google Wallet (if you have a gmail email address)
- 3) Mail you a check (send us your new address. Only for USA addresses and banks)
- 4) Bank of America or Wells Fargo (please provide your routing and account#)
- 5) Friend (send us the address of a friend you want to receive the money)
- 6) International bank money wire transfer (\$20 fee applies)

5) Cleaning and Repair Charges

We will professionally deep clean your roomspace and common areas after your move-out. This is part of your cleaning fee. However, you must do basic cleaning, or there may be additional charges to your deposit if your space is unreasonably unclean or damaged. Typically a \$50/hour charge is withheld out of security deposits for items requiring our vendors or specialized cleaning regardless.

Our service company charges \$50 an hour to perform deep cleaning, repairs, hauling, painting etc. If cleaning, repairs and preparing your room is required from us, we will withhold out of your deposit all companies and labor costs, and return the difference.

- Move-out charges: small wall holes: \$10 each. Large: \$50. Dirty blinds: \$10. Broken blinds: \$20. Dirty windows: \$20. Marks on walls: \$10 per mark. Or \$20 for room. Trash removal: \$15 per bag/standard shipping box. Unwashed and folded mattress and boxpring encasements: \$15 for the set. Carpet stains: \$20 per stain. Personal items left in common areas deemed yours: \$15 bag/box filled. Dirty private bathroom/bedroom \$50. Broken bed or furniture: \$30 per piece. Other up-to-date move-out charges checklist may be provided under your door prior to move-out.



MEMBERSHIP RULES AND TERMS

6) Cleaning your Space

Remove your personal items from your room (throw out pillow too!).

Remove all food and bathroom items from public areas of the home (including yard, garage, and attic). Please note a fee of \$20-\$40 will be withheld to offset costs of room check and specialty cleaning like blinds and rugs. Plus if there are any common area cleaning required to be done by professionals, typically up to \$50 or more could be withheld.

- Remove the mattress and bed box encasement covers and leave on your bed
- Wipe window sills, baseboards and shelves with a damp cloth
- Remove all food stains in your refrigerator and food space
- Scrub and remove all spots and stains on your floor and walls
- Dust and wipe the blinds and windows of your room
- If you are in a shared room, clean all of your area, desk and closet, in addition to kitchen spaces

If you are giving away food or dishes, please give all items to someone who will receive it and store it with their own stuff.

Do not leave a "free for anyone" or "for this person" pile of stuff. Textbooks, clothes, decor, bathroom shampoos, and all other stuff must be placed in the trash outside, or given to someone to keep with their stuff immediately. If we have to dispose of your items left in the house or garage, yard, or room, we will charge your deposit the disposal fee. Please help everyone, and save yourself money, by disposing all items. Agree to these:

1. A sixty (60) day prior emailed notice (sent to housing@renothouse.org) of my intent to vacate will be given prior to the move-out date
2. There will be no damage to the premises beyond normal wear and tear. Any damage not reported upon move-in will be charged to the tenant deposit
3. You will clean your roomspace, and assigned spaces including, but not limited to, the following tasks:
 - a. Carpet in a bedroom should be steam cleaned. Any stains will be charged.
 - b. All windows will be cleaned inside.
 - c. Remove nails, fill small holes in walls and doors and touch up paint with matching color and sheen
 - d. Refrigerator spaces should be empty and cleaned. Wipe all spills.
 - e. Food storage racks should be cleaned
 - f. Shoe storage should be cleaned
 - g. Your private bathroom (if it exists) should be cleaned and disinfected, including removal of mildew or water stains from tile, grout, toilets, tubs, sinks, showers, etc.
 - h. Mini-blinds, windowsills, shutters should be dust and grease free
 - i. Replace or pay for breakage, loss or damage to carpet, window coverings, kitchen appliances, glass, locks, keys
 - j. Replace burnt light bulbs, smoke detector batteries
4. All personal property, debris, and trash will be properly disposed of and removed from the premises
5. By member terminating the contract earlier than the contract ending date member understands that the Reno International House has the right to retain the full deposit unless prohibited by local or State law. The management is not obligated to release you from the fee obligation prematurely, except where required by law.
6. Member's deposit will be returned, less any damages or cleaning fees, along with a copy of your inspection report within 30 days of move out and will be sent via the choice they gave from available options in the move-out instructions.



MEMBERSHIP RULES AND TERMS

7) Final steps

1. Leave your key and welcome binder on your desk
2. Leave your door unlocked (if you live in a single private bedroom)
3. The Resident Assistant or representative will inspect and deep clean your room to make sure it is ready for the next resident



Keep in Touch!

Facebook: Reno International House Friends Alumni

Also, use Skype, email and other social media to remain connected. You are invited to stay as a visiting guest in your future travels through Reno. Just ask how.

Also be looking for our reunions across the world. Let us know about your life changes, how we can pray for and help you, and any advice for USA travel. Also, we would enjoy your referrals of other friends.

Reno International House

renoihouse.org | housing@renoihouse.org

Information in this move-out instructions is current as of November 2019. A more updated one may be emailed to you prior to your move-out. Cleaning charges will be based on latest updated list.

Other Legal Stuff and Reminders

1. **Guests:** Guests may stay at the property overnight at permission of the Manager so long as their occupancy does not adversely affect the rights and quiet enjoyment of the other Members. Guest stays cannot be regular or long-term (decided by Manager) (typically four nights or less).
2. **Behavior, cleanliness and conduct:** Member residents of Reno International House are considered members and not tenants. This is a club program with housing as one of the benefits, but it is not a real estate housing organization. Member is using the space of a bedroom, and social programs. All other areas of the house are considered public. All disruptive actions, activities generally considered immoral, or burdensome lifestyle actions to the other Member, whether within the public areas of the house or in the private areas of a bedroom, such as smoking, burning, sexual intercourse, possession of illegal drugs, loud noises in the night, and the influencing of others towards these activities, are not allowed within the home premises. Members are to make an active effort to keep open communication through house meetings and social activities about each others' cleanliness, and handle conflict resolution. Issues brought up together about a Member's disregard for other's quiet enjoyment and his/her cleanliness of the property can be used as reasons/grounds for restrictions or move-out. Member agrees to the Manager's and likely other Members' purposes of the household to serve and remain in hospitality to university students. Member agrees to follow guidelines and rules stated in the Member Guide.
3. **Possession:** If Member does not occupy the property for any length of time during the membership period, this does not relieve the Member from his obligation to pay fees and costs. Membership agreement is not in effect unless signed by both Member and Manager.
4. **Sub-membership:** Member shall not assign this agreement or premises without the prior written consent of Manager.
5. **Pets:** Pets not allowed in most houses. Only animals approved by the Manager or his agent are allowed.
6. **Access for inspection and Emergency:** Member agree that Manager or Manager's agents may enter the premises in the event of an emergency, or to make repairs or improvements, supply agreed services, or exhibit the premises to prospective purchasers or Member. Except in case of emergency, Manager shall give Member reasonable 24-hour notice of intent to enter private bedrooms. The Manager may perform one full inspection (including bedrooms) at least once during the lease period.



MEMBERSHIP RULES AND TERMS

7. **Quiet Enjoyment and Cleanliness:** Member shall be entitled to quiet enjoyment of the premises.
 Member agrees to keep good Personal Hygiene, cleanliness, and prevent body/foot odor _____ (Member initials)
8. **Community Lifestyle:** Member acknowledges that this property is operated “community-style” with many shared expenses, rules, and commitments. At the time of this agreement, some notable rules include:
- Noise curfew at 11:00 p.m. to 7am
 - Each Member is required to participate in cleaning assignments or a penalty will incur;
 - Members are to make an effort to attend a required house meeting held
 - Member agrees to read, agree to, and refer to Member Guide regarding all other details of house living and membership (given upon move-in)
9. **Damage to Premises and Financial Responsibility:** In the event the premises are damaged by fire or other casualty covered by insurance, Manager shall have the option either to (1) repair such damage and restore the premises, this agreement continuing in full force and effect, or (2) give notice to Member at any time within thirty (30) days after such damage terminating this agreement as of a date to be specified in such notice. In the event of the giving of such notice, this agreement shall expire and all rights of Member pursuant to this agreement shall terminate. Member agrees to accept financial responsibility for any damage to the premises from fire or casualty caused by Member negligence. It is recommended that the Member carry a standard renter's insurance policy from a recognized insurance firm, or as an alternative, warrants that they will be financially responsible for losses not covered by Manager's fire and extended coverage insurance policy. Member waives Manager of liability to cover costs of personal items damaged from fire or flood, and any medical costs above and beyond what is paid by the Manager's insurance.
10. **11. Reporting Nuisances or Health/Safety Code Violations:** Nuisances or suspected violations of any building, safety or health code or regulation should be presented to Manager or Manager and the Office of Code Enforcement, City of Reno, 450 Sinclair, Reno, Nevada 89501 (775) 334-2229. If Manager is unreachable during an urgent event, contact the maintenance supervisor.
11. **12. Lead Warning Statement:** This house may have lead from paint, paint chips, and dust which can pose health hazards if not taken care of properly. Lead exposure is especially harmful to young children and pregnant women. Before living pre-1978 housing, Managers must disclose the presence of known lead-based paint and lead-based paint hazards in the dwelling. Member is aware of EPA pamphlet entitled "Protect Your Family from Lead in Your Home" and Disclosure of Information on Lead-Based Paint and/or Lead-Based Paint Hazards. _____ (Member initials)

Member Signature

Date

Manager/Manager Signature

Date

Manager typically obtains approval from current house members prior to signing. This agreement is not in effect until after manager approves and signs, and security deposit is received.