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## **GUIDELINES FOR LIVING IN A SHARED APARTMENT**

This document will provide you with information that will help you better understand how to live in a Spanish apartment and acclimate to your new home.

Every student who accepts accommodation in SUMC-sponsored housing assumes the responsibility of living in someone else's property and treating it as their own. Our housing policies are designed to protect our students and that property, and to abide by Spanish laws and University regulations.

We enforce these regulations strictly, and apartment occupants must agree to abide by them. By signing this document, you agree to abide by these policies and acknowledge that failure to do so can result in warnings or sanctions such as fines and/or disciplinary probation, and can ultimately result in forfeiture of your living accommodations and all associated fees. For information regarding possible fines for violations of the SUMC housing norms for apartment residents, please refer to the chart on p. 6 of this document.

### **General Policy for Shared Apartments**

The designated tenants of each apartment are collectively responsible for any infraction(s) of the policies detailed below that may take place in their apartment unless individual tenants assume full responsibility for said infraction(s).

Students in SUMC accommodations are expected to behave appropriately with roommates, neighbors and the community at large, in all respects. Violence or threats, sexual harassment, other inappropriate behavior, loud noise or disrespect for communal rules set by the community of neighbors will not be tolerated.

Tenants are expected to treat their Madrid apartment with respect and, at departure, to leave it as they found it.

Tenants found in violation of this agreement may be obligated to vacate the property, will not be due any refund of fees and may be responsible for administrative and legal penalties or subject to a fine.

### **Health and Safety Policy**

It is against SUMC regulations to:

1. Tamper with fire or other safety equipment.
2. Possess flammable items, appliances or other property that may be considered a fire hazard in any way.
3. Smoke in any part of a SUMC-sponsored apartment or building including common areas such as hallways and elevators.
4. Start or cause a fire in any SUMC-sponsored apartment or building.
5. Cause a false fire or safety alarm in any SUMC-sponsored housing or building.
6. Possess weapons or items that resemble weapons.

7. Throw objects or any substance from, into, or onto SUMC-sponsored housing windows, doors, walls, terraces, ledges, roofs or other areas.
8. Bring unauthorized furniture into your SUMC-sponsored apartment or building.
9. Tamper with devices and furnishings, such as windows, doors, shutters, cranks, stops, locks, door and smoke detectors, or closing devices.
10. Install an unauthorized lock on a bedroom, bathroom, or front door.
11. Leave apartment windows and entry doors open when not present in the apartment and/or fail to lock the apartment door.
12. Enter without authorization, or contribute to the unauthorized entry of another individual, into SUMC-sponsored housing. This includes fraudulent attempts (misrepresentation, using false identification, etc.), to enter or to allow another individual to enter any SUMC-sponsored housing.

### Guest Policy

Only currently registered SUMC students are permitted to visit SUMC-sponsored apartments. Visits are allowed only between 10:00am and 10:00pm.

No overnight guests are allowed. SUMC can provide recommendations for hotels and/or hostels for visiting friends and family members.

### Administrative Policy

#### **You may not:**

1. Move to another apartment or housing facility without authorization.
2. Occupy a housing space assigned to another resident.
3. Sublet a SUMC-sponsored room or apartment, or allow an individual to reside in SUMC-sponsored housing without authorization.
4. Fail to properly complete and comply with the check-in/out procedure.
5. Modify or paint any room in your apartment.
6. Hang posters, photographs or other items using tape, nails and/or tacks that can damage walls.

**Loss of Keys or Magnetic "Bips"** will result in a 50-euro administrative fee, plus the actual cost of the replacement item (key and/or bip).

**Replacing Locks:** In the case of a lock-out or any other situation that you have caused to require the use of a locksmith (such as inserting objects into doors, breaking doors or locks), you will be charged a) the full cost of the locksmith (this can be very expensive if we need to replace a lock), plus b) all costs of replacement items (locks, doors, keys). As Spanish locksmiths are notoriously expensive, please do not call one on your own.

**After-Hours Lock-outs:** For lock-out calls that come in after working hours, students will be charged a 200-euro administrative fee plus any costs incurred for opening their door (locksmith and all related costs).

**Key Return at Check-out:** If you do not return your key at check-out, the penalty is 50 euros plus the costs of the replacement key and/or electronic bip.

**Damages:** Students are responsible for any damages in their apartments. In case the responsible party is not identified, all apartment residents will be charged in equal amounts for the total damage. BE SURE YOU CAREFULLY FILL OUT THE HOUSING DAMAGE REPORT FORMS UPON YOUR ARRIVAL, making note of any damages you see. **Always immediately notify the SUMC Housing Coordinator of damages that may occur during your stay.**

**Utilities:** Act in a responsible manner with regard to the use of electricity, water, and gas in your apartment. Unreasonable gas and electric bills may result in additional cost to the residents of an apartment. Students are provided a utilities allowance of 75 euros per student, per month, which is generally adequate for normal living conditions. Given the high cost of utilities in Spain, 75 euros presumes you will use electricity, hot water and gas MUCH MORE SPARINGLY than you normally would in the United States. All apartment meters will be read after one month for information purposes. Students will be responsible for combined monthly utility charges (divided equally among apartment occupants) exceeding 75 euros/month/student. TURN OFF ALL LIGHTS WHEN LEAVING YOUR APARTMENT.

**Individual student:** SUMC reserves the right, for necessary maintenance, interpersonal relations or other reasons, to change the tenant configuration of an apartment during the course of the academic year.

### Community Standards Policy

As a subset of the terms of the SUMC Community Standards Policy, which are detailed in the SUMC Student Handbook, the following are examples of behaviors which are in violation of SUMC regulations for students residing in SUMC-sponsored apartments:

1. Disorderly, disruptive, or aggressive behavior that interferes with the general comfort, safety, security, health and/or welfare of the SUMC community.
2. Behavior that causes annoyance to neighbors. (As noise in many apartments can be heard clearly in adjacent apartments—next door, above and below—, students are specifically cautioned against speaking in loud voices, playing music or TV at high volume, slamming doors and wearing high-heeled or other hard-soled shoes while at home.)
3. Hanging, displaying or leaving personal items such as clothes or food items outside of your apartment, on balconies, or any other place that may be visually disturbing to your neighbors.
4. Presence, possession or consumption of illegal drugs and/or of alcohol.
5. Harassment or abusive behavior toward another individual or group by any means (including electronic), for any reason.
6. Physical violence (actual or threatened) against any individual or group.
7. Engaging in, or threatening to engage in, any other behavior that endangers the health or safety of another person, group or oneself.
8. Vandalism or damage to personal or apartment property.
9. Theft or unauthorized use or possession of personal or SUMC-sponsored property.
10. Excessive noise as defined by Madrid city ordinances or by SUMC.
11. Failure to maintain acceptable standards of personal hygiene or room/apartment cleanliness to the extent that such failure interferes with the general comfort, safety, security, health or welfare of a member or members of the SUMC community.
12. Keeping or caring for pets or animals in SUMC-sponsored housing.
13. Smoking in any part of the SUMC-sponsored apartment or building.
14. Conducting any business for profit in SUMC-sponsored housing.
15. Exhibiting or affixing any unauthorized sign, advertisement, notice or other lettering, flags or banners, that are inscribed, painted or affixed to any part of the outside of a building or the inside of a building.
16. Attaching or hanging any projections (including television dishes or antennas, awnings, etc.) to the outside walls or windows of SUMC-sponsored housing.
17. Gambling in SUMC-sponsored housing.
18. Using Internet connectivity in an illegal manner. (Downloading and/or torrenting protected, copyrighted material is a criminal offense in Spain; your Internet provider may terminate your apartment's Internet service as a result of such behavior. We will not be able to restart this service in the event of such an occurrence, thus affecting the ability of you and your fellow students to access the Internet.)

## Cleanliness and Hygiene Policy

All SUMC-sponsored apartments have been cleaned and checked before you move in. If there are any inadequacies, you must inform us within a week of check-in using the provided forms.

You are responsible for keeping your apartment hygienic and clean during the term, even if cleaning services are provided.

1. Do not leave any kind of garbage inside or outside the apartment. Garbage must be collected and bags must regularly be thrown into the property's garbage collection bins, usually located within your building's courtyard or on every street, according to the schedule set for pick-up.
2. Every week, SUMC will inspect your apartment for cleanliness, as well as to ensure that excess electricity is not being consumed. If we determine your apartment is being maintained in a non-hygienic or substandard manner, or if the conditions impede the regular cleaning personnel from carrying out their duties, SUMC may opt to a) warn the residents or b) provide cleaning at its own initiative (for which it will bill the students the cost of cleaning plus an administrative fee). If your apartment is found in an unacceptable condition a second time, the costs of cleaning, administrative fee, and a fine will be levied for each resident of the apartment for lack of cleanliness/hygiene (refer to fine chart, p. 6). Specifically, be sure to clean the stove (stove-top) and oven after use. Leaving the oven and stove dirty will ruin them, and you will receive a fine.
3. If students find bedbugs in their apartment more than one week after their arrival, they will be held responsible for any fumigation/extermination fees (150 euros per room and per student). SUMC inspects every apartment and makes certain they are free of bedbugs before your arrival. Therefore, if bedbugs are found in the apartment beyond a week following check-in, it is because students have brought them into the apartment. For a list of tips on how to avoid bedbugs, please consult with the SUMC Housing Coordinator.

## Maintenance Policy

SUMC and the property owners/managers provide maintenance service for your apartment and are responsible for repairing the things that go wrong; accordingly, they will fix them as soon as possible. However, as independent tenants in an apartment, you are responsible for a number of items. **The following is a list of things for which SUMC and the property owners/managers are NOT responsible and which you will need to do on your own:**

1. Purchasing garbage bags and other routine cleaning supplies.
2. Removing garbage bags and spoiled food on a regular basis.
3. Cleaning your dirty pots, pans and dishes.
4. Keeping your apartment clean and tidy.
5. Purchasing toilet paper and other personal items.
6. Airing out your apartment frequently, while you are at home.
7. Clearing your kitchen and bathroom sinks and drains and preventing blockage/back-up (we do not have garbage disposals in Spain).
8. Monitoring what goes down your toilets, never disposing of anything other than toilet paper.

**In order to report a standard maintenance item, YOU MUST send an email to the SUMC Housing Coordinator. We review all maintenance requests daily during our office hours, and we will respond within 48 working hours of receiving yours.** We can generally take care of most maintenance issues within two or three working days. Remember, though, that you are living in a country where customer service does not mean 24-hour availability of repair people. Nonetheless, we will keep you informed as to the progress we are making.

**You are not required to be in the apartment during maintenance issues.** We maintain keys to all apartments. SUMC reserves the right to enter any apartment with or without notice, though we do attempt to set-up visits and repairs with adequate notice.

## HOUSING EMERGENCIES

We are available 24 hours a day for “Real Housing Emergencies”. “Real Housing Emergencies” are: Fire, Flood, Gas Leak, Break-in (or any time that the police are in your apartment).

If you have a “Real Housing Emergency”, TAKE THE FOLLOWING STEPS:

1. Call the police, fire department or other relevant authority (**DO THIS FIRST**) by dialing **112** from a Spanish phone for the police or the fire department. (This is like 911 in the U.S.)
2. **Call your SUMC Emergency Number: +34 628 294 290 (2264)** (Residents in Cea Bermúdez 15 apartments may also call +34 628 34 02 51.)

### Violations of the SUMC-Sponsored Housing Policy

Should any student violate any of the housing policies established by SUMC, the student(s) involved will be notified via their Suffolk University email accounts of the alleged violation, and a hearing procedure will immediately begin, as per the SUMC Community Standards & Student Conduct System detailed in the SUMC Student Handbook. Such infractions or violations are considered disciplinary matters; if found responsible for the infraction, the students(s) involved are subject to sanctions that may include, but are not limited to, warnings, fines, disciplinary actions (e.g., housing probation or dismissal from SUMC-sponsored housing), and/or parental information.

SUMC and the property managers/owners will inform each other of any infractions or violations of the SUMC Housing Policy that take place in those SUMC-sponsored apartments. In each case, the alleged violation will be documented. If, at the end of the hearing procedure, the student(s) involved is/are found responsible for the reported infraction, the following sanctions may be applied:

1. For a first violation, a warning may be issued. Nevertheless, depending upon the severity of the violation, a sanction may be applied, which could include partial or total loss of housing privileges, monetary fines, or, in extreme cases, permanent eviction from the housing placement. Fines and/or costs for damage repair to apartments must be paid immediately and according to the fine chart on p. 6 of this document.
2. For a subsequent violation, whether the same as or different from the first, the severity of the violation will be discussed and documented as part of the administrative hearing process. The sanction will be determined in keeping with the seriousness of the infraction, up to and including eviction from the apartment without refund of fees. Any damage, repair, or fine must be paid immediately by those responsible.
3. A third violation may be grounds for immediate removal from SUMC-sponsored housing. Any damage, repair or fine must be paid immediately by those responsible. Hosting parties or allowing apartment mates to host them, or consumption of drugs or alcohol are considered very serious violations of SUMC housing rules and therefore may result in removal from SUMC-sponsored housing.
4. Physical/verbal abuse, whether towards a fellow student, a representative of SUMC, an apartment managers/owner, a neighbor or any other person, is NEVER tolerated in SUMC-sponsored housing and will result in immediate eviction from said housing.
5. THERE WILL BE NO REFUNDS FOR LOSS OF HOUSING/EVICTION DUE TO VIOLATIONS. The student will be given 24 hours to evacuate his/her housing placement. THERE ARE NO EXCEPTIONS. All expenses related to dismissal and/or forfeiture of housing are the sole responsibility of the student.

## Housing Fines

The following table summarizes the fines associated with SUMC-sponsored housing violations. Fines are levied either per person or per apartment, during the term or after check-out, as indicated below. Damages to or loss of SUMC-related apartment property and furnishings will be assessed during the term or at check-out, and students will be billed according to the itemized costs for their repair or replacement, as listed in the current SUMC Student Handbook.

<b>VIOLATION DURING TERM</b>	<b>FINE: LEVIED DURING TERM</b>
Repeated warnings from building personnel against hanging items from windows/balconies or placing/leaving items in hallways (trash, shoes or any other item)	€50 (per apartment per offense)
Trash not thrown out daily (accumulation of trash)	€50 (per apartment per offense)
Failure to correct a false or no longer relevant maintenance report	€50 (per person, plus cost of sending personnel, per offense)
Modifying or tampering with routers, internet or telephone outlets and/or modems	€100 (per apartment, plus any costs incurred)
Clogging plumbing—toilets, drains or sinks—with food, objects or substances that do not belong in pipes or plumbing	€100 (per apartment, plus any costs incurred, per offense)
Non-hygienic/substandard apartment condition: If SUMC determines, after first warning/first imposed cleaning, an apartment continues being maintained in a non-hygienic or substandard manner	€50 (per person, per apartment, plus the cost of cleaning and administration)
Loss of a key or electronic bip during semester	€50 (per person, plus costs of replacement). An after-hour lockout will incur a €200 charge

<b>VIOLATION AT DEPARTURE</b>	<b>FINE: LEVIED AFTER CHECK-OUT</b>
Failure to follow checkout procedures (noted in "check-out policy" below).	€200 (per person, plus any damages to apartment including ruined/destroyed property)
Failure to return key at check-out.	€50 (per person, plus costs of replacement)
Failure to clean oven and stove (stove-top), leaving them dirty	€100 (per apartment plus any replacement costs)
Ruined or lost linens.	€75 (per person)

**Please note:** Students are responsible for paying for all fines and for all housing damages incurred during a term. Fees for fines or damages will be charged directly to the student's Suffolk University account. Unpaid fees will result in account holds and will delay course registration and the release of official transcripts.

## Check-out Policy

**Your apartment must be left clean and as you found it. The following measures must be taken before you leave your apartment:**

- Clean your apartment prior to departure: remove trash, clean the bathroom, kitchen (including refrigerator and stove/oven) and common areas.
- Empty cupboards and refrigerator, clearing them of all personal items and food and removing discarded items from your apartment.
- All sheets and linens should be stripped from beds and left on top of the mattress.
- All personal belongings must be removed from the apartment.
- All furniture must be left as you found it.
- At check-out, all keys must be left in apartment on your dining room table on their original keychain. (An extra fine for lost keys or failure to return keys will apply; see fine chart, above).
- If there are broken items or damages to the apartment, these must be reported to the SUMC Housing Coordinator.

**Not following check-out procedures is considered a check-out violation and will result in a fine (as listed on the fine chart, above).**