

1. PURPOSE

The American University of Paris is committed to supporting the student experience and The Office of Residential Life provides different housing services for students throughout their educational careers at AUP. This policy explains the types of available housing, how each structure functions, and student responsibilities while living in university housing.

2. WHO IS AFFECTED BY THIS POLICY

Students who live in AUP Housing or access AUP Housing.

3. POLICY STATEMENT

The housing office seeks to assist students in securing safe and comfortable housing in Paris for the duration of their enrollment at the university; its goal is also to provide them with a tool to foster community, a place to ensure their successful transition in Paris and at AUP, and an educational environment to acquire soft skills that will have a life-long impact.

To benefit from AUP-facilitated housing, students must follow the below rules and regulations specific to AUP residences and Partner residences. The housing policies are designed to guarantee the safety and wellbeing of AUP residents, and the ability of the housing office to continue supporting their residential experience.

RESIDENCY REQUIREMENT

Fall and Spring Semesters

Incoming first-year undergraduate students, visiting and degree-seeking, are required to seek housing through the AUP Housing offer. Students wishing to apply for a housing exemption must select that housing option in their AUP status page and must qualify based on the criteria listed in the Housing Exemption Policy listed below; students will be required to provide sufficient documentation to support their request. Students who fall under the residency requirement will not be able to register for classes until they have received their housing assignment and completed the required payment, or until they have secured an approved exemption. These regulations are applicable to all students required to seek housing insofar as space is available in AUP Housing.

Transfer students are not required to seek AUP Housing. Transfer students can secure AUP Housing to facilitate their transition to the university – they will be able to submit their housing registration form after the first round of assignments reserved to first-year incoming students. Transfer students can alternatively opt out of AUP Housing and secure housing independently.

Coop and Independent visiting students who already have previous college experience are not required to secure housing through AUP unless their home institution mandates it. They can secure AUP Housing to facilitate their transition to the university – they will be able to submit their housing registration form after the first round of assignments reserved to first-year incoming students. They can alternatively opt out of AUP Housing and secure housing independently.

Summer Semester

The university requires that all students under 18 years of age and all recent high school graduates with no previous college credits attending AUP Summer School be safely housed during their studies – as such, these students must secure AUP housing for their summer session(s). Students over 18 and with previous college credits are not required to secure AUP Housing for the summer. They may elect to register for housing in an AUP residence or seek housing independently.

HOUSING EXEMPTION POLICY

Fall and Spring Semesters

Students may request an exemption from the first-year housing requirement based on specific criteria; the exemption policy has been designed to accommodate students whose specific needs are not met by the AUP Housing offering, or who can demonstrate that they have the resources and support needed to find safe accommodation and independently transition to their first year in Paris and at AUP.

Exemptions must be justified with the appropriate documentation. Approved reasons for receiving a housing exemption are:

- 1. Students who are over 21 years of age on the first day of orientation**
 - Passport scan or ID card
- 2. Students who are legally married and wish to live with their spouse**
 - Marriage license from the country of origin
- 3. Students who already have French residency**
 - Proof of address in the form of a lease, *quittance de loyer*, or utility bill in the student's name, dated at least six months prior to the student's start date at AUP
- 4. Students who will be living with family in Ile-de-France**
 - Proof of address in the form of a lease, *quittance de loyer*, or utility bill in the family member's name dated at least three months prior to the student's start date at AUP
 - A scan of the family member's passport or ID card
 - A signed letter from the family member certifying that they will be housing the student for their first year at AUP
- 5. Students who have medical needs that cannot be accommodated through our housing offering**
 - Documentation requirements are outlined in our [Accessibility and Accommodations page](#).
 - Students who are granted a medical exemption can still receive assistance from the Housing Office in finding accommodation
- 6. Students who can demonstrate an extended period (three months or more) of living independently (in housing not sponsored or managed by an educational institution) – these exemption requests will be reviewed on a case-by-case basis**
 - A letter explaining the experience of living independently
 - Documentation of the circumstances outlined by the letter (previous lease in the student's name, enrollment in a program or university, etc.)

Summer Semester

Students required to secure AUP housing for the summer can apply for an exemption through their AUP status page. Exemptions must be justified with the appropriate documentation. Approved reasons for receiving a housing exemption are:

- **If you have French citizenship**
 - Scan of French passport or French ID card.
- **If you live in Ile-de-France**
 - Proof of housing (dated at least 3 months), and
 - If the proof of housing is in another person's name, a scanned copy of their ID, and a letter signed by them attesting they will be housing the student for the summer.
- **If you are traveling with family members, or have a safe place to stay with a relative in Ile-de-France**
 - A scan of the family member's passport or ID card, and
 - A signed letter from the family member certifying that they will be housing the student for the duration of their summer session

FULL-YEAR COMMITMENT

First-year students (degree-seeking and visiting) who have committed to AUP Housing cannot later secure an exemption; exemptions are **not** provided mid-semester, or mid-year for the subsequent semester.

All students (first-year, transfer, and visiting) assigned to AUP housing are committing to their reservation for the full academic year, or for the full semester if they are only attending AUP for one semester.

Exceptional requests for mid-semester or mid-year exemptions from the full-year commitment are reviewed on a case-by-case basis. Such requests can only be considered in the case of:

- A change in the student's financial situation **after their enrollment at the university** that renders them unable to fulfill the financial responsibilities of their housing reservation for the subsequent semester.
- A change in the student's medical situation **after their enrollment at the university** that requires different accommodations for their housing, and which cannot be met by existing housing options within the offer.

These requests are reviewed and approved by the Vice President of Student Life; requests of a medical nature also require a recommendation from the Academic Resource Center (ARC).

ELIGIBILITY FOR AUP HOUSING

Residents must be enrolled at the American University of Paris to remain eligible to live in AUP Housing. The AUP Housing offer for every academic year is primarily reserved to incoming students newly enrolling at AUP for that given year; in the case of exceptional vacancies across residences, graduate and returning students may be offered reservations in specific residences, though priority is given to new incoming students.

Students not actively enrolled at The American University of Paris are not eligible to stay in university housing. Students who terminate their enrollment at the university mid-semester will be asked to vacate their housing within two weeks of the university being notified of their withdrawal. Early departures from housing do not result in a refund of housing charges; housing charges are subject to the refund schedule for each academic year, which is published on the Housing Offer website for that academic year.

REGISTRATION PROCESS

Students complete their housing registration through the AUP Status Page. Students must have confirmed their enrollment at the university and completed the payment of the confirmation deposit before accessing housing registration forms.

Fall and Spring Semesters

Housing registration windows, as detailed below, open according to student status:

- **First registration window:** opens for students required to seek AUP Housing (first-year students, both degree-seeking and visiting).
- **Second registration window:** opens for students who are not required to seek AUP Housing (transfer and visiting coop/independent students).
- **Third registration window:** opens for all incoming students who have not completed their housing registration in the initial two registration windows. Registrations are processed on a rolling basis until the deadline for enrolling at the university has passed.

Students register for housing by ranking available housing options by order of preference. Students can rank housing options available to them; some residences may be reserved to specific cohorts. The housing office processes preference forms by order of submission, on a first-come-first-served basis, and assigns each student their highest ranked available housing option. An exception to the first-come-first-served process is made for students with registered disabilities requiring specific accommodations within their housing placements. Students are informed of their housing reservation through their housing assignment email.

The housing assignment email is not a final confirmation of the housing reservation. Students must initially confirm their housing reservation by completing the first payment within the communicated deadline. Students cannot move into their assigned housing unless all housing charges have been completed.

Housing and Disability Accommodations

Students may require specific housing due to disability accommodations. There are two possible avenues for ensuring your housing needs are met; the process for both requests is outlined in the [Housing and Disability Accommodations](#) website. The Housing and Disability Accommodations process at AUP is managed by the Accommodations Coordinator in the Academic Resource Center (ARC) in collaboration with the Housing office.

Housing Medical Exemption

Students can request a medical exemption if none of the available housing options within the AUP Housing roster fit their disability or medical needs. Students will be asked to provide documentation to support their medical exemption request. The document must include all required components to be accepted. More information about the documentation requirements is available on the [Accessibility and Accommodations](#) page.

Students who are approved for a medical exemption can receive housing assistance via the housing database.

Accommodations for Housing Placement

Students with disabilities may be eligible for accommodation in the university's housing. Students can request housing accommodation and provide supporting documentation through their AUP Status Page. Once the request for housing accommodation has been reviewed, if approved, a review will be conducted with ARC and Housing to determine if those needs can be met within AUP's university housing. If it is determined that the needs cannot be accommodated, students will receive a medical exemption from the housing requirement and assistance in seeking housing that best suits their needs outside of the AUP Housing offer.

To be eligible, students must meet the posted deadlines and follow all policies related to the housing selection process. To learn more about documentation requirements, please visit the [Accessibility and Accommodations](#) page.

Priority housing for accommodation is issued on a first-come-first-served basis. The deadline for request priority for each semester is published on the AUP Status Page. While late requests for accommodation may be submitted, such requests will be handled on a case-by-case basis, and it is less likely that the university will be able to grant them as there will be limited availability following the first round of housing assignments.

Summer Semester

Housing registration for the summer semester starts in January. Reservations are processed on a monthly basis; assignments are processed more regularly in the weeks leading to the start of each summer session.

Students register for housing by ranking available housing options by order of preference. Students can rank housing options available to them; some residences may be reserved to specific cohorts. The housing office processes preference forms by order of submission, on a first-come-first-served basis, and assigns each student their highest ranked available housing option. Students are informed of their housing reservation through their housing assignment email.

The housing assignment email is not a final confirmation of the housing reservation. Students must initially confirm their housing reservation by completing the first payment within the communicated deadline. Students cannot move into their assigned housing unless all housing charges have been completed.

CHANGES TO THE HOUSING RESERVATION

Before arrival

The housing office does not process requests for changes to the housing assignments prior to arrival. Students wishing to change their housing assignment can elect not to confirm their housing through payment; once their housing is cancelled after the payment deadline, students can resubmit preferences based on remaining availability for a new assignment. The housing office cannot guarantee what options will be available in that case.

In exceptional cases, residences advertised through the AUP Housing offer may no longer be available due to unforeseen circumstances. In that case, the university will proceed with a reassignment to available options within the offer. The university cannot guarantee an exact match the housing cost and housing type of the initial assignment.

After move-in

The housing office only processes mid-semester changes to assignments in exceptional cases. These include:

- Maintenance issues that cannot be immediately addressed through an intervention and which require relocation.
- Roommate issues that could not be solved through the mediation process by the housing office and Student Life staff.
- Students with registered disabilities who have been waitlisted for a housing option that best suits their needs.

Students can petition for a mid-semester switch by contacting the housing office directly; requests are reviewed on a case-by-case basis. The housing office cannot guarantee that requests for reassignment will be granted. Students can only request a switch to residences initially available to their cohort.

The housing office is unable to process switches 6 weeks prior to the student's scheduled departure, with the exception of moves necessitated by maintenance issues.

Fall to Spring reassignment

Full-year students' Fall reservation is automatically extended for the Spring semester unless they sign up for a Fall to Spring reassignment, or official notify the university of their intention not to attend the Spring semester. Spring housing payments are due by the deadline communicated to students during the semester; students who do not complete the payments by the communicated deadline will have a hold placed on their account blocking registration and the release of diplomas until payments have been completed. Full-year students who do not return in the Spring must vacate their housing by the Fall departure date.

HOUSING CONTRACT AND INSURANCE

Residents housed in AUP Housing residences must sign a lease or contract for their specific reservation – keys cannot be issued until the lease or contract is signed. The lease or contract is drafted in French, though students will receive an English template for their convenience. Residents under 18 years old must have a parent or guardian sign the lease or contract on their behalf. Should students under 18 years old plan to complete their move-in processes without a parent or guardian

present, they must notify the housing office in advance so that a copy of the lease or contract can be sent to the parent or guardian to be signed in advance of the student's arrival.

The housing lease or contract includes housing insurance coverage – this is a legal requirement for all tenants in France. The insurance fee is included in the one-time housing fee charged to students upon registration and includes insurance coverage for the entirety of the resident's AUP Housing reservation. The standard insurance covers reimbursement of up to 7,000€ of damaged or stolen belongings in line with the protocols and processes for reimbursement outlined in the insurance policy.

The university advises against bringing expensive or highly valuable items to AUP Housing. Residents should also be mindful to:

- Follow all communicated safety protocols within the residence.
- Avoid bringing non-essential valuables.
- Be discreet (both in person and online) about valuables within their possession.
- Secure the original receipts and photos of all valuables they bring to their housing.
- Secure additional insurance coverage.

Insurance companies in France follow specific protocols when investigating claims and deciding on reimbursement amounts for stolen or damaged belongings:

- Insurance will rarely cover reimbursements when the receipt of the original purchase (not the purchase for replacing the item) is not provided.
- Insurance companies will apply standard wear and tear rates to belongings when deciding on the value of the item depending on the year it was purchased and the nature of the item.
- Insurance will set a maximum reimbursement amount based on the specific policy/plan secured. This means that the total amount reimbursed is capped at a specific maximum regardless of the total value of the items reported lost or damaged.
- In case of stolen belongings, insurance companies typically ask for a copy of the police report for the theft. Students can seek assistance in filing a police report with Student Helpdesk staff at the university.

All reimbursements for damaged or stolen items are processed through the insurance company; the university will not issue any additional reimbursements for damaged or stolen property.

ENTRY AND EXIT PROCEDURES

Entry Procedures

Entry procedures for residents include signing their housing lease or contract and completing an entry walkthrough for their unit (*état des lieux d'entrée*). The entry walkthrough is an inspection of the unit during which an inventory count is completed for all furnishings provided by the university, and a damage assessment is completed to record any pre-existing damage present in the unit prior to the student's arrival. This information is recorded as the entry information. Residents have a week (7 days) following their move-in to flag any additional damages or edits to the inventory that were not recorded at entry; these changes are added to the entry walkthrough forms.

In shared housing, the inspection for shared inventory (furnishings provided in common areas and shared by all roommates/housemates) and the damage assessment for shared common areas is conducted with the first resident to move into the unit. Remaining roommates and housemates are shown the entry walkthrough form and have the opportunity to verify the information listed upon their arrival.

It is strongly recommended that residents take a photo of the entry walkthrough form for their records. Residents can request to review their walkthrough form at any time during the semester by contacting the housing office directly.

Changes to inventory during the stay

Residents should notify the housing office should any damage to their unit or to the inventory provided during their stay, or if any inventory items go missing during their stay. The housing office will replace the essential inventory as needed. Non-essential inventory that is damaged or misplaced during the resident's stay will be replaced after their departure – the cost of the replacement will be deducted from the student's security deposit after departure.

Exit Procedures

Exit procedures for residents include completing an exit walkthrough for their unit (*etat des lieux de sortie*). The exit walkthrough is an inspection of the unit during which an inventory count is completed for all furnishings present in the unit, and a damage assessment is completed to record any new damage in the unit that occurred during the student's stay. This information recorded upon exit is compared with the information recorded upon entry: newly missing or damaged inventory results in deductions to the security deposit amounting to the cost of replacement; new damages to the unit result in deductions to the security deposit amounting to the cost of repair.

In shared housing, the exit inspection for shared inventory (furnishings provided in common areas and shared by all roommates/housemates) and the damage assessment for shared common areas are conducted with the last resident to move out of the unit. Roommates and housemates are responsible for coordinating amongst themselves to ensure the last resident to exit the unit can represent the group during the walkthrough for shared inventory and common areas.

Exit walkthroughs are conducted during the move-out period communicated to residents; this period extends from the day after the last final of the semester to the last day of move-outs. Residents departing before the move-out period can elect to have a representative conduct their exit walkthrough with staff during the move-out period. Should the resident or representative not be available to complete the exit walkthrough during the move-out period, the exit walkthrough will be independently completed by staff after departure.

It is strongly recommended that residents take a photo of the exit walkthrough form for their records.

Mid-semester Departures

Residents departing mid-semester must inform the housing office of their planned departure and schedule an exit walkthrough. The housing office is not able to guarantee an exit walkthrough if residents do not notify the office of their planned departure at least a week in advance. Should the

office not be able to complete the walkthrough with the resident, the exit walkthrough will be independently completed by staff after departure.

Security Deposits

Security Deposits are refunded to the AUP student account approximately two months after the last move-out date of the semester. Students will receive an email detailing their security deposit refund, including any deductions applied to the security deposit. Following that email, students and their Financially Responsible Person (FRP) can coordinate with the Student Accounting Services office to transfer the refund from their AUP student account to a personal account of their choice.

In some cases, part of the review involves receiving information from partner services/building management. The housing office may experience delays outside of their control in cases of delays from the partner service or building management; they will still endeavor to have the refund information available to students, and the funds available in the student account, as close to the two-month timeline as possible.

Residents have a week (7 days) after receiving their security deposit deductions information to appeal deductions they believe to be incorrect. Residents can appeal deductions by demonstrating that inventory recorded as damaged or missing upon exit was already damaged or missing upon entry, and/or by demonstrating that new damages recorded upon exit were already present at entry. Residents will need to provide time-stamped communication previously sent to the housing office (dating back no later to one week after their original move-in date) outlining the damaged/missing inventory or the damage to the unit.

RESIDENCE REGULATIONS

Residential Life policies are part of the AUP Student Code of Conduct; all residents assigned to AUP Housing residences and guests and visitors to the residences must comply both with the housing policies below and the general student code of conduct. Students found in violation of the student code of conduct or the housing policies while present in the residences will participate in a disciplinary process and may face sanctions accordingly.

SECTION 1: SAFETY, SECURITY, FRENCH LAW

French Law and Safety Hazards

All students living in or visiting residences within the AUP Housing offer are required to abide by French law. Policies also prohibit behaviors that constitute a general safety hazard to the residents and to others. These include:

- Possession, sale, or use of illegal substances
- Possession of weapons or items resembling a weapon.
- Underage drinking (the drinking age in France is 18 years old).
- Throwing objects/substances from housing windows, doors, terraces, ledges, roofs, or other areas.
- Climbing onto or from, or sitting on, railings, ledges, windowsills, terrasses (unless specifically communicated as an accessible terrace space), or rooftops, or accessing or attempting to access your apartment/room by any means other than by the front door.

- Placing items (pots, ashtrays, etc.) on unsecured windowsills (without safety bars) that create a risk of grave injury should the items fall onto passerbys.
- Disorderly, disruptive, drunk, or aggressive behavior that interferes with the general comfort, safety, security, health, and/or welfare of the AUP community, including roommates, housemates, neighbors, AUP Residence staff, as well as building maintenance and cleaning staff.
- Harassment of any kind and by any means (including through digital means).
- Tampering with building and unit entry doors and locks.

Fire safety

All students living in or visiting residences within the AUP Housing offer are required to observe policies prohibiting behaviors that constitute a general fire hazard to the residents and to others. These include:

- Starting a fire in your apartment/room
- Engaging in behaviors presenting a risk to fire safety (leaving your stove on unattended, leaving a candle unattended, etc.)
- Willfully causing a fire or a false fire alarm in any residence.
- Possession of flammable items, appliances, or objects that may be considered a fire hazard.
- Tampering with smoke detectors, fire extinguishers, or other safety equipment.
- Leaving items in hallways or staircases that constitute a hinderance to emergency evacuation.

Damage to Property

All students living in or visiting residences within the AUP Housing offer are required to observe policies prohibiting behaviors that could cause damage to property within the residence. Prohibited actions include:

- Smoking or vaping in your apartment/room/studio or anywhere inside the building (hallway, staircases, from windows or balconies, etc.) not explicitly indicated or communicated as a smoking area.
- Bringing unauthorized furniture into the residence.
- Moving furnishings like beds, couches, armchairs, which causes noise and can lead to injury or damage to the apartment floors.
- Removing furnishings from the unit or from common areas, as it can cause injury or damage to the furniture or units.
- Tampering with devices or furnishings in your room/apartment, notably windows, shutters, cranks, or other door closing devices.
- Vandalism or damage to property.
- Hanging posters, photographs, or other decorations using tape, nails, and/or tracks that can damage paint or walls within the residence.
- Modifying or painting any room or furniture in your apartment.

General conduct

The following additional conduct is prohibited in the residences to maintain order within the building and prevent operational issues:

- Gambling in a residence.
- Hanging, displaying, or leaving personal items such as clothes (including laundry) or food items outside of your apartment, on balconies, or in any other place that may disturb your neighbors, including leaving garbage outside of designated garbage bins in the common area of your building.
- Unauthorized signs, advertisements, notices or other lettering, flags or banners, that are inscribed, painted or affixed to any part of the outside or inside of a building or on the outside of the apartment door.
- Occupying a room other than the student's official assigned room without prior authorization from the housing office.
- Accessing areas in the residence (basement, storage rooms, electrical rooms, etc....) not advertised as openly accessible communal areas without prior authorization from the housing office.
- Storing items anywhere in the residence outside of the student's assigned unit without prior authorization from the housing office.

SECTION 2: NOISE POLICY

Paris city ordinance requires that residents maintain noise disturbances to a minimum between the hours of 10pm and 7am, and that residents do not make excessive noises at any hour of the day (no more than 5 decibels during the day and 3 decibels at night). In accordance with Paris city ordinance, and to safeguard the wellbeing of our residential communities, the following noise policy is in place in the residences:

Courtesy Hours are in place in all AUP Housing residences. During courtesy hours, residents should not make excessive noise that would be considered, reasonably, as a disturbance to everyday activities as a courtesy to others in the residences. Residents are not asked to keep noise to a minimum, but loud noises (music blaring loudly through the residence, shouting/banging, etc.) would be disruptive to everyday life, and as such are restricted even during courtesy hours.

Courtesy Hours are in place from 7AM to 10PM during the weekdays (Monday through Thursday), and from 8AM to 10PM during the weekends (Friday through Sunday).

Quiet Hours are in place in AUP Housing residences. During quiet hours, residents must keep noise to a minimum; any noise that would escape the confines of the room/apartment and cause a disturbance to others in the residence past 10PM is considered a policy violation. This applies to loud music that can be heard outside of your apartment, loud conversations in rooms/in the courtyard that echo into other people's apartments, etc.

Quiet Hours are in place from 10PM to 7PM during the weekdays (Monday through Thursday), and from 10PM to 8AM during the weekends (Friday through Sunday).

Reading Days and Finals

24/7 quiet hours are observed during the reading days and final exams period of each semester to ensure all residents have a quiet environment conducive to their studies and academic success.

SECTION 3: GUESTS AND SOCIAL GATHERINGS

Guests

Residents in **AUP Residences (Jouffroy, Blum, Annonciation, Champs, Musset, Cambronne)** are permitted to have any guests during visiting hours (8AM to 10PM) provided that guests are escorted at all times by their host. Guests should not be present in the residence in the absence of their host. Students are permitted to have two guests at a time in the residence.

Residents in **AUP Residences (Jouffroy, Blum, Annonciation, Champs, Musset, Cambronne)** are strictly prohibited from hosting overnight guests in their units.

Residents in **AUP Partner Residences (Studelites, YouFirst Tolbiac, Canvas)** are permitted to have any guests both during visiting hours and overnight provided that guests are escorted at all times by their host. Guests should not be present in the residence in the absence of their host. Students are permitted to have two guests at a time in the residence.

Residents in **AUP Partner Apartment-Hotels (Citadines)** are permitted to have any guests during visiting hours (8AM to 10PM) provided that guests are escorted at all times by their host. Guests should not be present in the residence in the absence of their host must secure written approval from the residence manager prior to hosting overnight guests in their unit.

All guests in AUP Housing residences are responsible for observing the policies of the residence. Hosts can be held responsible for any policy violation committed by their guest while in the residence; guests who are enrolled as AUP students may also face disciplinary action if they engage in policy violations while in the residences. Potential sanctions for AUP students found in violation of housing policies include a ban from accessing a residence or all residences within the AUP Housing offer.

Gatherings

Residents are permitted to use common areas within the residence for group meetings and gatherings if it does not violate the published policies for the residence. Specific rooms and common areas within the residences may include a posted maximum capacity; residents must not exceed the maximum capacity for the common area.

Residents are permitted to host gatherings in their units; the number of attendees should not exceed the number of residents assigned to the unit plus three guests.

Parties are not permitted in the residences, with the exception of programs approved by the housing office and hosted before quiet hours.

SECTION 4: KEYS AND ACCESS CARDS

Residents must keep their keys, access cards, and badges with them at all times and must never give their key, access card, and badge to anybody else, including to other residents.

In **AUP residences and partner residences (Jouffroy, Blum, Cambronne, Musset, Annonciation, Champs, Studelites, YouFirst Tolbiac)**, residents must notify the housing office immediately if they lose their key, access card, and/or badge, at the risk of incurring disciplinary sanctions.

The cost of key and card replacement will be deducted from the student's security deposit. In the event that a lock needs to be changed due to a lost key, the cost of the lock replacement and the cost of the copying of keys will be deducted from the student's security deposit.

In **AUP partner apartment-hotels (Citadines)**, residents must notify their residence front desk if they lose their key, access card, and/or badge, at the risk of incurring disciplinary sanctions.

Residents who repeatedly lose their keys, access cards, and/or badges may incur an escalation of disciplinary sanctions in addition to incurring security deposit deductions for the replacement of keys.

SECTION 5: LOCKED DOORS AND LOCKOUTS

Building Entrances

For safety reasons, students must remain careful to do the following when accessing or leaving their building:

- Ensuring the entrance door properly closes after entry/exit.
- Remaining vigilant of tailgaters who may follow residents into the building.
- Refraining from holding the door open for people whom they do not recognize as residents of the building.
- Immediately notifying housing staff should there be an issue with building entrance doors.
- Refraining from pressing the emergency exit button unless absolutely necessary when leaving the building and using the appropriate exit button.

Door codes, when provided, must not be shared with anyone who is not a current resident of the building (including for student deliveries; students must meet the delivery person outside of the residence to receive their food or package).

Unit Doors

Residents are required to properly secure their units – doors must be locked anytime the student is not present in the unit. In units without safety handles, residents must also lock their doors when they are not within eyesight of the entrance, including when they are present in the unit. Doors with safety handles must still be properly locked when students are not present in the unit. Keys should not be left under mats or hidden elsewhere in the residence. Residents who leave doors ajar/open or leave keys unattended are in violation of the safety policies in the residence and may be issued sanctions as part of the disciplinary process.

Not abiding by the above safety measures will result in a disciplinary meeting with the housing office; students may receive sanctions if they fail to properly secure access in their residence or unit.

Lockouts

Students must keep their keys, access cards, and badges with them at all times.

Students who are locked out of their unit in residences can regain entry to their apartment through the following means:

Housing office spare check-out*: students can check out a spare key, card, or badge at the housing office during business hours (Monday through Friday, 9AM through 5PM). Students are responsible for returning the spare key to the housing office within 2 business days. Failure to return the key to the housing office within 2 business days will result in a daytime lockout fee (25€) per day being applied to the student's security deposit until the key is returned to the office.

**The housing office does not hold spare keys for YouFirst Tolbiac and Citadines residences. Students in those residences can inquire directly with the front desk at their residence during business hours for a spare. Excessive lockouts and intervention from the front desk may result in monetary fines, in line with the partner residence's internal policies.*

Resident Assistant Access: RAs can provide access to the unit in their residence in case of lockouts; as RAs are not 24/7 resources, access provided by the RAs may be delayed depending on their availability upon receiving the request. To limit excessive requests, lockouts requiring RA intervention will result in the following lockout fees, to be deducted from the resident's security deposit upon departure:

- Daytime lockouts (7AM to 10PM): 25€
- Nighttime lockouts (10PM to 7AM): 50€

Excessive lockouts may result in disciplinary sanctions in addition to the deduction of lockout fees from the security deposit.

SECTION 6: MAINTENANCE

Students are responsible for reporting any maintenance issues to the housing office through the online maintenance request form. In partner apartment-hotels, residents must report maintenance issues to their residence's front desk; if the front desk staff does not follow-up within 48hrs, residents can report the issues to the housing office for follow-up.

Residents should report any maintenance issues as soon as they are identified to avoid any damage to their unit. These include but are not limited to: leaks, broken lights, issues with windows or doors, faulty radiators, faulty appliances, electrical issues, etc. Students who do not receive a response to their maintenance request within 48 hours (2 business days) can follow up with the housing office via email or in person for further information. Damage to the unit following a failure to report on a visible maintenance issue may result in deductions to the security deposit amounting to the cost of the repair.

The cost of repair for any maintenance issues determined to be the result of improper use of appliances, furniture, and facilities within the residence will be deducted from the students' security deposit after departure.

Freezer and Frost Accumulation

Arrival preparation procedures prior to the student's move-in include a full defrosting of freezers in the unit. Any accumulation of frost noticed upon move-in should be flagged to the housing office

within a week of arrival. The housing office can schedule maintenance interventions accordingly to properly defrost the freezer at the start of the semester.

After moving in, residents are responsible for observing common best practices to avoid the accumulation of frost in their freezer. This includes properly closing the freezer and fridge doors after use, avoiding excessive opening/closing of the freezer door within short periods, and allowing as much space as possible between items stored in the freezer.

In the case of frost accumulation mid-stay, the resident is responsible for defrosting their freezer – the housing office can share instructions and general guidance to assist students. Should students require the intervention of maintenance technicians for the defrosting, an intervention fee will be incurred.

Clogged Drains

Residents are generally responsible for observing common best practices to avoid the clogging of drains. As French plumbing does not include garbage disposals installed within sinks, residents must not wash any food remains down kitchen sinks (including small food items such as grains of pasta, rice, peas, etc...) and must not wash any hair down their bathroom drains.

Arrival preparation procedures prior to the student's move-in include the unclogging of pipes and drains. Any clogged drains noted after move-in can be flagged to the housing office up to a month following arrival. The housing office can schedule maintenance interventions in that period to unclog drains within the units.

After the first month of stay, residents are responsible for unclogging their drains, as it is then considered a result of the current tenant's misuse. The housing office can share instructions and general guidance to assist students. Should students require the intervention of maintenance technicians to unclog their drain (and should the clog be determined to be the result of misuse), an intervention fee will be incurred.

SECTION 7: CLEANING POLICY

All reservations within the AUP Housing offer include a weekly cleaning of the unit. Residents are not permitted to refuse their weekly cleaning service; this ensures that sanitary standards are maintained in the residence and limits the risk of infestations spreading in the building.

Units must be kept in tidy and good condition to ensure that cleaning partners can complete their weekly intervention. Specific instructions for preparing the unit for the weekly cleaning are communicated to residents upon arrival. Cleaning technicians will not move personal belongings to complete their interventions. The cleaning service is not responsible for washing dishes, taking out trash or recycling, or washing/replacing bed linen and towels during their intervention; washing dishes, removing trash and recycling from the unit, and washing linen is the responsibility of the student.

Residents are also required to maintain their unit in a sanitary state throughout the semester and avoid behaviors that would increase the risk of pest infestations in their unit. This includes ensuring food is properly sealed, food waste is promptly cleaned, and trash is regularly disposed of in the available trash room.

SECTION 8 : ELEVATORS AND FACILITIES

Residents must use facilities within the residence according to the instructions communicated to them upon arrival. For residences with elevators, residents must respect the capacity limit listed in the elevator; in some cases, the housing office may have indicated a different capacity limit than initially indicated on the elevator; this is based on previous use and outages. In such cases, residents must respect the capacity limit indicated by the housing office.

Residents must also refrain from doing the following to avoid the risk of elevator outages or injury:

- Jumping in the elevator.
- Interfering with opening or closing doors – students should never block a door open by putting their arms between doors.
- Attempting to force elevator doors open.
- Trying to enter or leave a moving elevator.

If elevator outages are determined to be the result of resident misuse, the resident will be responsible for paying the cost of repair. The flat fee for standard technician interventions is 70€; more extensive repair interventions may involve additional costs.

In case of fire, residents should not use the elevator and should proceed to the exit through the staircase and emergency exits.

SECTION 10: INTERNET

Some residences are equipped with Wi-Fi internet access facilitated by AUP, similar to the access provided in campus buildings. Residents must respect French law and **AUP policies and guidelines** in using the Wi-Fi Internet systems provided in their residences. Residents may not install individual Wi-Fi routers as it interferes with the AUP system.

Some partner residences (YouFirst Tolbiac, Studelites, Citadines, Cambronne, Canvas) provide partner services for Wi-Fi internet access. Residents must comply with French law and their residence's internal policy for Internet use.

SECTION 11: INFESTATIONS

Residents are responsible for ensuring that all items brought into the residences are free of pests; this applies to clothing, bedding, suitcases, backpacks, packing materials, furniture, and any such items presenting a risk of pest infestation.

Residents who suspect a pest infestation (bed bugs, insects, rodents) must notify the housing office immediately through the online maintenance request form; residents are not permitted to secure third-party services for treatment unless prior authorization is granted by the university. If an infestation is identified, students must follow the treatment protocol (including preparing the room and sanitizing personal belongings) as instructed by the housing office. Failure to comply with the prescribed treatment protocol may result in deductions to the security deposit for costs associated with remediation.

The cost of pest control interventions and treatment protocols may be deducted from the student's security deposit if the cause of the infestation is found to result from resident behavior, which may include failure to maintain a clean and sanitary environment in the unit, introducing infested items into the unit, etc.

SECTION 12: PETS AND ANIMALS

Residents are strictly forbidden from keeping pets or other animals in their AUP Housing unit. Residents who are found to house a pet in their unit will be asked to rehome them immediately. Failure to promptly comply with the policy will result in an escalation of disciplinary sanctions.

AUP partner apartment-hotels (Citadines) may grant residents permission to keep a pet in their unit. In such cases, residents must secure written approval for their pets. This may incur additional charges entirely at the cost of the resident, including but not limited to additional security deposit payments, additional charges per night, or payment for any damage caused by the pet in the residence.

SECTION 13: STAFF ACCESS TO UNITS

Access to keys, badges, and cards are restricted to the following staff and partner services:

- University staff members, which includes housing staff members, AUP maintenance technicians, Student Life senior staff, and IT staff – access to keys is only provided as necessary.
- Resident assistants.
- Cleanings technicians assigned to the residence.
- Residence managers in partner residences.

Partner technicians, building management representatives, or public utility workers do not have access to keys, badges, or cards but may request access to specific units. The university is required to facilitate access to both individual units and common areas within the building for those entities if necessary. Should access to resident units be required, housing staff will provide as much notice as possible to residents; access for partner services will be facilitated and monitored by university staff or residence managers in partner residences.

University and partner staff would require access to the units in the following circumstances:

Maintenance interventions by AUP staff, building management, or partner services. The housing office endeavors to provide residents with notice at least one day before an intervention takes place. Such notice may not be possible if partner services to whom the university is required to provide immediate access notify the university of their intervention last-minute. The university also reserves the right to access units to address emergency maintenance issues requiring immediate repair.

Weekly cleaning intervention by partner cleaning technicians. The weekly cleaning schedule will be communicated to residents at the start of each semester. The cleaning partners commit to observing the posted schedule, barring any last-minute sick leaves or emergencies, or any required rescheduling due to national holidays.

Wellness checks by university staff or resident assistants. In the event of a reported safety or wellbeing concern for a resident, the university reserves the right to access the unit to conduct a wellness check and ensure the safety and wellbeing of the resident if they fail to respond to inquiries in a timely manner.

Health and Safety inspections by housing staff and technicians. Health and Safety inspections are completed in units once a semester to identify any potential maintenance issues or health and safety risks to the residents. Students will be notified of their scheduled Health and Safety inspection date in advance.

Response to policy violations by resident assistants or university staff. The university reserves the right to access units to address policy violations causing a disturbance to the residence community or posing a health or safety risk to the residents.

The university is also required to facilitate access to Paris and French authorities if necessary.

SECTION 14: POLICY ENFORCEMENT AND DISCIPLINARY PROCESS

It is the responsibility of residents and students visiting the residences to review and abide by housing policies. Students must comply with RA and staff instructions in case of policy violations – failure to comply with staff efforts to enforce policy will be considered in the review of the case and may lead to additional sanctions.

Students found in violation of housing policies must attend a disciplinary meeting to discuss the policy violation. Disciplinary meetings are mandatory; students who fail to attend their scheduled disciplinary meeting will be issued a sanction following an independent review of the violation by housing staff and consequently forfeit the ability to appeal any sanctions that may be issued as a result.

Disciplinary meetings allow students to provide additional information about alleged policy violations for which they were reported. This information is included in the review of the incident by housing staff; housing staff determines whether students are responsible or not responsible for alleged violations based on the standard of proof set by the university. The standard of proof at AUP is the preponderance of evidence. In cases involving multiple students, the housing office will meet individually with all students involved in the case before deciding on the outcomes.

Students found responsible for an alleged violation are issued disciplinary sanctions. Sanctions are cumulative depending on the student's history of prior violations. It is important to note, however, that the circumstances and seriousness of each violation determines the severity of the sanctions, and how students move from one type of sanction to the next. The possible sanctions are as follows:

Official Warning

Students who commit a policy violation will receive an official warning.

Final Warning

Students who have already received an official warning and are found responsible for an additional policy violation will be issued a final warning. Students may be issued a final warning at the first violation depending on the circumstances and severity of the incident.

Probation

Students who have already received a final warning and are reported for an additional violation risk being placed on non-academic probation. This will require follow-up on behalf of the student throughout the semester. Students may be issued non-academic probation at the first violation depending on the circumstances of the incident.

Suspension and/or Eviction:

Students who have committed a policy violation of any kind after already being placed on non-academic probation, or who commit a policy violation of a very serious nature may be suspended and/or evicted from their AUP Housing. Suspension includes a temporary ban from campus facilities (not including the student's assigned residence) and is not considered as an excused absence from scheduled classes. Students who are evicted from their AUP housing due to violations are not eligible for any refund of fees or rent.

In severe cases, residential disciplinary action may be accompanied by university-wide sanctions.