



Student Life

DIVISION OF STUDENT AFFAIRS

GOOD NEIGHBOR NETWORK

BENEFITS OF PARTICIPATING

- Good Neighbor Network Property designation and badge for properties that choose to list on AggieSearch (which offers users the option to filter for GNN properties).
- Good Neighbor Network window decal and/or certificate to display in property management office.
- Eligibility to register for the on-campus housing fair.
- Eligibility to participate in one free on-campus tabling opportunity sponsored by Student Life between October and March and to purchase up to two additional tabling sessions at the property's expense.
- Inclusion of property name and logo in Good Neighbor Network advertisements to be placed in the Battalion (October/ November) and Maroon Life magazine housing issue (April).
- Priority communication regarding housing needs of students/other Texas A&M affiliates or other relevant campus updates.
- Eligibility to participate in Good Neighbor Network Property Showcase on Aggieland Saturday.

THE COMMITMENT

- Comply with all local, state, and federal laws and regulations for rental properties, including meeting all minimum standards for health, safety, and property maintenance codes.
- Provide and maintain adequate exterior lighting in parking areas, walkways, and around exterior doors.
- **Multi-family communities:** Maintain security cameras with retrievable footage in parking areas and exterior common spaces OR an overnight courtesy officer patrol. Exemptions may be granted for gated communities if the gates are consistently used to secure the property adequately.
- **Single-family homes:** Allow tenants the option to install and maintain their own exterior security camera systems.
- In properties with one or more fuel-burning appliances, attached garages, or fireplaces, provide carbon monoxide detectors.
- Provide an after-hours contact number to tenants and Student Life so urgent issues can be addressed in a timely manner.
- Take reasonable and prompt action in response to all reports of noise violations, trash, hazards, unsafe behaviors on the property, and lease violations that negatively impact other residents.
- Make a good-faith effort to address all maintenance issues as quickly as possible.
 - i. For conditions that cannot be resolved within 24 hours and may impact the health or safety of tenants (including, but not limited to, lack of air conditioning/ heat during peak seasons, significant pest infestations, flooding, mold remediation, malfunctioning door/window locks, etc.), provide interim arrangements to ensure the safety of residents.
 - ii. For other maintenance issues that cannot be resolved within one week, collaborate with the tenant and Student Life (at the tenant's request) to identify satisfactory interim solutions.
- Provide adequate trash receptacles to accommodate residents of the property such that trash can be contained between pick-up days without being placed in the street,

sidewalk, yard, hallways, etc.

- Refrain from engaging in marketing strategies, events, or other practices that would jeopardize the safety of residents or bring the program and/or the university into disrepute.
- Provide clear written notice to prospective tenants prior to entering a lease regarding:
 - i. Any differences between a model unit and the actual residence to be leased.
 - ii. Additional costs not included in the monthly rent.
 - iii. Any requirements the prospective tenant must meet (e.g. guarantor, proof of income, credit check, background check).
 - iv. The process for reporting repair or maintenance issues.
- Communicate to tenants in advance a clearly defined move-out process, including standard fees to be charged for damages beyond normal wear and tear upon move-out.
- Notify Student Life of any management changes and provide updated contact information for new management.
- Meet with Student Life staff at least once per year (either individually or at a group meeting with property managers).
- Provide feedback to Student Life staff regularly (through opportunities such as surveys, focus groups, community meetings, etc.).

ACCOUNTABILITY PROCESS

- Tenants or other stakeholders may report concerns that a property/ management company may not be upholding the Network commitments by emailing **ocss@tamu.edu**.
- Upon receiving a report, Student Life staff

may ask the reporting party for additional documentation (e.g. photos, videos, screenshots/copies of relevant communication with property management, depending on the concern).

- Student Life staff will meet with the property manager to discuss the concern. If noncompliance with the commitments is confirmed, Student Life staff will work with the property manager to identify options to bring the property into compliance.
- If a resolution is not reached within 14 days of notice of the complaint being sent to the property manager, Student Life will issue a letter to the property manager indicating that they are facing removal from the program.
- If the problem is not resolved within an additional seven days from the issuance of the warning letter, the property/management company will be removed from the program.
- Removal from the program means:
 - i. The Good Neighbor Network Property badge and designation will be removed from the property's/management company's listings on AggieSearch.
 - ii. The property/management company will be expected to return its Good Neighbor Network certificate and window decal.
 - iii. The property/management company will forfeit its eligibility to participate in the Housing Fair, any on-campus tabling opportunities, and the Good Neighbor Network Property Showcase for that academic year.
 - iv. The property/management company will be ineligible to re-join the program for the academic year following the one in progress at the time of removal.

CONTACT US



979.845.1741



ocss@tamu.edu



aggiesearch.tamu.edu

Supporting
[YOU]



SUBMIT YOUR APPLICATION

Visit **tx.ag/YMRmDyV** to fill out the Good Neighbor Network application for your property.