



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 in the spring semester.
- Eligibility to participate in one on-campus tabling opportunity sponsored by Student Life between October and March.
- 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 TAMU 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.
- Maintain security cameras with retrievable footage in shared parking areas and other 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.

- In properties with one or more fuel-burning appliances, attached garages, or fireplaces, provide carbon monoxide detectors.
- Provide an after-hours contact phone number to tenants and Student Life to ensure 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.

ACCOUNTABILITY PROCESS

- Provide adequate trash receptacles to accommodate residents of the property such that trash can be contained between pick-up days without being placed on the street/sidewalk/hallways.
 - 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.).
- Tenants or other stakeholders may report concerns that property 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 try to work with the property manager to find a solution that would bring the property into compliance.
 - If a resolution is not reached within 30 days to restore compliance, Student Life will send a letter to the property manager indicating that they are facing removal from the program.
 - If the problem is not resolved within an additional 14 days from the issuance of the warning letter, the property 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 listings on AggieSearch.
 - ii. The property will be expected to return its Good Neighbor Network certificate and/or window decal.
 - iii. The property will forfeit its eligibility to participate in the Housing Fair, any on-campus tabling opportunities scheduled for that academic year, and the Good Neighbor Network Property Showcase.
 - iv. The property will be ineligible to re-join the program for the academic year following the one in progress at the time of removal.

CONTACT US

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 ocss@tamu.edu

 tx.ag/GoodNeighborNetwork

Supporting
[YOU]