THOMPSON-MARKWARD HALL
RESIDENT HOUSING AGREEMENT

Young Woman's Christian Home d/b/a Thompson-Markward Hall

Washington, DC

Resident Name: _____

Room Assignment: _____

Arrival Date: _____

Departure Date: _____

Agreement Effective Date: _____

WELCOME TO THOMPSON-MARKWARD HALL

Our Commitment to Residents

Welcome to Thompson-Markward Hall ("TMH").

Founded in 1887 as the Young Woman's Christian Home, TMH is a nonprofit organization that provides affordable housing and supportive community living for women pursuing educational, professional, internship, fellowship, volunteer, and career opportunities in Washington, DC.

At TMH, we believe residents deserve more than simply a place to stay – a community. We are committed to providing a residential environment that is:

- Safe, secure, and professionally managed
- Clean, comfortable, and well-maintained
- Inclusive, welcoming, and respectful
- Free from discrimination, harassment, intimidation, and retaliation
- Supportive of academic, professional, and personal success
- Responsive to resident needs through exceptional customer service

TMH is committed to:

- Maintaining the residence and common areas in good condition
- Providing a safe and secure environment
- Treating all residents with dignity, courtesy, fairness, and professionalism
- Responding promptly to maintenance concerns and resident inquiries
- Communicating clearly regarding policies and expectations
- Applying housing policies fairly and consistently
- Protecting residents' rights to raise concerns
- Fostering a community where residents may live, study, work, and thrive

This Housing Agreement reflects our mutual commitment to maintaining a high-quality residential community. The policies contained herein are intended to promote the health, safety, comfort, and well-being of all residents while ensuring fairness, accountability, and respect throughout the community.

We are pleased that you have chosen Thompson-Markward Hall as your home and look forward to supporting you during your stay.

MUTUAL RESPONSIBILITIES

TMH Responsibilities

TMH agrees to:

- Provide housing in a clean, safe, secure, and well-maintained environment.
- Deliver courteous, professional, and responsive customer service.
- Address maintenance concerns within reasonable timeframes.
- Enforce policies fairly and consistently.
- Foster a community free from discrimination, harassment, intimidation, and retaliation.
- Support residents' educational, professional, and personal goals.

Resident Responsibilities

Residents agree to:

- Pay all Room and Board charges and fees when due.
- Comply with this Agreement and all incorporated policies.
- Respect fellow residents, guests, staff, contractors, volunteers, and visitors.
- Maintain their rooms and shared spaces in a clean and safe condition.
- Report maintenance, safety, and security concerns promptly.
- Follow all emergency, health, safety, and security requirements.

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1. PURPOSE OF AGREEMENT

This Resident Housing Agreement ("Agreement") establishes the rights, responsibilities, terms, and conditions governing residency at Thompson-Markward Hall ("TMH").

By signing this Agreement, the Resident acknowledges that she has read, understands, and agrees to comply with the provisions of this Agreement and all incorporated policies and addenda.

Residency at TMH is a privilege and is contingent upon continued compliance with this Agreement.

2. NATURE OF RESIDENCY

This Agreement grants the Resident the right to occupy assigned accommodations at TMH subject to the terms and conditions of this Agreement.

Residents are assigned space within a community living environment. Room assignments and occupancy arrangements may be modified by TMH when necessary for operational, maintenance, safety, medical, behavioral, or administrative reasons.

TMH reserves the right to reassign residents when reasonably necessary.

3. TERM OF RESIDENCY

Residency at Thompson-Markward Hall is available for a minimum stay of **two (2) weeks** and a maximum stay of **two (2) years**, subject to availability and continued eligibility.

Residency is limited to the approved reservation period established by TMH at the time of admission or as subsequently modified through the reservation change process.

Residents may request changes to their approved arrival date, departure date, or length of stay by submitting a **Reservation Change Form** available through the TMH website. All requested changes are subject to approval, space availability, and operational considerations.

Residents may terminate their residency without penalty by providing at least **fourteen (14) days written notice** prior to their intended departure date. Notice must be submitted using TMH's designated departure or reservation change process.

Residents departing with less than fourteen (14) days' notice remain financially responsible for Room and Board charges through the expiration of the required fourteen-day notice period.

Because TMH reserves housing space in advance, residents are financially responsible for a minimum of **two (2) weeks of Room and Board charges**, regardless of actual occupancy. Residents who choose to depart before completing a two-week stay will remain responsible for payment of the full two-week minimum residency commitment.

Continued residency is conditioned upon:

- Timely payment of all charges.
- Compliance with this Agreement.
- Compliance with all health, safety, and community living requirements.
- Continued eligibility under TMH residency requirements.
- Availability of housing accommodations.

Requests to extend residency beyond an approved reservation period must be submitted in advance and are subject to availability and TMH approval.

TMH reserves the right to deny extensions, modifications, or continuation of residency based on availability, operational needs, resident conduct, safety considerations, or violation of this Agreement.

4. FINANCIAL RESPONSIBILITIES

4.1 Room and Board Charges

Room and Board is due on the first (1st) day of each month.

TMH does not issue invoices, statements, or payment reminders.

Residents are solely responsible for ensuring timely payment.

4.2 Late Payments

If payment is not received in full by 9:00 p.m. on the fifth (5th) day of the month, a late fee of $20.00 **per day** will be assessed until payment is received.

4.3 Returned Payments

Returned checks or failed payments will incur a $50.00 fee.

TMH may require future payments to be made via approved guaranteed funds.

4.4 Financial Hardship

Residents anticipating difficulty making payment must contact management before the due date.

4.5 Nonpayment

Failure to pay Room and Board is a serious violation and may result in termination of residency.

4.6 Additional Charges

Residents may be responsible for:

- Late fees
- Guest fees
- Damage charges
- Lost key charges
- Room change fees
- Improper checkout fees
- Costs associated with abandoned property

5. CHECK-IN AND CHECK-OUT REQUIREMENTS

5.1 Reservation Commitment

Residents are accepted to TMH for a minimum residency period of **two (2) weeks** and may reside at TMH for a maximum period of **two (2) years**, subject to availability and continued eligibility.

Residents are financially responsible for a minimum of two (2) weeks of Room and Board charges regardless of actual occupancy. Residents who choose to depart before completing a two-week stay remain responsible for the full two-week minimum residency commitment.

5.2 Reservation Changes

Residents may request changes to their approved arrival date, departure date, or length of stay by submitting a **Reservation Change Form** available on the TMH website.

All requests are subject to space availability, operational considerations, and approval by TMH.

Approval of a reservation change is not guaranteed.

5.3 Notice of Departure

Residents may cancel their residency or depart earlier than their approved departure date without financial penalty by providing at least **fourteen (14) days written notice** through the Reservation Change Form or another process approved by TMH.

Residents who provide proper notice and satisfy the minimum two-week residency commitment will not be charged beyond the expiration of the notice period.

5.4 Insufficient Notice

Residents who depart without providing the required fourteen (14) days written notice remain financially responsible for Room and Board charges through the expiration of the required notice period.

5.5 Checkout Time

Rooms must be vacated by **10:00 a.m.** on the approved departure date unless alternative arrangements have been approved in advance by TMH.

Residents may be charged a **$50 late checkout fee** for failing to vacate their room by the required checkout time.

5.6 Checkout Requirements

Prior to departure, residents must:

- Return all room keys and access devices.
- Pay all outstanding balances and charges. All delinquent fees and balances will be assessed a daily charge of $20/day until all outstanding fees are paid, without exception.
- Remove all personal belongings from the room and storage areas.
- Leave the room in reasonably clean condition.
- Complete any required checkout procedures.
- Provide a forwarding address if requested by TMH.

5.7 Room Condition at Checkout

Residents may be charged for:

- Damage beyond normal wear and tear.

- Missing furniture, equipment, or furnishings.
- Excessive cleaning required after checkout.
- Costs associated with the removal, storage, or disposal of abandoned property.

Failure to complete checkout procedures does not relieve a resident of financial responsibility under this Agreement.

6. COMMUNITY STANDARDS AND RESIDENT RESPONSIBILITIES

Residents shall conduct themselves in a manner that promotes a safe, respectful, and supportive residential environment.

Residents agree to:

- Respect the rights, dignity, privacy, and property of others.
- Comply with instructions issued by TMH staff related to safety, security, and operations.
- Comply with applicable federal, state, and local laws.
- Refrain from disruptive, threatening, abusive, intimidating, or hostile behavior.
- Maintain reasonable standards of courtesy and personal responsibility.
- Use TMH facilities and property responsibly.

Residents are responsible for the behavior, actions, and conduct of their guests.

Violations committed by guests may be treated as violations by the sponsoring resident.

7. NONDISCRIMINATION AND NON-HARASSMENT POLICY

TMH is committed to providing housing in an environment free from unlawful discrimination, harassment, intimidation, hostility, and retaliation.

Residents are expected to treat others with dignity and respect regardless of race, color, religion, national origin, age, disability, sexual orientation, gender identity, marital status, or any other characteristic protected under applicable law.

Conduct that creates an intimidating, hostile, abusive, or offensive living environment is prohibited.

Violations of this policy may result in disciplinary action up to and including termination of residency.

Residents who experience or witness prohibited conduct are encouraged to report concerns promptly to management.

Complaints regarding discrimination or harassment will be handled in accordance with the Resident Feedback and Complaint Process contained in Addendum A.

8. HEALTH, SAFETY, AND SECURITY REQUIREMENTS

8.1 Alcohol

Possession, storage, distribution, or consumption of alcoholic beverages on TMH property is prohibited.

8.2 Illegal Drugs

Possession, use, storage, distribution, manufacture, or sale of illegal drugs or drug paraphernalia is prohibited.

8.3 Smoking and Vaping

TMH is a smoke-free facility.

Smoking or vaping within the building and up to 25 feet from the building is strictly prohibited.

8.4 Weapons

Firearms, ammunition, explosives, fireworks, knives intended as weapons, and other dangerous weapons are prohibited on TMH property except as otherwise required by applicable law.

8.5 Fire Safety

Residents may not possess or use prohibited fire hazards, including:

- Candles
- Incense
- Space heaters
- Personal cooking appliances (including but not limited to microwaves, coffee makers, electric kettles, hot plates, air fryers, rice cookers, blenders, toasters, convection ovens, etc)
- Halogen lamps
- Any item designated by TMH as unsafe

Residents may not:

- Tamper with smoke detectors.
- Tamper with fire alarms.

- Block exits, hallways, or stairwells.
- Create fire hazards.

8.6 Health and Sanitation

Residents shall maintain sanitary living conditions and avoid creating health or safety hazards.

Residents are expected to dispose of waste appropriately and assist in maintaining clean common spaces.

8.7 Emergency Access to Rooms

TMH reserves the right to enter rooms without advance notice when reasonably necessary to:

- Address emergencies.
- Conduct inspections.
- Perform maintenance.
- Protect residents or staff.
- Investigate policy violations.
- Protect TMH property.

9. GUEST AND VISITOR POLICIES

9.1 Registration Requirements

All guests must register at the front desk and comply with TMH security procedures.

9.2 Male Guests

Male guests may visit only in designated lobby-level public areas and approved outdoor spaces.

Male guests are prohibited from:

- Residential floors.
- Basement areas.
- Resident-only spaces.

9.3 Guest Conduct

Residents are responsible for ensuring that guests comply with all TMH policies.

Residents are financially and behaviorally responsible for their guests while on TMH property.

9.4 Overnight Guests

Residents may host approved female overnight guests in accordance with TMH procedures and applicable fee schedules.

Guest policies and fees may be modified by TMH.

10. RESIDENT ROOMS AND PROPERTY

Residents are expected to keep their rooms reasonably clean, orderly, and safe.

Residents may not:

- Remove TMH furnishings.
- Damage TMH property.
- Make unauthorized alterations.
- Store prohibited items.

TMH reserves the right to reassign rooms when necessary for operational, safety, maintenance, health, or administrative reasons.

Residents are responsible for damage beyond ordinary wear and tear and may be charged for repair, replacement, or cleaning costs.

11. PERSONAL PROPERTY

Residents are solely responsible for their personal belongings.

TMH shall not be responsible for loss, theft, damage, destruction, or disappearance of personal property located in resident rooms, storage areas, laundry facilities, refrigerators, freezers, common areas, or elsewhere on TMH property.

Residents are encouraged to obtain renter's insurance or other personal property coverage.

Residents should secure their rooms and valuables at all times.

12. MAINTENANCE, ROOM ACCESS, AND INSPECTIONS

Residents shall promptly report maintenance concerns using TMH's approved reporting process.

Emergency maintenance concerns shall be reported immediately.

TMH may conduct inspections, maintenance activities, housekeeping services, repairs, and safety reviews as reasonably necessary.

Residents must provide reasonable access to assigned rooms when maintenance, housekeeping, inspections, or repairs are required.

Failure to report maintenance issues promptly may result in resident responsibility for resulting damage.

13. QUIET HOURS AND COMMUNITY LIVING EXPECTATIONS

Quiet Hours are observed daily from 11:00 p.m. until 7:00 a.m.

During Quiet Hours, residents shall avoid activities that unreasonably disturb others.

Residents are expected to always be respectful of others, including outside Quiet Hours.

Examples of prohibited disturbances include:

- Playing the piano.
- Using the elevator.
- Excessive noise.
- Loud televisions or music.
- Disruptive gatherings.
- Excessive hallway noise.

Repeated violations may result in disciplinary action.

14. DISCIPLINARY ACTION AND TERMINATION OF RESIDENCY

TMH may impose disciplinary action when a resident violates this Agreement.

Disciplinary action may include:

- Verbal warning.
- Written warning.
- Loss of privileges.
- Financial sanctions.
- Probation.
- Termination of residency.

Nothing in this section requires TMH to use progressive discipline.

Depending upon the nature and severity of a violation, TMH may impose any disciplinary action deemed appropriate, including immediate termination of residency.

14.1 Violations That May Result in Immediate Termination of Residency

The following conduct may result in immediate termination of residency:

- Possession, use, or storage of alcohol.
- Possession, use, or storage of illegal drugs.
- Unauthorized male guest access to restricted areas.
- Smoking or vaping within the building and within 25 feet of the building.
- Violence or credible threats of violence.
- Significant discriminatory or harassing conduct.
- Possession of prohibited weapons.
- Serious threats to community safety.
- Serious or repeated nonpayment.
- Deliberate destruction of TMH property.
- Conduct that places residents, staff, or visitors at significant risk.

Residents whose residency is terminated must vacate the premises as directed by TMH and may be subject to available legal remedies if they fail to do so.

15. RESIDENT COMPLAINTS AND FEEDBACK

TMH values resident feedback and encourages residents to report concerns, complaints, suggestions, service issues, or maintenance concerns.

The Resident Feedback and Complaint Process attached as Addendum A is incorporated into this Agreement by reference.

Residents will not be subject to retaliation for making good-faith complaints.

Filing a complaint does not prevent TMH from enforcing this Agreement or acting regarding unrelated violations.

16. PHOTOGRAPHY, VIDEO, AND PUBLICITY

As part of community life at TMH, photographs, video recordings, and other images may occasionally be taken during resident activities, programs, community events, volunteer projects, celebrations, meetings, meals, or other activities occurring in common areas of the residence.

These photographs and recordings may be used by TMH for lawful nonprofit, educational, promotional, marketing, fundraising, historical, or public information purposes, including but not limited to:

- TMH publications and newsletters;
- Annual reports and fundraising materials;
- Grant applications and reports;

- TMH websites;
- Social media platforms;
- Press and media materials; and
- Other communications that support TMH's nonprofit mission.

TMH will make reasonable efforts to use photographs and recordings respectfully and in a manner consistent with its mission and values.

To help protect resident privacy and security, **TMH will not confirm or deny whether any individual currently resides or has resided at Thompson-Markward Hall to members of the public, media representatives, or other third parties, except as required by law or with the resident's written authorization.**

Residents who prefer not to appear in photographs or video recordings used for promotional purposes should notify TMH management in writing upon move-in or at any time during their residency. TMH will make reasonable efforts to honor such requests in future promotional photography and publications. However, TMH cannot guarantee that a resident will not appear incidentally in photographs or recordings taken in common areas, community events, public gatherings, or group activities.

Residents who have safety concerns, confidentiality concerns, public-profile positions, or other privacy-related needs are encouraged to discuss those concerns with management so that reasonable accommodations may be considered when possible.

TMH reserves the right to photograph and document its facilities, programs, events, and community activities in furtherance of its nonprofit mission.

17. EMERGENCY PROCEDURES

Residents must comply with all emergency procedures and instructions provided by TMH staff and emergency responders.

In an emergency, residents agree to:

- Evacuate promptly when instructed.
- Follow directions from staff and emergency personnel.
- Cooperate with emergency procedures.
- Refrain from interfering with emergency response efforts.

Residents are responsible for maintaining current contact information with TMH.

18. ABANDONED PROPERTY

Property left behind following checkout, termination of residency, or abandonment of a room may be removed, stored, donated, discarded, or otherwise disposed of by TMH in accordance with applicable law.

Residents may be charged reasonable costs associated with:

- Packing.
- Storing.
- Moving.
- Disposing of.
- Handling abandoned property.

TMH shall not be responsible for property abandoned after residency has ended.

19. LIMITATION OF LIABILITY

Residents assume responsibility for their own conduct and the conduct of their guests.

To the fullest extent permitted by applicable law, residents agree to hold TMH harmless from claims, losses, damages, or expenses arising from:

- The resident's conduct.
- The resident's negligence.
- Violations of this Agreement.
- The conduct of the resident's guests.

Nothing in this provision shall be interpreted to waive any rights or remedies that cannot legally be waived under applicable law.

20. ACKNOWLEDGMENT AND SIGNATURES

By signing below, I acknowledge and agree that:

☐ I have read and understand this Resident Housing Agreement.

☐ I understand that Room and Board charges are due on the first day of each month.

☐ I understand that TMH does not provide payment reminders.

☐ I understand that late fees and other charges may apply.

☐ I understand that failure to make timely payments may result in termination of residency.

☐ I acknowledge receipt of the following:

- Resident Housing Agreement
- Addendum A: Resident Feedback and Complaint Process
- Addendum B: Resident Guide and Community Information

☐ I agree to comply with all policies and procedures governing residency at Thompson-Markward Hall.

Resident

Resident Name: _____

Signature: _____

Date: _____

Phone Number: _____

Email Address: _____

Thompson-Markward Hall Representative

Name: _____

Title: _____

Signature: _____

Date: _____

ADDENDUM A:
RESIDENT FEEDBACK AND COMPLAINT PROCESS

This Addendum is incorporated into the Resident Housing Agreement by reference.

Our Commitment

Thompson-Markward Hall values resident feedback and is committed to maintaining a respectful, safe, and welcoming residential environment. Residents are encouraged to share suggestions, concerns, complaints, compliments, and service requests. Resident feedback helps TMH improve services and maintain a positive community environment.

How to Submit Feedback or Complaints

Residents may submit feedback, concerns, or complaints through any of the following methods:

Online Feedback Form

A Resident Feedback Form is available online through the QR code posted at the front desk and on resident bulletin boards.

Feedback may be submitted anonymously.

Email

Residents may submit concerns by email to:

residentservices@tmhdc.org

In Person

Residents may speak directly with a member of the TMH management team during business hours.

Resident Surveys

Residents may also provide feedback through periodic surveys distributed by TMH.

Complaint Review Process

Step 1: Acknowledgment

TMH will acknowledge receipt of complaints within two (2) business days whenever contact information is provided.

Anonymous complaints cannot receive direct acknowledgment.

Step 2: Review

TMH will review the concern, gather information, and, when necessary, speak with individuals involved in the matter.

Step 3: Response

Residents will receive information regarding:

- Findings;
- Decisions;
- Actions taken; or
- Next steps.

Complex matters may require additional information gathering and additional time for review.

Step 4: Follow-Up

TMH may follow up with the resident to determine whether the concern has been satisfactorily addressed.

Step 5: Appeal

If a resident is dissatisfied with the outcome, the resident may request that the matter be reviewed by senior management.

Confidentiality and Non-Retaliation

TMH will make reasonable efforts to maintain confidentiality during the review process.

Residents who submit complaints in good faith will not be subject to retaliation.

Nothing in this process limits TMH's authority to investigate violations of the Housing Agreement or enforce community policies.

Maintenance Requests and Maintenance Complaints

Reporting Non-Emergency Maintenance Issues

Residents should submit maintenance requests through:

- BuildingLink; or
- Front desk staff.

Examples include:

- Broken furniture;
- Malfunctioning windows;
- Plumbing concerns;
- HVAC issues; or

- Minor electrical issues.

Reporting Emergency Maintenance Issues

Emergency maintenance concerns should be immediately reported to the front desk at:

202-546-3255 or in person

Examples include:

- Fire or smoke;
- Gas odors;
- Flooding or major water leaks;
- Loss of hot water affecting multiple residents;
- Significant electrical problems;
- Conditions posing an immediate safety risk.

Expected Response Times

TMH strives to respond:

Emergency Issues

- Immediately or within 24 hours.

Routine Issues

- Typically within 2-3 business days.

Escalation of Maintenance Concerns

If a maintenance issue is not satisfactorily resolved after being reported, residents may submit a formal complaint through the Resident Feedback and Complaint Process outlined above.

Our Commitment to Residents

TMH values every resident's voice. Feedback helps maintain high-quality housing, improve services, strengthen the residential community, and enhance the resident experience.

Residents with questions about this process may speak with any member of the TMH management team.

ADDENDUM B:
RESIDENT GUIDE AND COMMUNITY INFORMATION

Informational Guide for Residents

Important Notice: Residents are expected to follow reasonable operational procedures, safety requirements, and community standards communicated by TMH management. This guide provides information regarding services, amenities, and daily operations.

BUILDING CONTACT INFORMATION

Front Desk

Phone: **202-546-3255**

The front desk operates 24 hours per day and should be contacted for:

- Building access issues
- Emergencies
- Guest registration
- Lost keys
- Urgent maintenance concerns

Resident Services

Email: residentservices@tmhdc.org

MEAL SERVICES

Resident Room and Board includes:

- Breakfast Monday through Friday
- Dinner Monday through Friday
- Saturday and Sunday Brunch
- Sunday Dinner

Dining Room Rules

Residents must:

- Consume meals in designated dining areas.
- Return dishes, silverware, and serving items to the dining room.
- Follow posted meal service procedures.

Food, plates, utensils, and dining room property may not be removed from the dining room.

Late Plates

Residents who miss dinner due to work or school obligations may request a late plate according to posted procedures and fee schedules.

GUEST MEALS

Guest meal tickets may be purchased at the front desk.

Current rates are:

Meal	Fee
Breakfast	$10
Brunch	$10
Dinner	$15

Guest meal fees are subject to change.

LAUNDRY FACILITIES

Resident laundry facilities are located on the first floor.

Residents are expected to:

- Remove laundry promptly.
- Keep laundry areas clean.
- Use designated utility sinks for hand washing.
- Return laundry carts and equipment after use.

TMH is not responsible for lost, stolen, or damaged items left in laundry areas.

Irons, ironing boards, drying racks, and laundry carts must remain in their designated locations.

INTERNET AND TECHNOLOGY SERVICES

Wireless internet service is available throughout most areas of the building.

Residents must:

- Complete any required internet registration forms.
- Protect devices using appropriate antivirus and security software.
- Comply with all applicable laws and acceptable-use standards.

PRINTING, COPYING, AND SCANNING

Resident business services are available through TMH equipment.

Current rates:

Service	Fee
Copies/Printing	$0.10 per page
Scanning	$0.50 per page

Rates may be modified by TMH at any time.

STORAGE

Storage space may be available in designated areas for **current TMH residents only**. Storage space is limited, subject to availability, and is not guaranteed.

Residents who use storage areas must:

- Clearly label all stored items.
- Include their name, room number, and the date the item is placed in storage.
- Store items only in locations approved by TMH.
- Remove stored items upon checkout or termination of residency.

Storage privileges end immediately when a resident checks out, departs, or otherwise ceases to be a resident of TMH.

Items belonging to former residents or non-residents are not permitted in TMH storage areas and may be removed and disposed of immediately without notice.

TMH reserves the right to remove and dispose of any unmarked, improperly stored, abandoned, or unauthorized items at its sole discretion.

TMH is not responsible for loss, theft, damage, or deterioration of items stored in storage areas.

BICYCLE STORAGE

Bicycles must:

- Be stored in designated bicycle storage areas.
- Be marked with the resident's name and room number.
- Remain secured with a personal lock.

Bicycles may not be stored in hallways, common areas, or resident rooms.

LIBRARY

Residents should:

- Return borrowed materials promptly.
- Refrain from bringing food into the library.
- Respect the quiet atmosphere.

RECREATION ROOM

The recreation room contains:

- Television
- Exercise equipment

- Shared recreational resources

Residents are expected to use equipment responsibly and share access respectfully.

EXERCISE ROOM AND FITNESS EQUIPMENT

TMH provides exercise equipment and fitness facilities as a convenience for residents. Use of the exercise room and all fitness equipment is voluntary and at the resident's own risk.

Residents are responsible for determining whether they are physically able to participate in exercise activities and should consult a physician before beginning any exercise program if they have concerns about their health or physical condition.

Residents agree to use all exercise equipment safely, responsibly, and in accordance with any posted instructions. Residents may not use equipment in a manner that could endanger themselves or others.

By using the exercise room or fitness equipment, residents acknowledge and assume the ordinary risks associated with physical exercise and fitness activities, including the risk of personal injury.

To the fullest extent permitted by law, TMH, the Young Woman's Christian Home, its board members, employees, volunteers, contractors, and agents shall not be liable for injuries, accidents, losses, or damages arising from a resident's voluntary use of the exercise room or fitness equipment, except where caused by TMH's gross negligence or willful misconduct.

Residents are responsible for reporting damaged or malfunctioning equipment to TMH staff immediately and should discontinue use of any equipment that appears unsafe.

TMH reserves the right to establish rules, restrict access, close the exercise room for maintenance, or suspend a resident's exercise room privileges for safety or policy violations.

SUNDECK

The sundeck is provided for resident use.

Smoking is prohibited on the sundeck.

Residents should keep noise levels respectful and clean up after use.

PIANO HOURS

Residents should respect the needs of nearby residents and observe quiet-hour requirements.

ROOM CLEANING AND HOUSEKEEPING

To help maintain a safe, healthy, and sanitary living environment, TMH provides in-room housekeeping services according to established schedules and procedures.

Housekeeping service is a required component of residency and may not be refused, declined, postponed, or restricted by residents. Residents are expected to cooperate with scheduled housekeeping services and ensure their rooms are accessible on their assigned cleaning day. The schedule is posted on the bulletin boards located on each floor.

Residents remain responsible for maintaining acceptable cleanliness standards within their rooms between scheduled housekeeping visits. Housekeeping services supplement, but do not replace, residents' responsibility to maintain a clean and orderly living space.

Residents should remove personal belongings from floors, beds, desks, dressers, and other furniture surfaces before scheduled cleaning days so that housekeeping staff can properly clean the room.

Residents who have work calls, virtual meetings, interviews, classes, or other commitments scheduled during their assigned housekeeping time should plan to relocate those activities to another location within or outside the building. The housekeeping schedule will not be altered or delayed due to a resident's meeting, work schedule, or personal preference.

Housekeeping staff are required to report maintenance issues, safety concerns, health hazards, property damage, suspicious activity, and violations of the Housing Agreement to TMH management. This includes, but is not limited to:

- Prohibited appliances or equipment.
- Alcohol, illegal drugs, or drug paraphernalia.
- Smoking or evidence of smoking within the building.
- Fire hazards.
- Unsafe or unsanitary conditions.
- Damage to TMH property.
- Maintenance concerns requiring repair.

Discovery of prohibited items or violations during housekeeping services may result in disciplinary action in accordance with this Agreement.

TMH reserves the right to enter resident rooms to provide housekeeping services, conduct health and safety inspections, address maintenance concerns, and investigate potential policy violations as necessary to maintain the safety, security, and well-being of the residential community.

MAINTENANCE REQUESTS

Residents should submit maintenance requests through BuildingLink or other methods designated by TMH.

Emergency maintenance issues should be reported immediately to the front desk.

MEDICATION REFRIGERATION

Medications requiring refrigeration may be stored in designated secured refrigeration areas according to TMH procedures.

Residents should clearly label medications as instructed by staff.

LOST AND FOUND

Lost and found services are available through the front desk.

Items not claimed within applicable retention periods may be donated, discarded, or otherwise disposed of.

PERSONAL PROPERTY

Residents are encouraged to secure their rooms and always protect their belongings.

TMH is not responsible for personal property that is lost, stolen, damaged, or misplaced.

Residents are strongly encouraged to obtain renter's insurance.

ABSENCES

Residents who will be away for an extended period or who experience significant illness are encouraged to notify TMH management so that staff may provide appropriate assistance if needed.

COMMUNITY AMENITIES

TMH provides various community amenities and programs, which may include:

- Community events
- Educational programs
- Volunteer opportunities
- Resident engagement activities
- Shared recreational spaces

Availability of amenities and programs may change throughout the year.