

## Community Rentals Office Guiding Principles

The Community Rentals Office (CRO) is part of Student Housing Services, a unit of The Colleges and University Housing Services. The mission of the Community Rentals Office is to:

- Provide quality service to students by maintaining maximum and up-to-date rental listings and resource information;
- Promote student life by actively participating in the education and development of students as responsible renters and members of the local community;
- Provide tenant and landlord rental education through advising, workshops and materials to students, faculty, staff and local community constituents;
- Enhance University/community relations by effectively responding to concerns of the local community regarding student renters.

The Community Rentals Office accepts listings from the local community in good faith to assist students in finding suitable housing. We are committed to providing quality service to students as they seek housing, and to community property owners as they seek a tenant. CRO provides rental information and serves as a vital resource for students, staff, faculty and the local community, and serves as a bridge for students as they transition from university housing into the local community. We are guided by the following basic principles and expect those entering into business arrangements with students to be guided by the same principles:

- Communication and rapport between students and property owners will help ensure that a successful tenancy is achieved;
- Mutual respect and courtesy in all interactions will enhance relationships between community landlords and student tenants;
- Harmonious relations between landlords and their student tenants will strengthen the partnership between the local community and the University;
- Ethical business practices, including compliance of all local, state and federal laws ensures a fair and just consideration of all tenant/landlord arrangements.

We expect property owners to interact in an appropriate and professional manner with students. Landlords may be de-listed at the discretion of the Community Rentals Office. Students requesting information about whether a particular landlord has been de-listed will be informed of that fact. At the same time, they will be advised that the CRO is not in a position to conduct independent investigations and therefore reaches no conclusions about the underlying merits of any complaints that may have been received.

## DISCRIMINATION

The University and all its facilities are open to qualified students of all races, nationalities and creeds. It is a violation of University policy for the Community Rentals Office to accept listings whose sponsors discriminate on the basis of race, color, religion, national origin, sex, marital status, disability or sexual orientation. The exception to this guideline, a limited prerogative to specify 'male' or 'female', is granted to persons who are renting a room in their own home or are looking for a roommate. The final choice of a tenant is exclusively yours; however, you may not refuse to rent to anyone for any reason that might be defined as discriminatory.

## DISCLAIMER

*The Community Rentals Office does not investigate, inspect, endorse or guarantee the condition of a rental, nor do we recommend or judge the suitability of a potential renter or landlord. We also do not provide "matching" or "finding" services.*

## COMMUNITY RESOURCES:

*California Rural Legal Assistance:* (831) 458-1089  
Free legal advice for low income tenants

*Conflict Resolution Center:* crcsantacruz.org or (831) 475-6117  
Mediation services

*Lawyer Referral Services:* santacruzbar.org or (831) 425-4755  
\$40.00 for one half-hour appointment with an attorney  
For tenants who do not qualify for CRLA and landlords

*Small Claims Advisor:* [www.santacruzcourt.org/Small%20Claims/SmallClaimsAdvisor.htm](http://www.santacruzcourt.org/Small%20Claims/SmallClaimsAdvisor.htm)  
Legal information, preparation of forms, procedural advice

## STATEWIDE RESOURCE:

*California Tenants Handbook: A guide to residential tenants' and landlords' rights and responsibilities* provided by the Department of Consumer Affairs is available on our website at <http://housing.ucsc.edu/cro/pdf/ca-tenants.pdf>

## COMMUNITY RENTALS OFFICE:

### Mailing address:

UCSC Community Rentals Office  
Student Housing Services  
1156 High Street  
Santa Cruz, CA 95064

### University location and hours:

104 Hahn Student Services Building, North Entrance  
Office Hours: Monday – Friday, 8:00a.m. to 5:00p.m.



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