


TEXAS STATE
 HOUSING AND
 RESIDENTIAL LIFE

Policy Name	Off-Campus Living Requirements for Off-Campus Marketplace Acceptance
Date Policy/Reviewed/Revised	9/16/2024
Effective Date	9/16/2024
Unit/Department Impacted	Housing and Residential Life
Manager of Policy	Director of Housing Administrative Services

GENERAL POLICY STATEMENT

Housing and Residential Life provides resources and educational programs through our Off-Campus Living (OCL) unit to assist students in finding housing off-campus for the San Marcos and Round Rock areas. These resources include the Off-Campus Living Marketplace, presentations, tabling events, apartment representatives on campus, and the Off-Campus Housing Expo. To maintain the integrity of the apartment sites housed on the Off-Campus Marketplace by Rent College Pads (RCP), OCL implements procedures to determine eligibility and participation.

PROCEDURES FOR APPROVAL

The following procedures will be used to determine eligibility for a property to participate in OCL programs and resources:

1. All properties on RCP must meet the defined eligibility listed in DHRL Policy OCL Requirements for Participation in OCL Events and follow the standards below:
 - a. Properties seeking to join the Off-Campus Housing Marketplace will request through RCP or OCL Coordinator.
 - b. Agree to disclose changes of property management company to OCL.
 - c. On-site tour of property required by representative from OCL.
 - d. Properties who meet this criteria will be approved to be listed on RCP pending committee approval.
 - i. The Committee will be made up of the following staff:
 1. Senior Coordinator, OCL
 2. Director, DHRL
 3. Representative, Student Government
 4. Representative of City complex resides in
 - e. Committee will reserve a standing appointment time every month. Meetings will be conducted via Microsoft teams, and the committee will be notified by OCL of any pending properties seeking approval one week prior to meeting date.
 - f. Committee will review the property and determine their department's approval status for acceptance to RCP, leaving notes in the meeting's agenda document.
 - g. If all committee members reach the same conclusion regarding the property's acceptance, the committee will not need to meet.

INDIVIDUAL HOUSE RENTAL ACCEPTANCE

- Homes must be registered with the COSM's [Long-Term Rental Unit](#) .
- Homes will be inspected with COSM's Code Compliance and OCL under their short-term rental inspection guidelines.
- Individual homes for rent will be accepted at the discretion of the OCL office with an amended contract with RCP.
- Renewal of listings will be determined by a Texas State associated tenant's review and recommendation.

PROCEDURE FOR DOCUMENTATION & REMOVAL

Students forming a complaint can contact the OCL Office by emailing offcampusliving@txstate.edu or completing the form found on RCP. Any submitted complaint will be logged in the official Texas State University Student Complaint Log. Properties will receive a warning when they have reached 3 (three) unresolved student complaints by the OCL office. Complaints will be investigated by OCL by contacting both the tenant and apartment management team to gather evidence from both parties. Complaints will move to resolved status when reasonable accommodations are provided, a conclusion is reached, or the complaint is escalated to an appropriate third party.

1. When OCL receives five (5) or more unresolved complaints against a property in an academic year, they will notify the Director for Housing Administrative Services to seek approval to:
 - Notify RCP to de-list the property from the platform.
 - Notify the property of their ineligibility to participate in any planned campus programs.
2. When the COSM or OCL receives 5 or more substantiated complaints of any one type or combination of the following conditions or any infraction to the standards of the International Property Maintenance Code:
 - a. Structural hazards
 - i. Improper, failing or damaged exterior and exterior walkways, decks, balconies, flooring or floor supports due to defective material, deterioration, improper construction, improper maintenance or insufficient size to carry imposed loads safely.
 - ii. Interior or exterior walls, partitions or other vertical supports that split, lean, list, or buckle due to defective material, deterioration, improper construction, improper maintenance or insufficient size to carry imposed loads safely.
 - iii. Inadequate exits or egress.
 - b. Health and Safety
 - i. Lack of functioning bathroom facilities for periods of 8 hours or more, without alternative accommodations provided.
 - ii. Lack of hot (110 degree) and cold water running to plumbing fixtures for periods of 8 hours or more.

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- iii. Moisture problems, including uncontrolled humidity that causes growth in buildings or units.
- iv. Infestations of insects, vermin, rodents.
- v. Faulty or insufficient smoke detectors and/or carbon monoxide detectors.
- c. Lease violations
 - i. Delay of move-in from lease agreement without reasonable accommodations being offered.
 - ii. Changes to lease after signage including increase of fees.
 - iii. Lack of response/action for maintenance requests.
- d. Any infringement upon TX State branding standards or claiming university endorsements or partnerships will also be logged as a complaint against the property.
- e. Engages in misrepresentation(s) by the property management or owners to Texas State, Texas State personnel or students, or city in which the property operates.
- f. Engages in reckless or willful harm to any Texas State personnel or student(s).

The Senior Coordinator will proceed to notify the property and RCP via email that the property has had five (5) documented complaints this academic year and that they will be removed from the Off-Campus Housing Marketplace and will be unable to participate in any programs including tabling or the expo. Housing and Residential Life and RCP shall not be responsible for refunds or pro-rated releases of payments due under the original subscription agreement.

FINAL STATEMENTS

A property that is refused participation or is de-listed under the provisions of this policy shall not be permitted to participate in any OCL programs or the marketplace for the remainder of an academic year. Properties can be reinstated only if OCL is satisfied that the problems with tenant complaints and regulatory service issues/concerns have been resolved and the relationship with Texas State, OCL and Texas State students has improved.