

# Resident Handbook

**YMCA of Honolulu – Central Branch**

## **YMCA OF HONOLULU MISSION STATEMENT**

The YMCA of Honolulu is a fellowship dedicated to putting Christian principles into practice through programs that build a healthy spirit, mind and body for all.

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**YMCA**

**We build strong kids,  
strong families, strong communities.**

# YHOUSING™

We build strong kids, strong families, strong communities.

**July 2008**

## **Aloha Residents:**

On behalf of YMCA employees, members and volunteers, welcome to Central! We hope your stay is both enjoyable and memorable.

We recognize that relocating to new surroundings takes a period of adjustment. To assist you, we have constructed this handbook to help you understand who we are, our policies, rules and regulations and the services available to you as a resident. **We encourage you to read this handbook thoroughly and to keep it as a reference per our standards and expectations, to ensure that your experience with us is both positive and memorable. As a resident of the YMCA you have agreed to read and follow all policies and procedures in this handbook upon check in.**

YMCA employees, volunteers and guests are part of a greater community for which we have labeled as membership. As YMCA members, we consider ourselves to be an “**Ohana**” (family). Together, we continue our work to create an environment that makes the Central YMCA a unique, safe and enjoyable place to be for all. Our members consist of people from Hawaii, the U.S. mainland and around the world. We are proud of our cultural diversity, which provides an opportunity to develop global friendships.

As in any family, certain responsibilities and decorum are expected of its members. **In becoming a resident member, you are expected to take personal responsibility to follow Central YMCA guidelines and policies.**

As you continue to read this handbook, highlight any area that you are unsure of and please feel free to contact YMCA staff for clarification. You are expected to know, understand and abide by these policies, rules and regulations. Again, enjoy your stay at the Central YMCA.

Sincerely,

Central YMCA Welcome Center

## **Section I: Resident Information & Services**

### **Cancellations & Refund Procedures**

- There will be a \$15.00 service fee applied to all cancellations and refunds

### **Credits**

- Credits are good for the period of up to one year
- Credits may be applied towards any other program or membership service
- Credits may be used at any YMCA of Honolulu Branch
- Credits may not be used to purchase any resale items
- If a refund is requested on an existing credit before the expiration date, a service charge of \$15.00 will be applied.

### **Refunds**

- Refunds are issued in the form of payment which was received; except for cash payments, which will be refunded via check from our metropolitan offices
- Refunds may take up to two weeks for processing
- There is a \$15.00 service fee for all refunds issued
- Refunds will not be issued for remaining balances if a resident is evicted for behavior and/or policy violations or property damage

### **Change**

- The Welcome Center has limited change available to residents for laundry/snack machines. Please check with the Welcome Center regarding availability.

### **Check-In**

- At the time of check-in, you will be required to provide a valid, government issued, photo ID.
- A photo will be taken with our camera and logged in our guest account upon check in
- Check-in time is daily from 10:00 AM.
- Check-in can be refused if guest has been evicted from any YMCA properties in the past or displays unacceptable/inappropriate behavior.
- Rent must be paid in full and in advance.
- A \$10.00 refundable key deposit will be taken at check in and will be returned to you with the return of your room key at check out.

### **Check-Out**

- It is the sole responsibility of the registered resident guest (or a representative) to directly inform the Welcome Center of a check out from their room. Failure to notify the Welcome Center (in a reasonable amount of time); will result in additional room charges in the name of the same registered guest. Additional room charges will continue, until the Front Desk is satisfied that the same registered guest has indeed physically left the Central YMCA premises and is not expected to return back to the Central YMCA premises and continue as a registered guest.
- Check-out time is daily before 10:00 AM.
- Failure to check out by 10:00 AM will hold you accountable to pay an additional night rent.
- Failure to pay rent by 10:00 AM may result in eviction or your room door being key-blocked. To remove the key-block, the balance owed to the YMCA needs to be paid in full.
- Room key must be returned to the Welcome Center, failure to do so, will result in the YMCA keeping the \$10.00 key deposit to cover the replacement of the room key.

**Cleaning**

- Housekeeping staff provides basic cleaning of the rooms. Rooms are serviced from 8:00 AM to 1:00 PM –Monday through Saturday (No service on Sunday and Holidays).
- Housekeeping staff must have access to the following areas to ensure that facility service and cleanliness are maintained: closets and storage areas; flooring and surfaces; under and around the bed; around windows, sills and drapery; and (if accessible) all wash basins, showers, and urinals.
- There are signs in your room that you can hang on your door for service or if you wish to decline. Please note that the housekeeping staff is authorized and will enter your room every 48 hours to ensure compliance with cleanliness policies and procedures.

**Fees**

- Several rental options are available to residents: daily, weekly and monthly.
- Weekly and monthly rates must be paid in full at the time of check in.
- If the weekly or monthly rate is selected, and a resident checks out early, the daily rate will be charged for the duration of the residents stay. A \$15.00 service fee will be deducted from the remaining balances on the account, and a refund will be issued; review section regarding '*Cancellations & Refunds Procedures*'.
- Residents may not option for the weekly or monthly rate plan if a past due balance is owed to the YMCA.
- Failure to pay rent on time will result in immediate eviction.
- The YMCA reserves the right to increase rental fees for all units at any time.

**Current Rental Fees**

Daily Residence Room Rate	\$42.00 per night
Weekly Residence Room Rate	\$245.00 per week
Monthly Residence Room Rate	\$800.00 per month
Daily Residence Room w/ Private Bathroom	\$52.00 per night
Weekly Residence Room w/ Private Bathroom	\$280.00 per week
Monthly Residence Room w/ Private Bathroom	\$850.00 per month
Daily Penthouse Rate	\$67.00 per night
Weekly Penthouse Rate	\$415.00 per week
Monthly Penthouse Rate	\$1150.00 per month

There is a \$20.00 charge for a second person staying in the same room per night on all rooms.

**Additional Fees**

Key Deposit/Lost Key(s):	\$10.00/key
Laundry (coin operated):	\$1.00/wash/dry load
Vehicle Parking (limited availability):	\$5.00/Day
Scooter/Moped Parking:	\$3.00/Day

## **Furniture**

- Residents are not permitted to keep in their possession or remove YMCA furniture designated for public areas. Any resident in possession of common area furniture without authorization will be subject to eviction.
- Personal furniture and items that may prevent hospitality and maintenance staff from servicing and maintaining the room may not be added to the resident room including, but not limited to:
  - Beds, Bed Frames and Mattresses
  - Nightstands, Dressers, Portable Closets, Large Mirrors
  - Lighting Fixtures and Lamps
  - Seating, Sofas or other lounge furniture
  - Large storage containers and bins
  - Desks, Tables, and shelving
  - Refrigerators and/or Freezers
  - Heating devices such as grills, hot plates, microwaves, toaster ovens, etc.
  - Air conditioning units

## **Health & Wellness Facility**

- YMCA health and wellness facilities are available to residents for use at no additional cost. Residents are not YMCA fitness members and therefore can not bring guests to use YMCA health and wellness facilities.
- Please see the Welcome Center for a free workout pass (Rent must be current to utilize this service).
- Our residents are under the same policies and procedures that our members of the YMCA must follow. Please pick up a membership handbook at the welcome center to ensure your compliance to rules and regulations when using the YMCA facility.

## **Keys**

- The possession of keys by anyone other than the person they were issued to is not allowed.
- In order to maintain security to the building and residents, a resident who loses a room key must report it to YMCA staff immediately. Residents reporting a lost or damaged key will not be refunded the key deposit of \$10.00.

## **Laundry**

- The coin-operated washers and dryers are located next to room 507 on the 5<sup>th</sup> floor. In case of malfunctioning machines contact the Welcome Center immediately.
- First come-first served-One person at a time, 2-hour time limit. See the Welcome Center for availability.
- Failure to return the laundry key on a timely basis will result in a charge to replace the lock, and possible in-house laundry privileges being removed.

## **Mail**

- Mail Service is provided Monday through Saturday, except holidays.
- Mail will be placed in your mailbox.
- Due to federal regulations no resident is allowed to sort through the mail for specific items.
- Residents are responsible for checking their mailboxes daily.
- YMCA information may be placed in your mailbox periodically.
- You are responsible for any changes in policies and procedures communicated through the resident mail.
- The Welcome Center has a drop box for outgoing mail.
- After a resident has moved out, all mail will be returned to sender.

### **Parking**

- All residents found parked on the YMCA property are subject to eviction and towing unless a parking permit is obtained from the Welcome Center and properly displayed on the dash of their car; review section regarding '*Additional Fees: Vehicle Parking*'
- Fee based parking is subject to availability
- All residents are limited to one paid parking pass for one car if parking is available
- Scooter parking is available for \$3.00 per night. Parking for scooters are only allowed in the designated space in the garage
- You must register your vehicle or scooter at the Welcome Center upon check in

### **Payments**

- Rental fees must be paid in full and in advance.
- We accept cash, U.S. traveler checks, MasterCard, Visa, JCB, American Express or Discover.
- Personal checks are not accepted
- YMCA employees reserve the right to key-block your room or evict you if payments are not received on time

### **Room Assignments and Changes**

- Residents are informed of their room assignment upon check-in.
- Central YMCA reserves the right to assign and reassign rooms with advance notice.
- Residents may not make room changes unless authorized by the Welcome Center staff.
- All room changes MUST be done in the morning (7Am to 12Noon).

### **Facility Entrance**

- Show your room key to the Front Desk staff upon entry.
- The building is secured at 10:00 PM nightly or sooner if the need arises.
- The YMCA staff has the right to refuse entry to any resident who is violent, intoxicated or in any way threatens or harasses our staff, residents, members or program participants

### **Service/Work Request Procedures**

- Please report any damages or maintenance repairs to YMCA staff. Please be specific in describing the problem and location.
- The YMCA reserves the right for its authorized representatives to enter resident rooms at any time in case of emergency or for routine preventative maintenance, inspection and/or repair.
- Residents should not attempt to make their own repairs.
- YMCA staff is authorized and will enter your room once every 48 hours, even if you place the "Do Not Disturb" signs on your door, to check for damages and cleanliness; please review section regarding 'Cleaning'.

### **Telephones**

- Local (7 digit/Island of Oahu) or Toll-Free (800) calls only. Free of charge.  
To get an outside line: Dial "9 "; you will not hear a dial tone, continue dialing your number.  
(Directory assistance and outside operators NOT reachable with room phone).
- Phone system is digital and proprietary, thus, Internet access not available through the room phone jack.
- Press the "Front Desk" or "O" button to access the Welcome Center.

## **Section II: Common Area & Community Living Guidelines**

Common areas are defined as those areas outside of a resident's room. The YMCA asks that each resident use common courtesy when utilizing these areas. **The YMCA core values of respect, responsibility, honesty and caring should dictate your actions.**

### **Quiet Hours**

- Quiet hours are 24 hours a day
- Noise is confined to a resident's room and is not audible in adjacent areas or rooms

### **General Security**

- Residents should lock their door even when only going to the bathroom or to the room next door and keep valuables out of sight
- The YMCA is NOT responsible for lost, damaged or stolen items
- Lock the door when in the room, especially when asleep
- Never leave handbags, billfolds, jewelry, or other valuables unattended in rooms, showers, or lounges. Put them away in a safe place
- Strangers loitering in or around residence halls should immediately be reported to YMCA staff
- Do not prop open residence hall doors that are supposed to be closed
- Try not to leave valuable items in the room unsecured
- Do not let strangers into the room or building

### **Bicycles, Skates, Skateboards, Scooters, Mopeds, Surfboards, etc.**

- At no time are bicycles, skates, skateboards, scooters (Razors, etc.), mopeds and other similar types (excluding wheelchairs and other special-need items) to be parked or ridden in the walkways, hallways, lounge, lobby, stairwells, or other common/public pedestrian areas
- Bicycles may be stored in your room
- Mopeds or any motorized equipment containing fuel may not be stored in rooms
- A bike rack is available for usage in the parking lot
- Do not lock or park your bike on any YMCA property other than the bike rack located in the garage; including all landscaping, trees and bushes

### **Room Entry**

The Central YMCA appreciates residents' desire for privacy and will do all it can to protect and guarantee their privacy. However, the YMCA reserves the right to enter a resident's room at any time for the following purposes:

- To determine compliance with all relevant health and safety regulations
- To provide cleaning, repairs/maintenance and/or pest control treatment, etc
- To conduct an inventory of YMCA property
- There is an indication of imminent danger to life, health, and/or property
- There is a reasonable cause to believe that a violation of YMCA regulations is occurring
- If a room is DND for more than 48 hours a YMCA staff person will enter the room to check for compliance

## **Prohibited Actions/Items**

The following actions/items are not permitted for health and safety reasons. Violations may result in the immediate termination of residency:

- Antennas extending outside the building
- Washers, dryers, water beds, air conditioners, ceiling fans, lofts or any other structures
- Personal Furniture, please review section regarding 'Furniture' for details
- Stoves, Microwaves, Hot Plates, Toasters or anything used to heat food or other items
- Air Conditioning Units or other cooling systems
- Dangerous chemicals, gas, flammable liquid, automobile batteries
- Barbecue grills
- Weapons / firearms: guns, paintball, spear, bb, pellet and/or air, ammunition, slingshots, arrows, axes, machetes, nun-chuks, throwing stars, knives (other than kitchen knives or small utility knives), etc.
- Pets
- Candles, incense, oil lamps, open flame devices, fire crackers, fireworks, explosives, open flame or electrical cooking burners
- Illegal drugs
- Homemade or modified electrical wiring
- Banners/Posters on windows which can be seen from exterior
- Substances with offensive odors
- Pornographic materials
- Non-YMCA issued locks for your door
- Alcohol
- **No smoking in enclosed public spaces.** Indoors or outdoors, if the space is at least partially enclosed by walls, smoking is prohibited.
- **No smoking in places of employment.** This means anywhere someone works, including all offices, and also private homes that double as businesses.
- No smoking within 20 feet of doorways, windows, and ventilation intakes of the above areas.
- Cooking/heating of all types of foods
- Drying/hanging of clothes/laundry in room
- Altering of the room structure in any/all forms
- Unclean/unsanitary room.

Central YMCA is a community of people from diverse racial, ethnic, social backgrounds, national origins, religious and political beliefs, physical abilities, and sexual orientations. The YMCA is committed to celebrating the rich diversity of people at the YMCA. All of our activities, programs, and interactions are enriched by our acceptance of one another and the knowledge we gain when we learn from each other in an atmosphere of positive engagement and mutual respect. We strongly believe that one's actions demonstrate one's commitment to respecting differences. Accordingly, we are fully responsible for our behavior and accountable for our actions. It is important that we each take responsibility for our awareness of racism, sexism, homophobia, and other forms of oppression. We are guided by the principle that understanding and celebrating diversity enriches and empowers the lives of all people.

Everyone who chooses to live in or visits the YMCA must understand that we will not tolerate any form of bigotry, threats, intimidation, violence, or other forms of harassment against any member of our community. In the same manner, we will not accept ignorance, humor, anger, alcohol or substance abuse as an excuse, reason, or rationale for such behavior. The disciplinary action that will follow such behavior may include, but is not limited to, immediate eviction from the YMCA and/or legal prosecution. It is the YMCA's vision that individuals accept ownership of and take responsibility for resolving conflicts and problems in the community.

## **IMPORTANT RULES AND REGULATIONS**

### **Alcohol & Drug Policy**

Any evidence of alcohol or illicit substance possession, use or consumption on the premises is a violation of this policy and will result in disciplinary action. Furthermore, the possession, selling, sharing and/or illicit use of prescription drugs are not allowed. All residents are expected to know and comply with all applicable state laws and guidelines regarding the consumption of alcoholic beverages. Residents are expected to be aware of and comply with these guidelines. Failure to follow this policy will lead to eviction.

### **Tobacco Policy**

The Central YMCA, along with any other YMCA of Honolulu facility, is smoke-free and promotes healthy living for all guests. Tobacco use may include but is not limited to the form of cigarettes, cigars and chewing tobacco. The use of these items is prohibited inside any YMCA facility. Smoking is only permitted at 20 feet or more from YMCA buildings. YMCA staff reserve the right to ask smokers to move for any reason.

### **Behavioral Misconduct Policy**

Behavior that is threatening, harmful or dangerous to others is prohibited. Conduct that is lewd, indecent, or obscene is also prohibited. Hazing will not be tolerated. Unacceptable behavior also includes disrespecting property of others. Harassment in any form is prohibited. Harassment includes, but is not limited to, that which intimidates or ridicules an individual or group; behavior which degrades an individual or group because of race, sex, age, religion, color, national origin, ancestry, disability, marital status, arrest and court record, sexual orientation, and veteran status.

### **Guests & Visitation Policy**

A guest/visitor is defined as any person other than the registered occupant. Residents are allowed to entertain their guest(s) in the Central YMCA lobby area. No visitors shall be allowed into the residence facility. Guests are not allowed to use fitness facilities, unless they are Central YMCA fitness members.

### **Abandoned Property**

Any and all unclaimed items left behind by anyone will be considered abandoned and will be disposed of immediately.

If a resident is evicted and leaves property behind, it will become property of the Central YMCA.

***Mahalo for helping the Central YMCA  
build strong kids, strong families and strong communities!***