

Resident Handbook

YMCA of Honolulu – Nuuanu 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.

Nuuanu YMCA
1441 Pali Highway
Honolulu, Hawaii 96813
Tel. 536-3556
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YMCA

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

YHOUSING™

We build strong kids, strong families, strong communities.

Aloha Residents:

On behalf of YMCA staff, members and volunteers, welcome to Nuuanu! 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 for future reference.**

YMCA staff, volunteers and resident members consider ourselves to be an “**Ohana**” (family). Together, we will continue our work to create an environment that makes the Nuuanu YMCA a unique, safe and enjoyable place to be. Our staff, members and residents 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, you are expected to take personal responsibility to follow Nuuanu 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 Nuuanu YMCA.

Sincerely,

Tobias Ragossnig
Senior Membership/Marketing Director
Nuuanu YMCA of Honolulu

Section II: Resident Information & Services

Cancellations & Refund Procedures

- Refunds will not be distributed by Welcome Center staff – a check will be mailed to you within 30 days. No cash or credit card refunds. \$15 service charge is applied to any refunds.
- Checking out on a weekly rate will result in being charged the daily rate for every day stayed, the difference is the amount of refund.
- If evicted from YMCA property refunds may not be processed.

Change

- The Nuuanu YMCA Welcome Center has limited change available to residents for laundry and/or snack machines. Please check with staff on duty.

Check-In

- At time of check-in you will be required to provide a valid state ID or drivers license.
- Check-in time is Monday thru Friday Noon – 9:30pm, Saturday from Noon – 6:30pm, and Sunday from Noon – 4:30pm.
- Check-in can be refused if guest has been evicted from YMCA properties in the past or seem to be unsuited to live in a community environment.
- Rent must be paid in full and in advance.
- \$5 key deposit required.

Check-Out

- Check-out time is daily before Noon. Failure will hold you accountable to pay another day's rent and loose your \$5 key deposit.
- Failure to pay rent by Noon may result in eviction or your room door being key-blocked. To remove key-block balance owed to the YMCA needs to be paid in full.
- Room key must be returned. If you do not return your key you forfeit your \$5 key deposit.

Reservations

- There is a \$15 deposit to hold a room.
- For all reservation cancellations, the \$15 deposit is non-refundable.
- You will be informed of your room assignment when you make your reservation.

Cleaning

- Housekeeping staff provides basic cleaning of the rooms, public areas and bathrooms. Rooms can be serviced daily. There are signs in your room that you can hang on your door for service or if you wish to decline. YMCA reserves the right to enter your room to clean or to make sure you are OK at any time – even when you have a “do not disturb” sign up.

Fees

- Room Rates:

Single room – shared bathroom	\$40.00/night	\$235.00/week
Single room – private bathroom	\$49.00/night	no weekly rate
- Key Deposit: **\$5**
- Lost Key(s): **\$15** **\$50/both keys**
- Refund Service Charge: **\$15**

Fitness 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. Using limitations might apply.

Food Delivery

- Residents are more than welcome to have take-out food delivered to the Nuuanu YMCA, however, residents are responsible for meeting the delivery personnel downstairs in the lobby area.

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.

Internet Access

- The Nuuanu YMCA does not provide internet access in our residence. Should guests decide to install internet access, modem, etc. in their room they will be financially liable for any expenses that are related to this service (service fees, penalties, any changes made to the room).

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 must fill out a Key Replacement Form at the Welcome Center. Key replacements are \$15 each – if you lose both keys to your room you will be charged a \$50 lock replacement.

Laundry

- Nuuanu YMCA has a laundry room equipped with coin-operated washers and dryers located in the basement. In case of malfunctioning machines contact the vendor directly at 839-1500.

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. For special deliveries such as registered, certified, and oversized packages residents will receive a “Special Mail Delivery Note” in their respective mailbox. The Nuuanu YMCA Welcome Center has a drop box for outgoing mail. After resident has moved out all mail will be mailed “Return to Sender.”

Parking

- No parking is allowed for residents on YMCA property. Residents’ vehicles found on the property are subject to tow at the owner’s expense. Residents found parking on YMCA property are subject to eviction.

Payments

- Rent must be paid in full and in advance.
- We accept cash, travel checks, MasterCard, Visa, American Express or Discover.
- No personal checks.
- No third-party billing.
- Please pay with small bills, change might not be available.
- YMCA staff reserves the right to key-block your room or evict you if payments are not made on time.

Room Assignments and Changes

- Residents are informed of their room assignment upon check-in. The Nuuanu YMCA may or may not be able to accommodate your request to change your room. Resident may not make room changes unless authorized by the Resident Coordinator.

Enter Facility

- Show your room key to Welcome Center staff upon entry. The building is secured after the fitness facility closes. To enter the building after the facility closes, ring the door bell. Fitness facility hours are Mon-Fri 4:45am-10pm, Sat 6am-7pm, and Sun 9am-5pm; holidays vary – check for signs at the Welcome Center.

Service/Work Request Procedures

- Please report any damages or maintenance repair 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 without consultation of YMCA staff. Unsatisfactory repairs may result in additional damages for which the resident is responsible.

Telephones

- Nuuanu YMCA rooms are not equipped with telephones. Residents can make local phone calls from the hallway phone (5 minute limit).

Trash Removal

- Trash needs to be in the resident's trash can. For larger trash items, which do not fit in the room trashcan, residents are responsible to drop it in the trash barrel in the hallway next to the wash room or in the parking lot.

Section III: Common Area & Community Living Guidelines

Common areas are defined as those areas outside of a resident's bedroom. 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.
- 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.
- 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 public pedestrian areas. Bicycles may be stored in your room. Mopeds or any motorized equipment containing fuel may not be stored in rooms. Any bicycles that are left or abandoned after check-outs will be disposed of at the YMCA's discretion.

Room Entry

The Nuuanu 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.

Prohibited Items

The following items are not permitted at the Nuuanu YMCA for health and safety reasons. If found, these items will be confiscated with possible eviction to follow:

- Antennas extending outside the building
- Washers, dryers, water beds, air conditioners, ceiling fans, lofts or any other structures
- Dangerous chemicals, gas, flammable liquid, automobile batteries
- Barbecue grills, electronic or gas cookers
- 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 (except fish)
- 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
- Taking pictures of YMCA facilities and/or members and guests is prohibited
- Substances with offensive odors
- Pornographic materials
- Non-YMCA issued locks for your door

Appliance Guidelines

One microwave oven is permitted per resident. Mini refrigerators are permitted in rooms under the following conditions:

- Resident must maintain refrigerators in a safe and sanitary condition.
- No more than one refrigerator per room.

Section IV: Disciplinary Actions Disciplinary Procedures Rules & Regulations

Nuuanu 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.

DISCIPLINARY ACTIONS

Verbal Warning

A Verbal Warning may be communicated to residents by YMCA staff to address and give warning to violations of residence policies.

Written Warning

Written Warnings indicate a strong warning issued in response to a violation of a residence policy. Residency probation may be issued to residents who have past Written Warnings or who have been found responsible for serious violations of YMCA policies.

Trespass

Evicted residents and non-residents who are no longer welcomed at the Nuuanu YMCA will not be permitted on YMCA of Honolulu properties, walkways, covered areas, parking zones and grass areas.

Eviction

Evictions are issued based on actions and behaviors not conducive to the community. A resident may also be evicted for failure to pay rent. A resident must vacate their assigned unit within 24 hours or a period specified by Management. No refunds will be made to residents evicted from the residency for cause.

Residents' Rights

Residents may expect the following:

- To have knowledge of all violations and have the violations explained clearly and fully at every level of the process;
- To have an opportunity to give their side of the story and refute statements made by witnesses;
- To submit names of pertinent witnesses and other relevant supporting documents for review;
- To have a fair and prompt disciplinary meeting;
- To be notified promptly of the results of the disciplinary meeting.

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.

Tobacco Policy

The Nuuanu 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 if smoke is affecting non-smokers.

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 guests in the Nuuanu YMCA lobby area. No visitors shall be allowed into the residence facility. Guests are not allowed to use fitness facilities, unless they are Nuuanu YMCA fitness members. Upon arrival, guests are required to check-in, leave a picture ID, and sign the liability waiver at the Front Desk. While in the facility, guests must be accompanied at all times by their hosting resident and are required to check-out upon departure.

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