

A background photograph of three students walking towards the camera, pulling rolling suitcases. The student in the foreground on the right is a young woman with blonde hair, smiling, wearing a dark blue t-shirt with the word 'VERTO' and a globe logo. The student in the middle is a young woman with long blonde hair and glasses, wearing a red hoodie with 'Niagara' written on it, laughing. The student on the left is a young man with dark hair, wearing a blue hoodie. They are walking on a paved path with buildings in the background.

COMMUNITY LIVING

@ Verto

Housing Policy



VERTO
EDUCATION

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INTRODUCTION

This Policy sets forth specific rights and obligations related to Community Living at Verto Education. While specific housing may vary by location, this policy covers the overarching requirements and expectations of living in a community while participating in a Verto program. The participant agrees to abide by all Verto policies, regulations, and administrative requirements to retain the right to reside in Verto student housing accommodations. Verto Education reserves the right, through appropriate authorities, to change its policies as necessary to maximize the achievement of Verto Education's goals. **Each location has specific policies and procedures to abide by, given the rules and regulations of the local housing providers.**

Violation of the expectations of this policy may subject a participant to disciplinary action under the Code of Responsibility.

Verto Education values inclusion and being a supportive place for residents of all identities. We strive for every resident to call their community home. It is our sincere hope that participants will find that their community is a place where they can express themselves and make lifelong connections. Everyone belongs here.

Residency Requirement

All Verto Education participants are required to live in Verto Education-provided housing at each location. Alternative housing arrangements are not permitted under any circumstances.

Room Assignments

Verto Education agrees to provide residential services on location, but not a particular room, suite, or apartment, and Verto Education reserves the exclusive right to determine the particular space to which the participant is assigned. Roommate preferences are collected, and efforts are made to accommodate non-binary participants.

HOUSING SUPPORT AND ACCOMMODATIONS

Housing Accommodations

Housing accommodations (disability related) should be discussed with Verto Education at the time of filling out a Verto Application. If participants have questions or would like to receive information on how to request a housing accommodation, they should email the Dean of Students' Office at deanofstudents@vertoeducation.org.

The entire housing accommodation process must be completed before each site location's priority deadline. This process includes submission of a housing accommodation request, supporting documentation, and a meeting with the Dean of Students. Accommodation requests received after the deadline will be reviewed but may not be fulfilled due to availability constraints.

Even with proper documentation, the accommodation request is subject to room availability.



COMMUNITY LIVING STANDARDS

As part of the Verto Education community, the expectation is that all members act in a manner that demonstrates respect and consideration for those around them. This is achieved in part by expectations given to participants, which are outlined in this section.

Residents who violate this policy by action or inaction will be subject to disciplinary processes outlined in the [Code of Responsibility](#). All Verto Participants are expected to abide by their specific housing agreements, which vary by location.

Quiet and Courtesy Hours

Quiet and courtesy hours are based on local laws in each of the host cities. Not respecting quiet hours in the location is subject to local law enforcement procedures outside of Verto's control.

Quiet Hours

Noise and activities that interfere with studying, sleeping, or designated quiet hours (outlined below) are not permitted in Verto Education housing. During quiet hours, all spaces must remain free from excessive noise. Residents engaging in noise-producing activities such as conversations, music, or television must keep doors closed, and sound should not be audible outside their room. Verto Education staff may ask residents to stop or modify any activity that disrupts the quiet environment or negatively impacts the community.

Florence municipality quiet hours:

From 11:00 p.m. until 7:00 a.m.

London municipality quiet hours:

From 11:00 p.m. until 7:00 a.m.

Prague municipality quiet hours:

From 10:00 p.m. until 6:00 a.m. (strictly enforced)

Seville municipality quiet hours:

Monday-Friday 10:00 p.m. until 7:00 a.m.;
Saturday and Sunday 11:00 p.m. until 7 a.m.

Buenos Aires residential / host family quiet hours:

11:00 p.m. - 8:00 a.m.

Courtesy Hours

Courtesy is expected 24 hours a day.

Community Expectations

General Laws and Standards

Residents must comply with all local and national laws, ordinances, and regulations on conduct, health, safety, and other matters concerning activities on or conditions of the premises and common areas in Verto Education's locations.

Public Health-Informed Policies

Participants are required to comply with health and safety laws, orders, ordinances, regulations, and health and safety guidance adopted by Verto Education as it relates to public health crises.

Room entry and inspections

The participant agrees that Verto officials may enter the participant's room during the period of occupancy for routine maintenance, health and safety inspections, or concerns.

Guests

Guests are defined as anyone not assigned to a residential room, suite, or apartment. This may include friends, family members, or other persons related to or affiliated in any way with the resident.

Visitation Hours

Residents and their guests are required to conform to visitation guidelines and policies established in the location where they live or are visiting. Verto Education reserves the right to withdraw guest privileges at any time for any reason. Residents are fully responsible at all times for the behavior of guests or visitors.

Animals

The presence of animals is not permitted at any Verto location.

Damages

The participant agrees to pay the costs of repair for damage (normal wear and tear excepted) and/or missing items to the assigned room, suite, or apartment. The participant further agrees that costs for repairs of damages to common areas (normal wear and tear excepted) will be paid collectively by the participants residing in and around the affected area(s).



ALCOHOL AND DRUG USE IN OUR COMMUNITY

Alcohol Possession and/or Consumption

The consumption of alcohol by Verto participants of legal drinking age in their host country in permitted areas is a personal choice. The unauthorized possession, consumption, or providing of alcohol to others contrary to law or Verto policy is strictly prohibited. Rules and expectations surrounding alcohol use in Verto Housing vary by location; however, alcohol abuse, misuse, or visible drunkenness resulting in behavior that disrupts the community or threatens personal safety will not be tolerated in any Verto Location.

Alcohol may be provided during Verto-sponsored events, such as wine/beer tasting or other special cultural events. Partaking in the consumption of alcohol is always voluntary.

Binge-Drinking and Drug Paraphernalia

Possession of binge-drinking and/or drug-related paraphernalia is prohibited. This includes, but is not limited to, any items used to facilitate illicit or high-risk alcohol and/or drug use. As examples, drinking game tables, beer funnels, bongs, roach clips, hookah/water pipes, hash-style pipes, scales, and vaporizers. Displays that promote an alcohol or drug culture will also be considered paraphernalia.

Drug Possession and/or Consumption

The possession, manufacture, distribution, use, or being under the influence of illegal drugs is strictly prohibited at all Verto Locations.

Prescription Drugs

Prescription drugs must be taken by the persons prescribed and only for the intended use through the prescribed manner as directed by their doctor. Medicinal marijuana is not permitted, even if the participant is an authorized user in their home country.

Smoking/Vaping

Verto Education is a smoke-free entity. All areas of Verto Education property and any Verto-sponsored events are designated smoke-free. Residents and their guests who smoke and/or vape must do so off-campus.

CARE AND MAINTENANCE OF RESIDENCE HALL ROOMS, APARTMENTS, AND SUITES

Health and Safety

The importance of providing a safe, clean, and healthy environment for residents is the responsibility of all members of the housing community, including, but not limited to, bathrooms, community kitchens, and lounges. Residents are forbidden to possess potentially hazardous materials, to conspire to damage the sanitary and safe environment, or to engage in activities that do so. All residents are expected to maintain a clean residential bathroom space.

Housekeeping and Pest Control

In order to reduce fire hazards, prevent insect or rodent infestation, or other health concerns, and increase the longevity of the facilities, you are asked to maintain high standards of housekeeping and cleanliness. The assigned space and furnishings must be kept clean and sanitary.

Room Alterations

Residents are not permitted to paint or structurally alter their rooms/apartments in any way. They may not paint, wallpaper, or otherwise change the interior finish, remove, modify, or tamper with any room fixture or component, including doors, walls, ceilings, floors, windows, electrical systems, pipe systems, and safety systems.

Room Decorations

Policies for room decorations vary per location. In locations where they are permitted, Interior room decorations and wall hangings must be hung using only no-nail type picture hangers or painter's tape. Consult local housing policies for more information.

Room Furniture

All furniture must remain in the assigned room and be used according to the intended design.

FACILITIES USE

Property Damage and Alteration

Vandalizing, damaging, or defacing property or property of others is prohibited.

PHYSICAL SAFETY AND SECURITY

Creating an Unsafe Environment

Any behavior or action that inadvertently causes or could reasonably cause life-threatening physical injury, unreasonable disturbance to others, or serious property damage is prohibited.

For example:

- Propping open outside doors or tampering with locking mechanisms allows a potential unauthorized entry, promoting an unsafe living environment, and is prohibited.
- Tampering with elevator equipment, prying open or propping open elevator doors,
- Tampering with or damaging security devices, including but not limited to security cameras, locking mechanisms, and card readers, is prohibited.
- Excessive room occupancy and pranks that create a safety hazard are not permitted.
- It is the responsibility of each resident to lock the door of their room or flat upon departure.

Weapons

The possession, use, or threatened use of weapons on Verto Education property is prohibited as already outlined in the Code of Responsibility.

- The following items are a non-exhaustive list of things that are prohibited and considered a weapon: BB guns, airsoft guns, any projectile weapon, Nerf guns, paintball guns, ammunition (live or empty), explosives, dangerous chemicals, martial arts weapons, or any other objects as weapons (i.e. metal knuckles, blackjack, sap, or similar instruments).
- Knives with blades longer than three (3) inches (excluding any kitchen knives provided by your housing).
- Weapons owned or used for decorative or collecting purposes.
- Pepper spray is not permitted in any Verto Locations.

PHYSICAL SAFETY AND SECURITY CONTINUED

Space Access

Unauthorized use, possession, or duplication of keys or keycards is strictly prohibited. No locks, bolts, chains, or other locking devices, besides those installed by Verto, may be attached to room door frames.

Unauthorized Entry

Unauthorized entry into any Verto property, including restricted access areas of residence halls/apartments, is strictly prohibited. These areas include, but are not limited to, any place that is officially closed, restricted only to designated persons (including other resident rooms/apartments and maintenance access points), or where the safety and welfare of residents could be endangered.

Sleeping in Unauthorized Assignments

It is against fire code to sleep in an unauthorized or public community space. Spaces where sleeping is not allowed include any space that is not contracted as a bedroom.

FIRE SAFETY

Evacuation

Immediate evacuation when a fire alarm sounds is mandatory, and re-entry into a building before an all-clear signal is prohibited.

Failure to Report a Fire

All members of the community are expected to be conscious of the welfare of others at all times and may not knowingly or recklessly set a fire, falsely report a fire (e.g., activate a false fire alarm), or fail to report a fire.

Tampering with Fire Safety Equipment

Tampering with any firefighting equipment, including, but not limited to, fire alarms, fire extinguishers, fire hoses, exit lights, smoke detectors, and sprinkler systems, is prohibited. This includes covering or removing smoke detectors and carbon monoxide detectors, unauthorized use of fire extinguishers, or hanging items on sprinkler heads.

PROHIBITED BEHAVIORS

Disruptive Behavior

Behavior that creates a health or safety hazard and that is disruptive to orderly community living is prohibited. Riding a bike or scooter, skateboarding, rollerblading, and other sports are prohibited inside Verto Education Housing. Additional prohibited behavior includes, but is not limited to, public nudity, urinating in public, screaming or yelling, and sexual activity in common areas. Common areas include, but are not limited to, community centers, gyms, bathrooms, lounges, multipurpose rooms, computing learning centers, and kitchens.

Inconsiderate Behavior Toward Verto Staff

All residents are expected to demonstrate respect and consideration for Verto Education Staff. Abusive or threatening language will not be tolerated.

Failure to Respond to a Notification

Residents are required to make contact with Verto Education officials or staff when requested to do so within 24 hours (one business day) of receiving a notification via email, phone call, voicemail, or letter, unless otherwise stated in the notification.

Supplying False Information

It is a violation to deliberately supply staff with false or misleading information (e.g., provide a false name or lie to staff). It is also a violation to provide and/or possess fake or fraudulent identification.

Possession of Stolen Items

Possession of stolen property is prohibited, regardless of what was stolen or by whom.

IMPORTANT CONSIDERATIONS

Force Majeure

If Verto Education's performance of its obligations under this policy including provision of residential living is materially hampered, interrupted, or interfered with; or illegal, impossible, or so difficult or expensive as to be commercially impracticable; or by reason of any fire, casualty, lockout, strike, labor conditions, unavoidable accident, riot, war, act of terrorism, epidemic, pandemic, public health emergency, or act of God, including inclement weather that requires the closure of or limitation of services as any of Verto Education's locations; or by any other unforeseeable event or extraordinary circumstance beyond the Verto's control; or by the enactment, issuance, or operation of any municipal, county, State, or federal law or ordinance, or executive, administrative, governmental, or judicial regulation, order, or decree; or by any local, national or international emergency, Verto Education shall be excused from performance or underperformance of this Policy. No refund of housing charges will be made if Verto Education fails to provide residential services due to a Force Majeure, except at the sole discretion of Verto Education.

Public Health-Informed Policies

Verto Education aims to deliver its mission while protecting the health and safety of our participants and minimizing the potential spread of disease within our community. The policies and guidelines below are incorporated into the Community Living Guide and are applicable to all residential participants. Verto will endeavor to update all participants with timely information about specific health and safety guidance.

Quarantine / Isolation / Separation - Verto Education participants are required to comply with local requirements and may be asked to relocate from their assigned space due to a contagious virus or other public health emergency and failure to do so is a violation of the Community Living Policy and may subject a participant to emergency removal from their assigned space.

Revisions of Community Living Policy

Every effort has been made to ensure the accuracy of the information contained in this electronic document. In general, the Policy and associated processes are reviewed and adjusted yearly. Verto Education reserves the right to change processes, make corrections, or update information as necessary; if that were to occur, participants will be notified of material changes.

Hold Harmless

You agree to release Verto Education, its agents, and employees from any and all damages, liability, claims, expenses, or loss (collectively, "Claims") resulting from or arising out of your use of space within Verto Education's locations, including those related to the potential exposure to contagious viruses like the coronavirus, and to indemnify and hold harmless Verto Education, its agents, and employees from any claims resulting from or arising out of your breach of the terms and conditions of the community living policy. You are assuming the risks associated with congregate living, and, as in any shared living environment, those risks include potential exposure to contagious viruses, including the coronavirus.

Personal Property and Liability Protection

Verto Education does not assume any liability for loss, theft, or damage to the personal property of residents in any Verto Education housing location.

If you need to report a situation that concerns you, an unsafe situation, or an experience that has impacted yourself or others, **please reach out immediately** to your onsite staff or contact Verto via email: deanofstudents@vertoeducation.org