Community Rentals Office
Guiding Principles

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

- Provide quality service to students by maintaining 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 rental education through an online Renters’ Workshop, rental forms and resources to students, faculty, staff, and local community constituents;
- Enhance University/community relations by 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 to find housing. We are committed to provide quality service to students as they seek housing and to community property owners as they seek tenants. CRO provides rental information and is a vital resource for students, staff, faculty, and the community. We serve 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:

- Effective communication and rapport between students and property owners to help ensure that a successful tenancy is achieved;
- Mutual respect and courtesy in all interactions to enhance relationships between community landlords and student tenants;
- Harmonious relations between landlords and their student tenants to strengthen the partnership between the local community and the University;
- Ethical business practices, including compliance of all local, state and federal laws to ensure 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 and no longer be allowed to post with us. Students requesting information about whether a particular landlord is 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 mount independent investigations and therefore reaches no conclusions about the underlying merits of any complaints 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, sex, sexual orientation, marital status, national origin, ancestry, familial status, source of income, disability, or age. The exception to this guideline, a limited prerogative to specify ‘male’ or ‘female,’ is granted to persons who are renting one room in their own home. 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.

COMMUNITY RESOURCES:

California Rural Legal Assistance: (831) 724-2253
Free legal advice for low income tenants
Conflict Resolution Center: cresantacruz.org or (831) 475-6117
Mediation services
Lawyer Referral Services: lawyerreferralsantacruz.org or (831) 425-4755
$50.00 for one half-hour appointment with an attorney
For tenants who do not qualify for CRLA, and landlords:
Small Claims Advisor/Self Help Center: santacruzcourt.org/self-help or (831)786-7370
Legal information, preparation of forms, procedural advice
and other tenant-landlord advice

STATEWIDE RESOURCE:

California Tenants Handbook: A guide to residential tenants’ and landlords’ rights and responsibilities provided by the Department of Consumer Affairs is linked from our website and at www.dca.ca.gov/publications/landlordbook/catenant.pdf

COMMUNITY RENTALS OFFICE:

USPS 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, 8:00 a.m. to 5:00 p.m.

e-mail: communityrentals@ucsc.edu  phone: (831) 459-4435  web: communityrentals.ucsc.edu

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