INFORMED RENTERS KNOW THAT:

An individual cannot be discriminated against on the basis of race, color, religion, national origin, gender, disability, age, or familial or marital status. If you experience housing discrimination, contact the Fair Housing Center of West Michigan at (616) 451-2980.

City Ordinance requires rental properties be maintained to a certain standard. For a list of certified rental properties, visit www.grcity.us/codes.

Problems with your unit should be reported to your landlord. If the landlord does not address the problem, a complaint may be filed online at www.grcity.us/codes.

One Call To City Hall
311

Your first stop for all non-emergency City of Grand Rapids service questions, including:

- Water
- Property Tax
- Pothole Reports
- Pay As You Throw Refuse

One number – dial 311 from your cell phone or landline

In person – assistance is available at City Hall Lobby, 300 Monroe NW

Live Assistance – five days a week 8 a.m. - 5 p.m., Monday to Friday

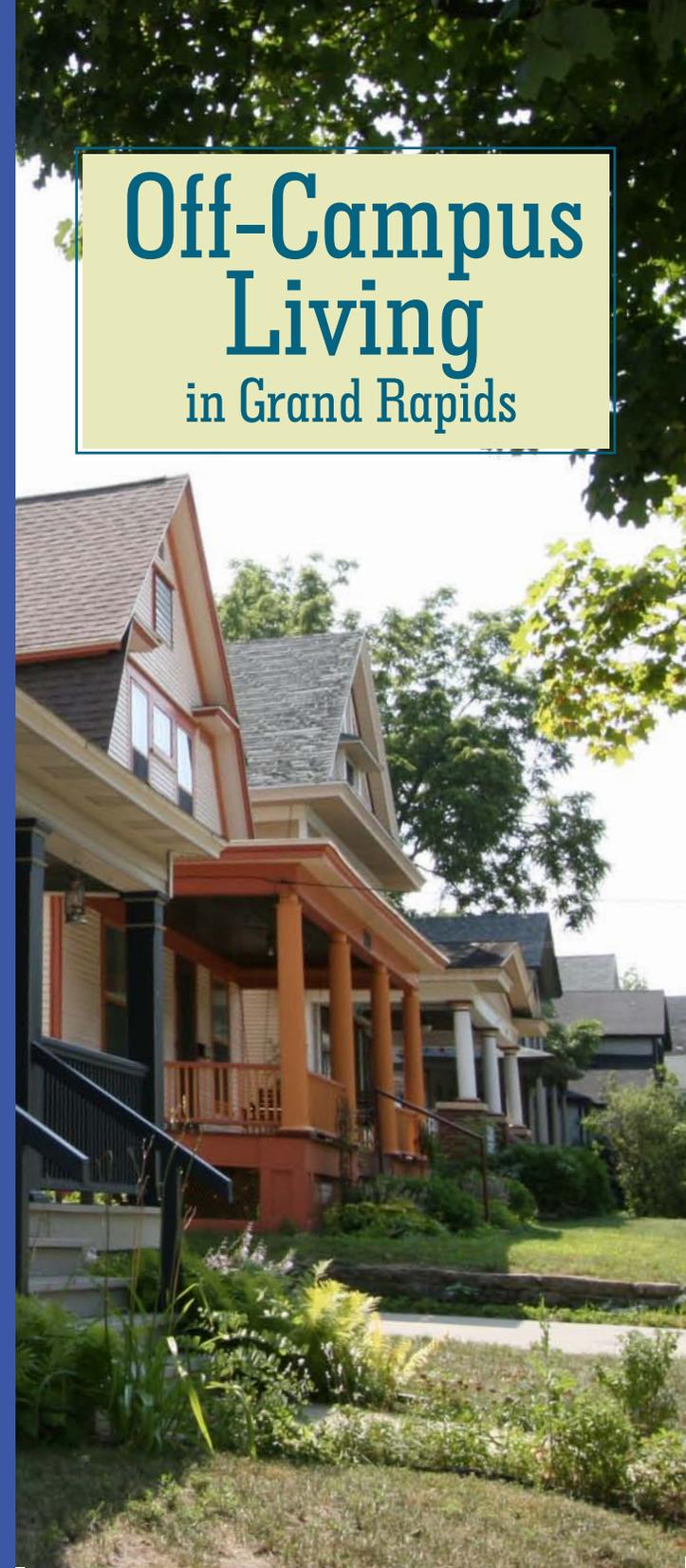**Online** – visit 311.grcity.us from your laptop, computer or smartphone

If you are unable to reach 311 or you are calling from outside the city limits, you can dial 616-456-3000 For TTY, call 616-456-3980

Questions or suggestions? Please visit 311.grcity.us

GR311

In case of emergency, call 911.

Off-Campus Living
in Grand Rapids

Hello and welcome to Grand Rapids living. We are so pleased you are here.

As a resident, you are an important part of our city's vitality. Whether you are a first-year college student or a soon-to-be graduate, we encourage you to explore our beautiful city and enjoy all that it has to offer. From a walkable downtown with more than 90 restaurants, clubs, theaters and museums to endless outdoor options such as golfing, fishing, hiking and biking, Grand Rapids is a great place to be.

Our community's cultural vibrancy is enhanced by the 22 colleges and universities that host students from around the world. Diversity and inclusion are part of our core values. We want Grand Rapids to be THE place for everyone.

We hope this information about off-campus living is helpful. More importantly, we hope the creative energy of our city — with its wonderfully diverse culture, vibrant downtown and beautiful community spirit — inspires you to stay here long after graduation.

Best wishes in
your endeavors.

Mayor, Rosalynn Bliss

NEIGHBORHOOD LIVING

Grand Rapids neighborhoods offer a variety of housing options. While each neighborhood boasts distinct characteristics, expectations about property maintenance and neighborly conduct remain constant throughout.

When considering to live off campus, please be aware City Ordinances specify the following:

· No more than four unrelated persons may live together in a rental unit.

· Indoor furniture or furnishings, such as sofas, may not be placed in the yard or on the porch.

· Parking in the front yard is prohibited.

· Noise and music may not exceed 25 decibels.

· Trash must be stored in a rigid container and removed from the property every seven days.*

· Sidewalks must be cleared of snow within 48 hours of snowfall.*

· Grass must be cut regularly and may not exceed 12 inches in height.*

· Some neighborhoods have posted seasonal odd/even parking requirements to assist in snow removal. Vehicles can only park on one side of the street on a particular day.

* Responsibility is dependent upon lease requirements. Be sure to know who is responsible.

BUILDING BRIDGES

Neighborhood associations build strong relationships in our community by engaging residents in a variety of ways to support safe, clean and attractive urban living while promoting community connections and quality of life.

Students living off campus become an integral part of the neighborhood and support this critical social infrastructure. Working together, neighbors can help make this a great place for everyone.

We hope you will introduce yourself to your new neighbors and become active in your neighborhood association.

To identify a neighborhood association in your area, visit:
www.cridata.org/neighb_gr.aspx