



BYU-IDAHO APPROVED HOUSING GUIDEBOOK



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1. Purpose of this Guidebook

This guidebook outlines the policies, standards, expectations, and requirements within BYU-Idaho approved housing.

It applies to:

- Landlords
- Property management/representatives
- On-site managers
- Students living in approved housing

This guidebook is incorporated into:

- The [Agreement to Provide BYU-Idaho Approved Housing](#)
- The [BYU-Idaho Student Landlord Housing Contract](#)

The Housing & Student Living Office is available to provide clarification and training regarding the policies contained in this guidebook.

2. The Mission of BYU-Idaho & Role of Approved Housing

Brigham Young University-Idaho was founded and is supported and guided by The Church of Jesus Christ of Latter-day Saints. Its mission is to develop disciples of Jesus Christ who are leaders in their homes, the Church, and their communities.

The university does this by:

- Building testimonies of the restored gospel of Jesus Christ and fostering its principles in a wholesome academic, cultural, and social environment.
- Providing a high-quality education that prepares students of diverse interests and abilities for lifelong learning and employment.
- Serving as many students as possible within resource constraints.
- Delivering education that is affordable for students and the Church.

Approved housing plays a significant role in this mission. It provides students with a safe, respectful, and value-based living environment where they can:

- Build meaningful relationships
- Support one another in living gospel principles
- Strengthen their faith and progress as disciples of Jesus Christ

As a Church-sponsored institution, BYU-Idaho operates in accordance with the teachings and policies of The Church of Jesus Christ of Latter-day Saints. Within approved housing, this includes:

- Separate housing for single men and single women based on biological sex at birth
- Adherence to the CES Honor Code
- Compliance with Student Living principles and Apartment Living Standards

Approved housing is not simply a place to live; it is an extension of the BYU-Idaho educational experience.

3. Residency and Eligibility Requirements

Residency Requirement

All single, admitted, degree-seeking students under the age of 26 are required to live in BYU-Idaho approved housing unless they:

- Live at home with a parent, or
- Receive a formal exception from the Housing & Student Living Office.

Students seeking an [exception](#) must apply through the Housing & Student Living Office.

Exceptions:

- Are reviewed on a case-by-case basis
- Are time-bound
- May be withdrawn at any time

Eligibility to Live in Approved Housing

To be eligible to live in approved housing, an individual must be an admitted, degree-seeking BYU-Idaho student, who is single, under the age of 26, and is in good standing with the university.

Individuals Not Eligible for Approved Housing

The following are not eligible to live in approved housing and must seek alternate accommodation in the community:

- Non-BYU-Idaho students
- New students prior to the designated move-in date of their first assigned semester
- Non-degree seeking, Pathway, and concurrent enrollment students
- Students who are married, divorced, widowed, or students 26 years of age or older without an exception
- Students who lose their student status or good standing (e.g., through academic performance, university suspension, no-show)
- Students who have graduated, or post-Baccalaureate students who are taking classes after graduation
- Students who have been criminally convicted of a sexual offense or are required to register as a sex offender

Loss of Eligibility

Students who lose their student status for any reason must vacate approved housing within 72-hours (not including weekends or holidays) of receiving notice.

Verification of Eligibility (Tenant Information System – TIS)

Landlords must verify student eligibility before accepting a housing contract. If a contract is extended to an ineligible student or for a contract term that is not available in TIS the contract shall not be valid.

Eligibility verification must be completed through the university's Tenant Information System (TIS).

Landlords are responsible for ensuring that:

- Only eligible students sign contracts
- Apartment assignments are accurately recorded and maintained in TIS

Failure to verify eligibility or maintain accurate TIS records violates the landlord agreement and may jeopardize a property's approved status.

Additional details regarding TIS requirements are provided in [Section 10](#) of this guidebook.

Temporary Accommodation on Non-Student University Guests

Upon request and with written approval from the Housing & Student Living Office, BYU-Idaho approved housing providers may temporarily house guests of the university while the guest individuals or groups are participating in programs sponsored by BYU-Idaho or The Church of Jesus Christ of Latter-day Saints. BYU-Idaho students must never be displaced as a result of these accommodations.

Appropriate sex separation must exist between non-student individuals or groups and BYU-Idaho students. Single

persons (e.g., FSY participants, conference registrants) shall not stay in the same building as students of the opposite sex. They may, however, stay in the same building as students of the same sex if they reside on separate floors. Programs including families must also be separated by floor when staying in a building occupied by BYU-Idaho students. Properties housing non-student individuals or groups for a specific event must also adhere to all housing and youth-protection policies of the event sponsor.

4. Property Requirements

Approved housing properties must meet the following ownership, location, and structural standards.

Property Ownership

All buildings within an approved property must be owned by:

- One individual,
- A legal partnership, or
- A corporation

Property Location

Approved housing properties must be located within the designated [Approved Housing Zone](#) established by BYU-Idaho.

The university reserves the right to modify the Approved Housing Zone as needed.

Ineligible Property Types

The following property types are not eligible for approved housing:

- Properties less than 36 beds
- Hotels or motels
- Trailers or mobile homes
- Studio apartments
- Individually owned condominium units
- Single-family homes

Property Identity

Each approved housing property must:

- Operate under one official property name
- Be identifiable by one address

Proposed name changes must be submitted for approval and must serve a legitimate purpose.

Sex-Based Housing Separation Policy

All BYU-Idaho approved housing properties must separate male and female residents based on biological sex at birth in residential areas.

Physical Separation Requirement

Properties that intend to house both male and female residents must create a clear, distinct, and approved physical division between male and female living areas.

Acceptable forms of separation include:

- Separate buildings

- Separate wings of a building

In certain configurations, shared common spaces (such as lounges, stairwells, or lobbies) may serve as a boundary between male and female sections. These arrangements must clearly ensure that privacy can be maintained.

Approval Process

BYU-Idaho will utilize the Approved Housing Committee to interpret, apply, and approve housing arrangements under this policy.

Properties that intend to house both men and women must:

- Submit detailed floor plans of the building(s), **AND**
- Provide written descriptions of proposed separation methods, **AND**
- Complete a physical inspection by the BYU-Idaho Housing & Student Living Office

Approval must be granted from the BYU-Idaho Approved Housing Committee **before** marketing units or assigning residents.

Amenities

Amenities (such as lounges, laundry rooms, exercise facilities, pools, parking lots, etc.) may be shared within a property between men and women, provided:

- Privacy is protected
- Appropriate standards of conduct are maintained
- The arrangement complies with the approved separation plan

Amenities may only be shared among properties which are owned by the same Landlord within single student approved housing.

Private Bedrooms

Private bedroom contracts are limited to properties that are specifically designated for private rooms. However, during periods of low occupancy* or when there is a medical need, a private room may be requested and approved at the property's discretion.

*Low occupancy is defined as lower than 85% total Approved Housing occupancy

Mixed-Use Developments

Approved housing may be located within mixed-use developments where permitted by local zoning.

Any commercial space on the property must:

- Be consistent with the BYU-Idaho and CES standards.
- Receive university approval

Commercial Activity Restrictions

- Students and their guests may not operate a business or service which brings clients into their apartment or on approved housing premises, including sidewalks and parking lots.
- Landlords may not operate unrelated businesses on the property unless part of an approved mixed-use development.
- Properties may host temporary businesses (Food trucks, DJ's, IBC, etc.) for the benefit of their residents. All businesses must meet City of Rexburg requirements and BYU-Idaho standards.

Approved Housing and Community Housing

If approved housing exists on the same premises as community housing:

- The properties must remain architecturally and visually distinct
- Residential areas may not share a roofline
- Shared non-commercial common areas (lounges, laundry facilities, exercise rooms, pools, etc.) are not permitted unless specifically approved

Parking areas may be shared if permitted under university guidelines.

5. Apartment Living Standards

BYU-Idaho Apartment Living Standards are intended to support the mission of the university and promote the safety and well-being of each student.

All students living in approved housing are expected to uphold:

- The [CES Honor Code](#),
- [Student Living principles](#), and
- The standards outlined below

These standards apply to residents and their guests.

Media and Entertainment

Media and entertainment within approved housing should reflect BYU-Idaho standards.

Students should use good judgement and are responsible for ensuring that all personal media use is consistent with [university and CES standards and expectations](#).

Weapons and Dangerous Devices

The following items are prohibited anywhere on approved housing property, including manager apartments:

- Firearms and ammunition
- Explosives
- BB guns, pellet guns, or paintball guns
- Bows, swords, martial arts weapons
- Knives or devices capable of causing injury
 - Kitchen, utility, or small pocketknives excluded
- Replicas or facsimiles of weapons

Hours

Residents are expected to demonstrate respect for their roommates in their conduct. This generally includes but is not limited to:

- Arriving home at a reasonable hour
- Being considerate of voice levels, gaming noise and lighting, music or other loud activities during late-night or early-morning hours
- Respecting agreed-upon quiet times and visitation hours within the apartment

Every student is entitled to an environment that supports:

- Academic focus
- Physical safety
- Spiritual well-being
- Adequate sleep/rest

Properties may impose quiet hour expectations. Students are encouraged to discuss individual needs and expectations with roommates.

Visitation by the Opposite Sex

Students should use wisdom, respect, and good judgment when inviting members of the opposite sex into their apartments. Choices should reflect consideration for roommates, personal standards, and the overall living environment.

To protect privacy and ensure a comfortable atmosphere for everyone in the apartment, visitation should be thoughtful and appropriate in both setting and duration. As a general guideline, visits should typically conclude by midnight throughout the week and by 1:00 a.m. on Friday nights. Visits should also begin at reasonable hours, generally not before 8:00 a.m., and should never interfere with roommates' ability to rest, study, or feel comfortable in their own home. Students are expected to communicate openly and be considerate of roommates' needs, schedules, and preferences when planning and hosting visits.

Visitors of the opposite sex:

- Must remain in the living room and/or kitchen
- Are not allowed in bedrooms at any time
- Are not allowed to stay overnight in the apartment
- Are not allowed to use the shower at any time
- May use the bathroom in the apartment, with the notification and consent of roommates
 - Bathrooms located within bedrooms are not permissible

Animals

Service or emotional support animal requests must be submitted to each individual property for approval and must follow applicable law.

Pet policies are determined by Landlords.

6. Landlord and Manager Responsibilities

Approved housing landlords and managers play a vital role in supporting the mission and standards of BYU-Idaho. They are expected to operate their properties in a manner consistent with university policies and approved housing protocols.

Landlord Responsibilities

The landlord is ultimately responsible for ensuring that the property operates in compliance with:

- The [Agreement to Provide BYU-Idaho Approved Housing](#)
- The [BYU-Idaho Student Landlord Housing Contract](#)
- This Guidebook
- Applicable federal, state, and local laws (Fair Housing Act, Idaho Housing Law, and BYU-Idaho Approved Housing Standards)

Landlords must:

- Employ and supervise qualified on-site managers
- Review and submit an annual [Code of Conduct](#) form for all managers
- Establish clear property expectations, processes, and procedures consistent with university policies
- Maintain frequent contact and provide ongoing training with on-site managers

- Ensure student eligibility is verified for all semesters of a contract
- Maintain accurate records in the Tenant Information System (TIS)
 - Property and manager contact information
 - Rent prices, deposit, parking, other fees
 - Property photos and listed amenities
- Use only Approved Housing contracts and documents
- Comply with all fee, deposit, and financial policies
- Maintain the property in accordance with [Uniform Physical Condition Standards](#)
- Respond promptly to violations or complaints

Landlords are responsible for the actions and compliance of their managers.

Manager Requirements (Office, Community, On-site)

Each approved housing property must have at least one qualified manager living on-site. Larger properties may require additional managers as determined during the approval process.

Managers contribute significantly to the culture, tone, and personality of the property and are expected to model Student Living principles and uphold university standards.

Eligibility Requirements

Managers:

- Are required to review and sign the [Code of Conduct](#) agreement, which is renewed annually
- Should demonstrate maturity and professionalism that reflect BYU-Idaho housing expectations

Generally, it is recommended that managers are not single student peers.

Manager Operational Responsibilities

Managers are expected to:

- Verify student eligibility through TIS
- Maintain accurate apartment assignments in TIS
- Manage contract acceptance, transfers, cancellations, and terminations
- Manage parking consistent with university and city requirements
- Collect rent and deposits in accordance with the [Student Landlord Housing Contract](#)
- Return security deposits and itemized deductions within 30 days of contract end date
- Make reasonable and documented efforts to mitigate damages on contracts for sale
- Assign apartments in a timely manner
- Manage check-ins and check-outs according to the [official university calendar](#)
- Facilitate welcome meetings and introduce Student Living each semester
- Oversee maintenance requests
- Conduct regular clean checks in each apartment
- Prepare for and cooperate with property inspections
- Address resident concerns and disputes

Managers must attend:

- New Manager Training within the first three months of employment
- Monthly Manager Forums

Communication Requirements

Each property must maintain a permanent manager email account dedicated to property operations. This ensures

continuity of communication with students and the Housing & Student Living Office.

7. Contracts and Financial Policies

Use of the Standard Contract

Approved properties must use the official BYU-Idaho [Student Landlord Housing Contract](#). The completed contract must be reviewed and approved by the Housing & Student Living Office before use. Approved versions must be posted on the property's website.

Contract Approval Requirements

The following documents must be reviewed and approved by the Housing & Student Living Office before being issued or posted:

- Housing contracts
 - Only Sections 3, 4, 8, 14, & 15 may be modified by the landlord to specify:
 - Rent amounts
 - Security deposit amounts
 - Approved fees
 - Payment terms
 - No other portion of the contract may be altered.
- Addenda
 - Including white glove forms and charges
- Parking agreements
- Insurance or liability waivers
- Any document related to the contracting process

Changes to approved documents (other than rent adjustments) must be resubmitted for approval prior to use. Only approved documents are considered valid.

Contract Terms

Properties are required to offer a single semester contract for fall, winter, and spring and must align with [official occupancy dates](#).

Extended contracts may be offered but may not exceed available terms within TIS at the date of signing.

Rent

Rent is established at the discretion of the landlord.

Rent should reflect the operational and property expenses of the housing facility and must include utilities. Excessive utility usage may be charged to the apartment if supported by documented historical usage data.

Fees and Charges

All fees must:

- Be listed on the contract and disclosed in the contract addendum
- Be reviewed and approved by the Housing & Student Living Office
- Comply with Idaho law

Universal fees are not permitted except for an approved contract processing fee. Any charge applied to all residents must be incorporated into the rent.

Categories of Charges

Approved charges fall into three categories:

1. Administrative Fees

Charged to manage processes initiated by the student.

Examples:

- Contract processing
- Cancellation
- Transfer
- Late payment
- Payment plan
- Early check-in

Limitations:

- No single administrative fee may exceed the amount of the security deposit
- Administrative fees may not duplicate cleaning or damage charges

2. Damage Fees

Charged to repair or restore property beyond normal wear and tear.

Examples:

- Cleaning beyond standard expectations
- Lost keys or rekeying
- Damage to furniture, appliances, walls, flooring, etc.

Requirements:

- Must reflect actual cost
- Must account for depreciation* when applicable
- Must include itemized documentation

*For example, if the life of a new \$500 couch was estimated at 10 years and is significantly damaged beyond repair five years after the date of purchase, the charge to the student to replace the couch would be \$250 because the couch is halfway through its expected life. If one of the arms of the couch is damaged and the actual cost to repair the arm is \$75, then \$75 should be charged to the student accompanied by an itemized bill (materials and labor costs).

3. Fines

Fines must be reasonable and not excessive. Fines may be charged to discourage unsafe or disruptive behavior.

Examples:

- Tampering with safety equipment
- Moving furniture
- Parking violations

Double-charging students for the same process is not acceptable.

Any fees or fines must be assessed and collected in accordance with Idaho law. Please refer to the [Landlord and Tenant Manual](#) published by the Idaho Attorney General's Office.

Security Deposits

If no security deposit is collected, a housing contract is not valid, and administrative fees may not be charged.

Security deposits must be returned within 30 days following the end of the contract, along with an itemized list of deductions, if applicable. If the security deposit balance and itemization is not received within 30 days (by mail or electronic delivery), the student is entitled to a full refund of the deposit, plus late fees calculated at the same rate applicable to late rent payments under Section 4 of the [Student Landlord Housing Contract](#).

Deposits may be rolled over for returning residents to the same property when a new contract is signed. If any

damages are expensed against the deposit; the deposit amount must be restored to its original value.

Occupancy Dates

Occupancy dates are established according to the [BYU-Idaho academic calendar](#).

Contract Addendum

A contract addendum allows landlords to explain fees as well as outline specific property information.

If an addendum is used as part of the BYU-Idaho Standard Contract, it must:

- Be presented with the contract at time of signing
- Not contradict the BYU-Idaho Standard Contract, Idaho law, or Landlord Tenant guidelines
- Include a description of all approved fees, including cleaning/white glove charges and associated amounts

Addenda must be reviewed and approved by the Housing & Student Living Office before use.

Dispute Resolution and Required Mediation

Landlord and Student are expected to work together in good faith toward the resolution of any dispute. In the event the Landlord and Student are unable to resolve a dispute related to the Student Landlord Housing Contract, then the Landlord and Student must participate in at least one formal mediation session provided at no cost by BYU-Idaho, through a university-designated mediator before pursuing any other legal remedy. The obligation to mediate only applies to disputes where:

- The dispute is regarding a current or future contract, AND
- The dispute involves either:
 - (a) a monetary amount exceeding \$100, OR
 - (b) a non-monetary claim or request involving a material condition of the property for which Student seeks maintenance or repair by Landlord.

Non-qualifying disputes or unresolved mediations may pursue other remedies. Unpaid rent is not subject to mediation unless the rent was not paid because the Student disputes the validity of the Contract.

Either party may initiate mediation by contacting the BYU-Idaho Housing & Student Living Office at 208-496-9220 or housing@byui.edu and submitting a completed [Mediation Form](#).

8. Approval, Renewal, and Forfeiture

Approved housing status is granted by BYU-Idaho and must be maintained through ongoing compliance with university standards.

Approved status is not permanent and may be renewed, denied, or rescinded in accordance with the policies outlined below.

New Development or Redevelopment

Developers intending to participate in the Approved Housing Program are strongly encouraged to meet with the Housing & Student Living Director before:

- Any development or Redevelopment work begins
- Securing financing
- Finalizing architectural plans
- Acquiring property

This will help avoid undertaking a project that conflicts with approved housing standards, objectives, or needs and incurring significant costs. Even so, developers and/or investors assume all risks and responsibility when undertaking a project. Preliminary discussions do not guarantee final approval.

Approval Process for New or Redeveloped Properties

To receive approved housing status, a property owner must take the following steps:

Step 1 – Project Concept Review

Submit a [Project Concept Consideration](#) form outlining basic information and general project scope including:

- Location
- Number of beds
- Parking plans
- Development timeline
- Understanding of BYU-Idaho’s mission, including:
 - Approved Housing Guidebook
 - Student Living
 - BYU-Idaho Student Housing Contract

The Housing & Student Living Office, in consultation with the BYU-Idaho Approved Housing Committee, will determine whether the project meets a need within the approved housing market, and decide if a developer may proceed in the approval process.

Advancement to Step 2 does not guarantee final approval.

Step 2 – Project Approval Application

If approved to proceed, the developer must submit a formal [Project Approval Application](#). The BYU-Idaho Approved Housing Committee will review the application. BYU-Idaho and the City of Rexburg may meet to discuss the prospective project, synchronize all relevant approval processes, and coordinate any necessary meetings with the developer.

Following any adjustments or necessary changes to the project, a final draft of the Project Approval Application is submitted to the BYU-Idaho Housing & Student Living Director. The project proposal is presented to the Approved Housing Committee who will approve, deny, or request additional information from the applicant within 30 days of submission.

An approved project signals a contract with BYU-Idaho to provide single student housing and will receive a one-year contract, renewable annually through the established review process.

Change of Ownership

BYU-Idaho does not dictate who may purchase properties nor does it determine how or when a property can be sold. However, approved housing status does not automatically transfer when property ownership changes.

An individual or group that acquires an existing approved housing property and wishes to remain in Approved Housing must apply and receive approved status.

To receive approved housing status, a prospective owner must:

- Contact the BYU-Idaho Housing & Student Living Director to discuss continuation of approved housing status; AND
- Submit a [Housing Approval Application](#); AND
- Receive university approval; AND
- Submit and receive approval of contract and addendum before operating as approved housing.

These steps may be completed prior to finalizing a purchase but must be completed before selling any contracts which would signal to a student that the property is part of Approved Housing.

Annual Renewal Process

Approved housing status is granted for one year at a time.

Renewal is based on a university review that evaluates whether the landlord/property has:

- Fulfilled contractual obligations
- Maintained required [uniform physical condition standards](#)
- Resolved identified deficiencies
- Operated in accordance with university mission and standards

Historically, properties who have been approved and are meeting the obligations listed above have been offered a new contract to provide housing. However, automatic renewal is not guaranteed.

Voluntary Forfeiture of Approved Housing Status

Landlords wishing to voluntarily forfeit their approved housing status must:

- Provide written notice to the BYU-Idaho Housing & Student Living Director
- Provide a minimum of 120 days (~1 semester) advanced notice to residents
- Refund any prepaid amounts under this contract for semesters beginning after the effective date of the forfeiture
- Pay applicable cancellation fee to Student (See section 8.2 of the [Student Landlord Housing Contract](#))

Withdrawn properties are ineligible for approved status for at least one (1) year unless an exception is granted.

Reentry requires a new application.

Involuntary Loss of Approved Housing Status

In the event a landlord/property fails to comply with program requirements, BYU-Idaho may revoke, rescind, or decline to renew approved housing status at any time.

Reasons for an involuntary loss of approved housing status may include, but are not limited to:

- Uncured contractual breaches
- Permitting or engaging in illegal activity on or in connection with the premises
- Perpetual failure to uphold and enforce the CES Honor Code or Apartment Living Standards
- Continual decline or failure to resolve issues noted in property inspections
- Excessive, recurring, or unresolved physical deficiencies
- Repeated improper handling of security deposits
- Repeated failures to verify student eligibility
- Failure to comply with contractual obligations related to the sale of student housing contracts
- Ongoing pattern of verified complaints

Loss of Approved Status Process

When an involuntary loss of approved status is being considered, the following process will be followed:

1. Notice

The landlord will receive written notice outlining the concerns.

2. Opportunity to Respond and Cure

If the issue is correctable, the landlord will be given a reasonable opportunity to resolve the matter. The length of any reasonable cure period will be determined by the university based on the nature and extent of the

breach or violation in question. It is anticipated that almost every breach or violation can and will be remedied during this period of time.

3. **Final Determination**

If issues are remedied, Landlord/property may return to good standing and maintain their approved housing status. However, if deficiencies are not corrected, BYU-Idaho will determine whether the loss of approved status or other corrective action is appropriate.

Other Corrective actions may include:

- Probation
- Increased inspections
- Additional reporting requirements
- Contract modifications
- Other sanctions

Once a final decision has been made, the Landlord will be given a written notice of the decision, which will include any sanctions imposed.

Appeal Process

A decision which results in a loss of approved housing status may be appealed, in writing, to the BYU-Idaho Dean of Students within five (5) days of notice.

The Dean will review the written appeal, along with any accompanying materials, and issue a final decision.

All appeal communication must be in writing.

Consequences of Loss or Forfeiture of Approved Housing Status

If approved housing status is withdrawn or forfeited, whether voluntarily or involuntarily:

- The property shall not be advertised as BYU-Idaho Approved Housing, effective immediately upon withdrawal or forfeiture;
- All use of the BYU-Idaho name, branding and affiliation must be removed from all signage, websites, forms, and other materials within thirty (30) days;
- Access to and use of all University-provided forms, services, and resources for approved landlords will cease immediately upon withdrawal or forfeiture; and
- Current and future tenants will be notified and provided with housing options as stated in section 10 of the [Student Landlord Housing Contract](#)

9. Inspections and Physical Condition Standards

The physical condition of approved housing contributes directly to student well-being and reflects the standards of BYU-Idaho.

Approved landlords must make the physical condition of their properties a priority. Approved housing facilities should be clean, orderly, safe, and inviting. BYU-Idaho approved housing properties should reflect the quality and security of a home where landlords themselves would be willing and eager to reside.

Uniform Physical Condition Standards

The [Uniform Physical Condition Standards](#) establish objective criteria for evaluating approved housing properties. These standards include, but are not limited to:

- Structural integrity

- Safety systems
- Building systems and utilities
- Cleanliness and maintenance
- Exterior and common areas

Landlords are responsible for always ensuring compliance with these standards.

Annual Inspection Requirements

Each approved housing property is scheduled to be inspected once per year on a rotating semester basis (Fall, Winter, or Spring).

Inspections are conducted to evaluate compliance with the [Uniform Physical Condition Standards](#). Landlords or their representatives are expected to participate in and support the inspection process, including conducting or assisting with property inspections as required.

Inspection Tiers

The scope and frequency of university inspections shall be determined based on prior inspection results and performance metrics.

Self-Inspection (All Properties)

All properties are required to conduct a self-inspection annually, by the Landlord or their representative, using the BYU-Idaho provided forms and returning the completed documents through TIS.

Tier 1 – Pass

Properties demonstrating consistent, high-level compliance of the [Uniform Physical Condition Standards](#) may qualify for a “Pass.” Following a Pass year, the property will be inspected on a Tier 2 level the subsequent year.

If given a “pass” and upon request, an abbreviated university inspection may be conducted.

To qualify for Tier 1, a property must have:

- Five (5) or fewer Level 1 (LV1) deficiencies in each of the two most recent inspection reports;
- No Level 2 (LV2) or Level 3 (LV3) deficiencies; and
- A score of 4.0 or higher on the two most recent property surveys.

Tier 2 – Abbreviated Inspection (up to 5% of units)

This inspection includes limited unit sampling. Landlords remain responsible for inspecting all common areas, exterior spaces, and parking areas. Follow-up inspections are required for all LV3 deficiencies.

To qualify for an abbreviated inspection, a property must have:

- Less than ten (10) LV1 items in each of the two most recent inspection reports;
- No LV2 or LV3 items; and
- A score of 4.0 or higher on their most recent property survey.

Tier 3 – Full Inspection (up to 10% of units):

This inspection includes:

- Up to 10% of units
- Common/shared spaces
- Exterior including parking lots, sidewalks, etc.;

Follow-up inspections are required for LV2 and LV3 items. A new set of units will be inspected to ensure generalization. Follow-ups will occur within designated timelines.

For LV1 deficiencies:

- A correction plan must be submitted to the University, including a timeline for completion;
- Deficiencies are expected to be resolved within one (1) calendar year unless otherwise approved by the University.

Deficiencies and Corrections

If deficiencies are identified during inspection:

- The landlord will receive written notice outlining deficiencies requiring correction.
- A deadline for submitting correction plans will be provided.

Failure to correct deficiencies in a timely manner may result in:

- Follow-up inspections
- Additional compliance measures
- Sanctions
- Potential rescission of approved housing status

Ongoing Maintenance Expectations

Approved housing properties should:

- Respond promptly and in good faith to maintenance requests
- Provide units and common areas which are clean and orderly
- Ensure all features, fixtures, and appliances are in good working condition and well maintained
- Create an inviting and residential appearance throughout the property

Landlords are expected to address maintenance concerns proactively — not only at inspection time.

10. Tenant Information System (TIS)

The Tenant Information System (TIS) is the official platform used to manage approved housing records.

TIS supports:

- Verification of student eligibility
- Apartment assignment reporting
- Address updates to university records
- Ecclesiastical leader access to ward directories
- Property listing information for the Approved Housing Search portal

Landlords and managers are responsible for maintaining accurate and timely records in TIS.

Eligibility Verification

Eligibility must be verified through TIS **before** a housing contract is accepted.

Landlords remain responsible for ensuring:

- Only eligible students sign contracts
- Ineligible individuals are not assigned to apartments
- Contracts are issued only for available semesters listed in TIS in which eligibility can be verified.

Failure to properly verify eligibility may jeopardize approved housing status.

If student is ineligible for the term of the contract, at the time of signing, the contract is not valid.

Apartment Assignments

Managers must:

- Enter students into TIS as contracts are sold
- Complete all room/bed assignments no later than one month prior to the official check-in date
- Notification of bed assignment should be communicated to the student ideally 3 weeks prior to the start of the contract

Accurate and timely assignments are essential to:

- Support university address records
- Enable ecclesiastical leaders to access ward information
- Allow students the opportunity to connect with future roommates

Transfer or relocation of students:

- Once communicated to student, relocation within the property to a unit other than the assigned space must follow Section 11 of the contract
- For consolidation during low occupancy, planned renovations or repairs, or other building closures, a minimum of 14 days' notice is required unless extenuating circumstances or emergency prevents such notice

Address Reporting

On the first day of classes, apartment assignments in TIS become the student's official local address in the university system.

Managers must ensure assignments are accurate before this date.

Contract Management

TIS tracks all contracts sold, including:

- Assigned residents
- Contracts held for sale
- Ineligible students
- Duplicate contracts
- Parking contracts

Managers must:

- Remove ineligible students from apartment assignments
- Sell available parking stalls with a contract

This ensures accurate reporting of total contracts sold.

Approved Housing Search Management Portal

TIS includes a property management portal to display information on the BYU-Idaho Approved Housing website.

Landlords and managers must ensure that:

- Pricing information is accurate and consistent across all platforms
- Property details are current

All images submitted in TIS must:

- Reflect the values and standards of the CES Honor Code and Apartment Living Standards
- Reflect the actual property condition, appearance, and features
- Be no more than five years from the date taken
- Meet required resolution guidelines

Images not meeting these standards may be removed.