OBJECTIVE OF SYRACUSE UNIVERSITY:
The goal of the SU Madrid housing program is to integrate our students into Spanish society. We want our students to engage with their host families, to improve their Spanish language skills, to learn about Spain and to experience Spanish culture.
1. INTRODUCTION

- During your signature seminar, you will attend the housing orientation meeting and will complete the required form listing your housing preferences. You will have the chance to choose your roommate and express your preferences and special needs. You’ll also have the opportunity to ask questions, read former student evaluations of the host family (if any), and see photos of the apartment and sometimes even family members.

- You will communicate to SU Madrid the name of your roommate. SU Madrid does not assign roommates during the Spring and Fall semesters.

- The SU Madrid Housing Coordinator will assign a host family that best matches the preferences of the students. Placements are based on student preferences and extensive experience with each family. SU Madrid rejects discrimination based on sex, race, politics or religion.

- After your signature seminar, and upon arrival in Madrid, you will meet your host family.

- Your host(s) may vary from traditional families with younger or older children to single professionals. You’ll find that in Madrid and all Spanish cities virtually everyone lives in an apartment (pisos). There are few suburban housing developments compared to the U.S., and most hosts live within a 25 to 30 minute commute from school. You will be provided with a transportation pass to enable your use of the expedient public transport system during your time in the Madrid.

- You will receive breakfast and dinner: 14 meals per week. You are responsible for your own mid-day meals.

- Students who attend UAM, UPM OR IEU in Spain pay an increased program fee to cover additional room and board costs where applicable because the local university calendar is different from that of the Syracuse University program.

- During mid-semester break (spring semester only), you are expected to leave your host family. You are responsible for your housing and meals during this time period and will need to cover the costs from your personal funds.

- Students are given permission to make their own housing arrangements only under extreme medical or other personal conditions that make it impossible or unwise for them to live with a family. Specific approvals from parents or guardians, SU Abroad and/or home university and SU Madrid are required.

2. BEHAVIOR WITH YOUR HOST

- You have the opportunity to build a relationship with your host family. You should be dynamic and stay in a few nights a week to practice your Spanish and discuss Spanish culture and society. They will help you understand how Spaniards live and think, and how to express likes and dislikes.

- It is essential that the relationship with your host family be one of mutual trust. The best way for them to trust you is for you to respect their rules and regulations.

- Families will normally greet you in the mornings, when coming back home and they will expect the same from you. When leaving the house, you are also expected to let them know.

- Your host family has this same document in Spanish in order to insure that all parties are informed of the Housing Norms given by SU Madrid, their duties and responsibilities.
3. YOUR ROOM

- You have a right to privacy in your room and your host families have a right to privacy in their rooms.
- Most of you will generally be in a twin room, which you will share with a member of the SU Madrid program of the same sex. There will generally be two twin-size beds, a small closet, one or two bookshelves, a table, two chairs and a reading lamp. If there is no study desk inside the bedroom the host family will indicate where you can study. The closet and the table in your room are to be shared with your roommate. If there is no study desk inside the bedroom the host family will indicate where to study. Your host family will clean your room at least once a week. Please try to keep it as well-organized as possible so someone can come in and clean without moving your stuff.
- Host families greatly appreciate your efforts to keep your room neat and tidy.
- Personal valuables are your responsibility at all times.
- Any damage to host family property must be paid for by the student.

4. MEALS WITH THE HOSTS

- You will have breakfast and dinner at home every day.
- You are not expected to be around while the host family is having lunch (it is their free time).
- Please be open and upfront with your family regarding eating restrictions in order to avoid any misunderstandings.
- You are expected to eat almost every evening meal at the table with your host family. Remember that the regular time for dinner is between 9 and 10:30pm but it may be even later.
- Breakfast is usually coffee, tea or milk and cookies or toast. You are expected to have breakfast in the morning, normally 8:00 to 9:00am. You should adhere to the family’s breakfast hours. Late breakfasts should not be expected. Ask in advance if there are regulations on this.
- Your host family will expect you to use good table manners (not eating with fingers, etc.). Don’t be surprised if you see them peel and eat a peach with a knife and fork or eat grilled cheese sandwiches and hamburgers the same way.
- Spaniards do not normally drink soft drinks or wine with meals. Fresh water is customary. When in Rome....
- Speaking to your roommate in English at the table or in front of the members of the family is considered rude and is not permitted. Using electronic devices while having dinner in front of the family is not allowed.
- Spaniards also love to talk during and after meals, particularly during the weekends. You are expected to take part in what we call "la sobremesa" or conversation around the table. You’ll also see that they can be very politically conscious. The first thing that you may be asked is what you think about the American government. Many Spaniards have definite ideas about the US and its foreign policy.
- Stay at the table until the other family members finish their meal. If you really need to leave the table, ask for permission first.
- It is forbidden to eat and/or store open packages of food in your bedroom. Ask your host family if you can store some food in the kitchen/fridge.
- If you are not going to go home for dinner, please advise the family ahead of time so that they don’t cook and wait for you.

**YOU ARE NOT ALLOWED TO COOK** where you live, or to take anything from the refrigerator without permission. You will be given two meals a day – breakfast and supper -- and if you want more you will have to buy it elsewhere. Negotiating with the family in terms of meals is not permitted. For example, telling the family that you will not be home for dinner one night so the next day you will eat lunch at home to compensate is a no-no and the families are NOT obligated to give you food when you travel on your own.

- Drinking and/or storing alcoholic beverages at home is completely forbidden. If found out this will imply expulsion from the host family.
5. YOUR CLOTHES

- You should put on your house slippers or flip flops and put your house clothes on before moving around the house. Do not walk around the house semi-undressed (in boxers etc). Host families greatly appreciate your efforts to dress appropriately.

- In the common areas of the home it is considered rude to put up your feet on chairs and tables and lie down or stretch on the couch with your shoes on. Please refrain from doing so.

- Your hosts will wash your clothes. However, they are only expected to wash a REASONABLE amount of clothes once a week. One load per week will be the basis. Please keep clean clothes inside your closet.

- Although every house will have a washing machine that doesn't mean there will be a tumble dryer. Your clothes as well as the host family members’ clothes will most likely be hanged out in the terrace.

- Delicate clothes should be taken to the cleaners at your own expense.

- Keep in mind that some North American fabrics are less resistant to Spanish detergents and colors may fade.

- If you are planning to go away for the weekend and you need towels, please ask your host family if they have extra towels, do not take them from the closet without permission.

6. PERSONAL HYGIENE

- Some students share a bathroom with the host family. They will supply you with clean towels and bed sheets once a week.

- Spain has a very dry climate and there is often a shortage of water. Spaniards are very conscious of the water they use and do not waste it. Keep showers to a minimum and try to save water whenever possible, for example, do not keep water running while brushing your teeth. Turn it on and off as needed. You are allowed to take only one 10- minute shower each day.

- Many students join gyms in Madrid. All of the gyms have showers. You can take one shower at home and then another shower at the gym after your workout.

- You are not allowed to shower and/or blow dry your hair after midnight or earlier if your host family so requests. You will be living in an apartment and pipes make a lot of noise. Showering late may wake up family members and neighbours.

- You are expected to wash your hands before dinner.

7. TELEPHONE AND INTERNET USE IN THE HOST FAMILY

- The host family is not responsible for supplying you with a telephone and/or a computer.

- Host families will have internet access at home. Do not expect the same speed as in the U.S.

- Internet access at home may be limited by the host family’s criteria to certain hours. Ask at the beginning of the semester if they have set a time limit and be respectful with it.

- Do not make phone calls after midnight. This restriction also includes SKYPE calls with friends and family members.

- The host family appreciates students who are socially involved with the host family and they do not appreciate students who are always connected to the computer and listening to music on their IPod.

- Please unplug your computer, cellphone, IPod, tablet, camera, etc… before you leave the house in the morning as the price of electricity and oil are more expensive in Spain than in the U.S.
8. **YOUR KEYS**

- The host family will give each student a set of keys to the host family’s home and the students are responsible for the safety of these keys.

- If a student loses these keys, the student must give the host family the money to replace the locks on the doors and for the new keys. Replacing locks and keys may cost more than 500 Euros.

- Avoid having personal identification and your host family address together with your house keys.

9. **WEEKENDS, HOLIDAYS AND VACATIONS**

- Please remember to be considerate with the host families and let them know when you have plans to be away for the weekend, holidays (including sometimes long weekends, known as “puentes”) and vacations.

- Once you have told them when you will be away, STICK TO IT. The families may also make their own plans if their students go away.

  **For spring students only:**

  - The housing contract does not include the Semana Santa (Spring Break).

  - Syracuse assumes that all students will travel during the entire Semana Santa (Spring Break). During this break you are expected to leave your host family. You are responsible for your housing and meal expenses and will need to cover these costs from your personal funds.

10. **INVITING GUESTS INTO THE HOST FAMILY**

- You are not allowed to have friends over to visit at your host family.

- Guests visiting you from out of town (including family members) cannot stay with you at home under any circumstances. SU Madrid web page recommends a range of hotels.

- If your host family does invite your friends/family for a meal, a gift is in order. A follow-up card or letter of thanks is a polite way to say thank you.

11. **HOUSING PAYMENTS**

- You don’t have to worry about housing payments. SU Madrid does this for you.

- We only ask you to take the envelope with the payment from your mailbox at the beginning of every month to your host family and bring us back the signed receipt.

- For any questions regarding payment delays or payments in general, we ask the families to please direct the inquiries to the Program Office.

- Your housing is paid through the last day of the program (the day that the group flights leave).

- **Students are forbidden to stay with their host family once the program end date is over. No exceptions.**
12. CHANGING YOUR HOST FAMILY

• Please feel free to speak to the Housing Coordinator regarding any problems. Usually, problems arising between students and their hosts are due to cultural differences. The best way to solve these minor issues in Spain is through an honest, open and calm discussion.

• **Students may apply for a host family change.** However, you must stay with your initial host family assignment for the first two weeks in Madrid before applying for a change.

• If the host family does not comply with SU Madrid’s housing rules and regulations they may not be allowed to continue working with the program.

• Changes in housing are subject to the time needed to locate a good alternative host family. Until the new family is identified you are expected to stay at your current home. SU Madrid will not pay for any hotels or alternative accommodation.

• **The students will pay the costs associated with moving to their new host family.**

13. SU MADRID STANDARDS OF BEHAVIOR

• SU Madrid reserves the right to remove a student from housing for violating SU Madrid and/or SU Abroad Housing Guidelines.

• Host families may also ask for students to be reprimanded and/or expelled from their home.

• The expulsion from two host families will result in the immediate “independent housing status”. **All expenses will be covered by the student.**

• If two roommates are expelled from a host family they will be relocated into two separate and single host families.

• Examples of violations include but are not limited to:

  ➢ Students who do not respect the family, the housing rules and regulations.

  ➢ Students who damage any property of the host family. Any damage to host family property must be paid for by the student.

  ➢ Disorderly conduct, public intoxication, and/or excessive use of alcohol. Possession, use or distribution of illegal drugs in the host family.

  ➢ Students who arrive home continually late and wake up the host family and/or neighbours because they are noisy.

  ➢ Students who sneak people into the house.

  ➢ Students who take and/or cook food.

  ➢ Students who make phone calls and/or skype after midnight disturbing the other members of the family.
GENERAL SU ABROAD STANDARDS OF BEHAVIOUR

SU Abroad seeks to provide students with international education opportunities which allow them to learn in a respectful and safe environment. Behaviour which violates local laws or disrespects the program, host country, housing rules, or host family will be considered in violation of the SU Abroad Standards of Behaviour. Examples of violations include but are not limited to:

- Actions that are considered abusive, harassing, or actions that physically harm or threaten physical harm to any persons (including oneself).
- Damage to property.
- Violation of housing rules with host families, apartments, or other housing arranged by SU Abroad and/or conduct that jeopardizes the relationship between an SU Abroad program and its established housing providers.
- Violation of hotel rules during orientation, field study seminars or course related field trips.
- Disorderly conduct, public intoxication, and/or excessive use of alcohol.
- Use or distribution of illegal drugs.

RESIDENTIAL PROBATION

The decision to place a student on residential probation will be made by the onsite program director in consultation with the SU Abroad executive director.

The onsite program director will formerly document the student’s behaviour as well as the conditions by which the student will remain in SU Abroad sponsored housing. A copy of the documentation will be sent to the SU Abroad executive director and the Syracuse University Office of Judicial Affairs (SU students) or the student’s home institution study abroad office (non-SU students).

The student must have a series of meetings with appropriate staff, abide by the conditions outlined in the formal documentation, complete community service (restorative punishment), and/or write a research paper related to the violation.

RESIDENTIAL RELOCATION OR EXPULSION

This status indicates that the student is not eligible to live in SU Abroad sponsored housing. The student will be removed from housing and required to find and pay for their housing for the duration of the program. There will be no refund of the housing fee. Further violations could result in expulsion from the SU Abroad program. The decision to remove or expel students from housing will be made jointly by the onsite program director and the SU Abroad executive director.

The onsite program director will formerly document the student’s behaviour as well as the conditions by which the student will remain enrolled in the program. A copy of the documentation will be sent to the SU Abroad executive director and the Syracuse University Office of Judicial Affairs (SU students) or the student’s home institution study abroad office (non-SU students).
With my signature below I, ____________________________ certify that

I have READ AND UNDERSTOOD the HOUSING GUIDELINES given by SYRACUSE UNIVERSITY MADRID.

The student understands that in his/her host family household he/she will be financially responsible for the replacement or repair of any host family personal property including loss of use of said properties. I agree to indemnify & defend Syracuse University its officers or employees from any damages I cause to the host families properties.

SIGNED ____________________________ Madrid, Fall/Spring/Summer 201__