Welcome
Living in a UCF residence hall or apartment gives you the opportunity to get involved in a community and enjoy many exciting experiences. In addition, the on-campus community helps you form lifelong friendships and lasting memories. The Housing and Residence Life staff is here to assist you, but we recommend that you take the lead by participating, listening to others, sharing your experiences and knowledge, adhering to the community’s expectations and being a role model for others.

Mission
The mission of the Department of Housing and Residence Life is to provide students living in university housing with safe, well-maintained facilities that are conducive to student learning and success.

Vision
The Department of Housing and Residence Life strives to create environments where residents feel included and empowered to maximize their educational experiences at the University of Central Florida.

We believe our residence life program is a fundamental component of the UCF experience and we are committed to:

1. Providing a qualified and diverse staff dedicated to the mission and vision of the department.
2. Fostering a welcoming environment where individual differences are shared and explored.
3. Providing opportunities for holistic education through individual and community development.
4. Establishing intentional and purposeful relationships among students and staff.
5. Advocating for personal responsibility, accountability and sound, ethical decision-making.

Statement on Diversity and Inclusiveness
The Department of Housing and Residence Life strives to create a community where each person feels welcomed and valued for their own individual contribution. We will achieve this by:

1. Encouraging students and staff to better understand themselves as well as others in the community.
2. Providing programs and opportunities for all to share experiences, values, cultures and beliefs.
3. Identifying biases, assumptions, ridicule and prejudices as they occur and, readily challenging the statements that may be obstacles of true community.

Live the Creed
Integrity: I will practice and defend academic and personal honesty.
Scholarship: I will cherish and honor learning as a fundamental purpose of my membership in the UCF community.
Community: I will promote an open and supportive campus environment by respecting the rights and contributions of every individual.
Creativity: I will use my talents to enrich the human experience.
Excellence: I will strive toward the highest standards of performance in any endeavor I undertake.
Getting Started

There are certain responsibilities that you assume when you move into the residential communities. Many of these principles and responsibilities are highlighted in this guide; however, a more detailed description of all UCF policies is published in *The Golden Rule Student Handbook* (goldenrule.sdes.ucf.edu).

Decorating Your Room: We want you to make your room your own, but we encourage you to read the “Community Standards” (e.g. Alcohol, Paraphernalia, Electrical Appliances, Fire Safety) as they contain specific expectations regarding your space.

Exploring the Community: Each community’s layout is unique so it is important for you to locate your: mailbox, laundry room, vending machines, common areas, community office, and study space you will make your own before the start of the academic year.

Hall/Building Mandatory Meeting: The opening floor meeting is mandatory, as this will allow you to get to know your resident assistant (RA), the other students living on your floor or in your building, review important policies, and share your thoughts on fun and educational activities. Additionally, you will also be required to attend a closing meeting to learn more about the proper move-out procedures.

Parking: All motorized vehicles must be registered online at parking.ucf.edu prior to picking up your decal at UCF Parking Services which is located in Garage B.

Policies and Procedures: Once you arrive, you are expected to have read all residence hall policies and regulations, what services are offered in the offices, as well as, how to contact the community office staff.

Responsibility for Reporting: As an active community member, you are expected to report unacceptable behavior to the Housing & Residence Life staff and/or the UCF Police Department. In instances where you feel comfortable addressing your peers (e.g. noise, roommate conflict), we encourage you to try and have the conversation on your own first before involving our staff as it can empower you and in many cases alleviate the issue. Once you report another person for an alleged crime or policy violation, Housing & Residence Life cannot guarantee your anonymity as all reported allegations will be confronted and the alleged resident has the right to be presented with the full disclosure of information held against them.

Inventory: Prior to move-in, the staff will complete an inventory on your room/suite/apartment. Read this document carefully and consult the staff if you have any inquiries or concerns. You are responsible for immediately reporting any damages in your room, apartment or common area. Any discrepancies in your inventory at move-out will be reviewed by the staff to assess charges accordingly.

Roommate(s): We encourage you to reach out to your roommate prior to your arrival. This can be helpful in coordinating items to bring, in addition to setting the foundation for the relationship that will be formed over the coming day, month, and year. Building this relationship is important and takes commitment, as well as compromise. Once in your space, contact your RA if you have any concerns.

Housing and Residence Life Staff

Our Housing and Residence Life staff has been carefully selected and trained to help you transition to living on campus. Please do not hesitate to contact your community office for assistance.

Area Coordinators (AC)
Our ACs are live-in, master’s level professionals who are responsible for the supervision the staff in creating a strong residential community.

Graduate Residence Coordinators (GRC)
GRCs are live-in, master’s seeking UCF graduate students that directly support the ACs with community development and supervision of the student staff.

Resident Assistants (RA)
RAs are live in student staff members who are here to answer your questions, helping you with day-to-day life, enforce policies and university regulations, and plan fun and educational events.

Office Assistants (OA)
OAs work from 8:00am to 5:00pm, Monday through Friday, to assist with the day-to-day operations of the community office.

Residence Hall and Apartment Patrol Staff (RHAPs)
RHAP staff works from 12:00am to 8:00am. They are responsible for monitoring community safety, responding to residential concerns, and assisting the RAs in enforcing housing and university policies.

Residence Hall Association (RHA)
RHA is a student organization that is made up of 10 community area councils. RHA is charged with promoting unity across the residence halls, improving your living experiences at UCF, and providing educational and social events. Joining this organization is a great way to get involved, gain leadership experience, develop organizational skills, and make lifelong friends. Learn more about RHA at www.facebook.com/RHAUCF.
Community Standards

There are several other guidelines set forth by the Department of Housing & Residence Life. These include, but are not limited to, the content included in our housing contracts, living learning community expectations and contracts, website and all verbal and written instructions from University staff and as stated in the Community Living Guide. Additionally, violations of a University policy or of local, state, or federal law will be enforced by all University staff.

1. Alcohol:
   a. Possession or consumption of alcoholic beverages by anyone under the age of 21 is prohibited.
   b. The manufacturing and/or selling of alcoholic beverages is prohibited.
   c. Providing alcohol to individuals under the age of 21 is prohibited.
   d. Possession of common source alcohol containers (e.g. kegs, party balls) is prohibited.
   e. Possession or display of alcoholic paraphernalia (e.g. beer funnels, beer bongs, beer pong tables) is prohibited.
   f. Residents of legal drinking age are prohibited from consuming alcohol in the presence of guests.
   g. Possession or consumption of alcohol, regardless of age, outside of an assigned space (e.g. lounges, hallways, community centers, pools, saunas, sky decks, balconies, courtyards) is prohibited.

   Alcohol will be disposed when individuals violate the policy above. Students present in a room, suite, apartment or general vicinity that contains alcohol may be found in violation of the aforementioned policy. For more information consult Section 11 in the Rules of Conduct, http://osc.sdes.ucf.edu/process/roc.

2. Animals & Pets:
   a. All animals, with the exception of fish, are prohibited in residential communities.
   b. All aggressive and poisonous fish are prohibited.
   c. Possession of fish tanks over 10 gallons is prohibited.
   d. Feeding, touching, harassing, injuring, or killing wildlife on campus is prohibited.

   The prohibition of pets in residential communities does not apply to persons with a disability that require the use of a service animal. If you require the use of a service animal, the student must register the animal with the Office of Disability Services and forward a copy of the registration to the Department of Housing and Residence Life (DHRL). DHRL Assignments staff must communicate final approval prior to service animal moving into the residence hall space.

3. Beds:
   Raising, lofting or altering beds by any method (e.g. concrete blocks, bed risers) is prohibited.

   Beds in some communities can be raised, lowered or bunked by visiting your community office or placing a work order request.

4. Bicycles:
   a. Bicycles are prohibited within UCF residential communities.
   b. Bicycles are prohibited from being locked or chained to anything other than university approved bicycle racks.

   UCF Police or authorized personnel may remove bikes that are located in unapproved areas or are not registered with Parking Services. You can register your bike at http://police.ucf.edu/PropertyReg.html.

5. Computer Usage:
   Personal wireless connections (e.g. routers, tethering, splitters) are prohibited in residential communities.

   The University has explicit guidelines regarding proper computer usage. Refer to The Golden Rule Student Handbook, as well as your contract with Computer Services.

6. Controlled Substances:
   a. The use, presence, possession, manufacture, sale, or distribution of illegal drugs, controlled substances, and/or natural or synthetic compounds is prohibited.
   b. Prescription drugs taken outside of their intended use or by anyone other than the patient are prohibited.
   c. Non-prescription drugs taken outside of their intended use as identified on the packaging or as directed are prohibited.
   d. The possession of any drug-related paraphernalia (e.g. bongs, syringes, pipes, scales, grinders) is prohibited.

   Alleged drug violations are subject to the full extent of law enforcement, student conduct violations, and Housing and Residence Life Agreement violations, including housing agreement termination. Students will be responsible for termination fees as well as the remaining balance of the current term’s rent and must vacate the residential facility within 72 hours of being found in violation. Additionally, students present in a room, suite, apartment or general vicinity that contains controlled substances may be found in violation of the policy. For more information consult Section 10 in the Rules of Conduct, http://osc.sdes.ucf.edu/process/roc.

7. Disruptive Conduct:
   Behavior that impacts the daily operations of residential communities is prohibited.

   Repeat or flagrant violations may be subject to additional disciplinary action. For more information consult Section 3 in the Rules of Conduct, http://osc.sdes.ucf.edu/process/roc.

8. Electrical & Appliances:
   a. Possession or use of unapproved electrical devices is prohibited.
   b. Halogen, octopus, and torchiere lamps are prohibited.
   c. Appliances with exposed elements (e.g. coils) are prohibited.
   d. Appliances exceeding 1,000 watts are prohibited.
   e. Refrigerators exceeding five cubic feet are prohibited.
   f. All decorative or holiday lights are prohibited.
   g. Scented plug-ins are prohibited.

   In addition, all items must be listed to Underwriters’ Laboratories (UL) standard: Extension cords must contain an internal circuit breaker, not exceed 6 outlets, not have cracked or exposed wires, burn marks, loose connections or other damage, and the electrical load on strip must be less than 20 amps. For more information, see “Fire Safety”.

9. Failure to Comply:
   Non-compliance with written and verbal instructions from university officials is prohibited.


10. Failure to Report:
    Failure to report violation(s) of the Community Living Guide or University policies to university officials is prohibited.

    Failure to report includes students present within or around residential communities when a violation(s) occurs. Additionally, students may be found responsible for the corresponding violation(s).
11. Fire Safety:
   a. Starting a fire, activating a fire alarm without due cause, or falsely reporting a fire to University or emergency response officials is prohibited.
   b. Tampering with, destroying, damaging, or misusing emergency or safety equipment (e.g. smoke/heat detectors, fire extinguishers, or sprinkler heads) is prohibited.
   c. Failure to evacuate or re-entering into a building without authorization by University or emergency response officials during a fire alarm or drill is prohibited.
   d. Possession of, storing, manufacturing, distributing or using all explosives, flammable liquids, open flame sources (e.g. candles, incense), live cut trees, or hazardous substances is prohibited.
   e. Possession or use of all two-prong extension cords, plug adapters, halogen lamps/bulbs, or decorative/holiday lights are prohibited.
   f. Possession or use of space heaters in residential communities is prohibited.
   g. Splicing into or altering the electrical wiring in residential communities is prohibited.
   h. Failure to monitor cooking food or take precautionary steps while cooking (e.g. turning on vents, opening windows) is prohibited.
   i. Blocking the egress of balconies, hallways, stairwells, and doors is prohibited.
   j. Wall decorations covering more than twenty percent of the wall are prohibited.
   k. Curtains used in hallways, windows, or as partitions are prohibited.
   l. Affixing items to the ceiling that can cause a fire, interfere with fire suppression system, or act as an accelerant is prohibited.

   If your bedroom does not have doors on the closet, you may put up curtains using a tension rod; however, the rod must be 20 inches from the ceiling in order to allow the sprinkler full coverage in the event of a fire. Residents must use grounded three-prong extension cords and/or surge protectors and may not have extension cords placed under carpet or furniture. Additionally, students may be responsible for all costs associated with damage.

12. Gambling:

13. Games & Sports:
   a. Physical recreational activities in residential communities are prohibited.
   b. Outdoor activities near outside obstructions, windows, vehicles, and pedestrians conducted are prohibited.
   c. Fishing is prohibited in residential communities and on University property.

14. Hazing:
   Hazing is prohibited within all UCF residence halls. For more information, refer to Section 7 of the Rules of Conduct, http://osc.sdes.ucf.edu/process/roc.

15. Harmful Behavior:
   Physical harm, threats, harassment, bullying, verbal/written abuse, or retaliation to self or others is prohibited. For more information, refer to Section 4 of the Rules of Conduct, http://osc.sdes.ucf.edu/process/roc.

16. Housekeeping:
   a. Failure to maintain a clean and healthy residential space is prohibited.
   b. Leaving personal trash in any public or shared areas is prohibited.
   c. Failure to remove trash and/or recycling to designated outdoor containers is prohibited
   d. Storing of personal items in public or shared areas (e.g. hallways) is prohibited.
   e. Engaging in intentionally unsanitary conduct is prohibited.
   f. Residents cannot refuse custodial and maintenance services.
   g. Failure to remove personal items from sinks, showers, and floors during posted cleaning days is prohibited.

17. Identification:
   a. Failure of students and guests to present proper University or government issued identification to University staff upon request is prohibited.
   b. Lending or borrowing a UCF student identification or government issued identification is prohibited.
   c. Knowingly supplying any false or misleading identification information is prohibited.

   Persons without proper identification will be considered trespassing and the UCF Police will be notified. Misrepresented or supplying false UCF student identification or government issued identification will be confiscated by University staff. For more information refer to Section 2 of the Rules of Conduct, http://osc.sdes.ucf.edu/process/roc.

18. Illegal Entry & Trespassing:
   a. Unauthorized entry into any living space or restricted access areas of residential communities (e.g. mechanical rooms, roofs, closed buildings, housekeeping closets, storage areas) is prohibited.
   b. Permitting unknown persons into residential communities is prohibited.
   c. Propping or inhibiting the locking mechanisms of any exterior doors is prohibited.
   d. Entry or attempted entry when residential communities are closed is prohibited.

19. Keys:
   a. Unauthorized use, possession, or duplication of keys and keycards is prohibited.
   b. Switching and/or borrowing keys or keycards is prohibited.
   c. Failure to immediately report lost keys or keycards to the community office is prohibited.

   Visit your community office for lockout assistance and procedures.

20. Noise:
   a. Noise that interferes with the study or sleep of others is prohibited.
   b. Failing to comply with quiet hours (10:00pm to 8:00am during the academic year and 24 hours during finals) is prohibited.

   Residents must keep noise at an acceptable level all hours of the day. Unacceptable noise levels are defined as any noise that can be heard inside or outside of the residence hall or exterior community spaces. This includes, but not limited to: pounding on walls, windows and floors, amplified sound, playing musical instruments, and bass from subwoofers. Students should respectfully address peers, but if unsuccessful contact the community office.

21. Recording Others:
   Recording or distributing another person’s image or voice without permission when a reasonable expectation of privacy exists is prohibited.

22. Room Changes:
   All unauthorized room changes are strictly prohibited.

   Students seeking a room change should visit the community office.
Community Standards

23. Room Use:
   a. Permanent and semi-permanent (e.g. painting, removing furniture) alterations to rooms or apartments are prohibited.
   b. Subletting is prohibited.
   c. Actively seeking and/or operating on-site businesses are prohibited.
   d. Use of a vacant or empty space, including furniture, is prohibited.
   e. Any action that interferes or impedes the room placement process is prohibited.
   f. Relocation of common area furniture is prohibited.

Charges will be assessed for any repairs or cleaning required to return the space to move-in ready condition. Move-in ready is defined as: furniture, closets, common space, etc. are clean and available for a new roommate to utilize upon move in. If a vacancy exists in your room or apartment, UCF Housing reserves the right to assign a new roommate at any time.

24. Sexual Misconduct:
   Sexual misconduct, abuse, harassment, exploitation, intimidation, stalking, or coercion is prohibited.
   Individuals who violate this policy are subject to the full extent of law enforcement, student conduct violations, and housing agreement termination in compliance with Title IX. For more information refer to Section 5 in the Rules of Conduct, http://osc.sdes.ucf.edu/process/roc.

25. Smoking:
   Smoking, including e-cigarettes, inside the residence halls, entry ways, or around the residential facilities is prohibited.
   For more information on the UCF smoke-free policy, visit http://smokefree.sdes.ucf.edu/.

26. Solicitation:
   a. Soliciting in residential communities is prohibited.
   b. All unapproved flyers, postings, or chalk art in residential communities are prohibited.

27. Transportation:
   a. All unauthorized motorized vehicles outside of any designated parking zones are prohibited.
   b. Maintenance of motorized vehicles in residential communities is prohibited.
   c. Use of non-motorized transportation in residential facilities is prohibited.
   d. Hoverboards or any electronic, self-balancing scooters may not be charged, operarted, stored, or used in or around UCF owned, affiliated, or managed communities.

Motor vehicles in unauthorized parking zones will be towed at owner’s expense.

28. Vandalism & Theft:
   The willful destruction, defacement, or theft of any public or private property is prohibited.

29. Visitation & Guests:
   a. Unescorted guests are prohibited.
   b. Hosting overnight guests for more than three consecutive nights and/or seven nights in a given semester is prohibited.
   c. Having more than two overnight guests at a time is prohibited.
   d. Failing to provide adequate notification to roommates regarding overnight guests is prohibited.
   e. Cohabitation by anyone other than the individual assigned to that room is prohibited.
   f. Gatherings with more than three times the designated occupancy of a residence hall room and/or apartment is prohibited.

Residents are personally and financially responsible for any violations of Housing and Residence Life policy caused by their guests. The roommate’s rights to privacy, sleep, and study take precedence over the rights of a host to have a guest.

30. Weapons:
   a. Possession, storage, manufacture, or use of weapons or munitions is prohibited in residential facilities.
   b. Use of items to cause fear or harm to others is prohibited.
   c. Use of kitchen knives outside of kitchen areas or for any reason other than cooking is prohibited.

Weapons include, but are not limited to: guns (e.g. BB/Pellet guns, nerf, water, airsoft, paintball), sporting/hunting, edged (e.g. knives, swords), blunt (e.g. martial arts, night stick), and stun guns.

Individuals who violate this policy are subject to the full extent of law enforcement, student conduct violations, and housing agreement termination. For more information refer to Section 12 in the Rules of Conduct, http://osc.sdes.ucf.edu/process/roc.

31. Windows and Screens:
   a. Obscuring or blocking windows is prohibited.
   b. Throwing, dropping, projecting, or hanging anything from the window is prohibited.
   c. Use of windows as an entrance or an exit, except in an emergency, is prohibited.
   d. Tampering or removal of window screens, latches, or other apparatus is prohibited.
   e. Opening windows while running the HVAC system is prohibited.

Windows must remain closed and locked with the exception of an emergency or to ventilate smoke.
Student Conduct Process/Appeal

The Department of Housing and Residence Life staff in conjunction with the Office of Student Conduct provides educational opportunities that foster individual growth, ethical development and personal accountability. The foundation of the student conduct process is rooted in the UCF Creed: integrity, scholarship, community, creativity, and excellence. It is your responsibility to consider the impact of your actions on the community.

Goals of the Student Conduct Review Process

- educate students, faculty, and staff on community responsibilities and behavioral standards
- create a safe and inclusive atmosphere conducive to student success
- provide fair and impartial review for students charged with violating university policies
- assign purposeful sanctions that support personal growth and development
- promote a campus climate of civility and accountability

Policy Violations and Reporting

Alleged violations will be documented by university officials and reviewed by UCF Housing staff. Documentation comes in the form of incident reports or referrals from UCF Police. Following the report of a documented incident, you will be notified via email of your scheduled appointment to discuss the alleged violations. Your rights and responsibilities in the student conduct process will be explained to you in the meeting. For further information about your rights and responsibilities in the conduct process, visit http://goldenrule.sdes.ucf.edu/.

During this meeting, you will have the opportunity to review the report, alleged violations, and share your account. If you accept responsibility for violating a policy, the university official will recommend educational and/or punitive sanctions.

If an alleged violation of the UCF Rules of Conduct is not resolved with initial hearing officer, it will be referred to the Office of Student Conduct.

Depending on the outcome of the case your range of sanctions may be:

- **Warning:** You may receive a written warning for your behavior, which states that if you are involved in future incidents or a repeated violation of the rules and regulations of the residential facilities you can expect additional action.
- **Restitution:** You will be assessed the repair or replacement cost for any damage you cause to university or personal property.
- **Educational Requirement:** You may be required to complete educational requirements in addition to one of the above-mentioned sanctions. The sanctions may include, but are not limited to, community service, educational programs, papers, meetings, or presentations. Failure to complete these sanctions will result in a referral to the Office of Student Conduct for a violation of the UCF Rules of Conduct as found in The Golden Rule Student Handbook.
- **Interim Removal:** Certain alleged violations may require you to be temporarily removed from housing pending the outcome of your conduct hearing. During this time, you are responsible for making other living arrangements with the understanding that you will not be permitted to enter any residential facilities.
- **Administrative Move:** Your housing agreement gives UCF Housing the right to change room assignment, temporarily or permanently, after written notice to the assignee.

- **Agreement Termination:** Certain alleged violations may result in your housing agreement being terminated. In these instances, you must vacate your current residential space on the date specified by a university official. In addition, you may be issued a trespass warning prohibiting you from entering any UCF owned, managed or affiliated housing. If found in violation, you are responsible for all cancellation fees outlined in the housing agreement.
- **Denial of Future Housing and Residence Life Agreements:** Individuals who are found in violation of serious offenses may be denied future housing on a case by case basis.
- **Appeals Process for Agreement Termination:** An appeal may be submitted to the Office of Student Conduct Termination Appeals Board. For more information, visit http://www.housing.ucf.edu/costs/cancellation.

Requirements for the Housing Appeal Process

1. The appeal must be submitted within four business days of receipt of the housing agreement termination letter.
2. The appeal must be type-written by the resident, including current contact information and PID.
3. The letter, which explicitly details out all aspects of the appeal, should be addressed housing@ucf.edu with a subject line of Housing Agreement Termination Appeals Board.

A final decision letter will be sent to the student notifying them of the appeal status.

**Student Conduct Disciplinary Sanctions (The Golden Rule Student Handbook)**

If you accept responsibility for violating a UCF Rule of Conduct found in The Golden Rule Student Handbook, then one or a combination of the following sanctions will be imposed upon you. Recommended sanctions for UCF Rules of Conduct violations will be forwarded to the Director of the Office of Student Rights and Responsibilities (OSRR) for final disposition. This list of sanctions includes, but is not limited to, the following: Disciplinary Warning, Disciplinary Probation, Disciplinary Suspension, Disciplinary Expulsion, Educational Sanctions, and Mediation.

**Appeals Process for Student Conduct**

All appeals must comply with the guidelines provided in the Golden Rule Handbook. Specific questions about appeals may be directed to the Student Government Association judicial advisor or the Office of Student Conduct. For more information, visit http://goldenrule.sdes.ucf.edu/

**Charges**

**Replacement Keys**
- Hercules, Neptune, Nike, NorthView, Rosen, Towers $ 30
- Lake Claire $ 50
- Intellikye (Academic Village, Libra) $ 30
- Bed/mm $ 30
- Mailbox $ 20

**Other Charges**
- Additional cleaning charges $ 25 or more
- Administrative charge $ 100
- Bicycle in room $ 25
- Failure to follow move-in/ move-out procedure $ 25 or more
- Fire alarm $ 300 or more
- Lock outs (after 3 occurrences) $ 10 (each time thereafter)
- Overnight guests $ 25 (per night)
- Rental rate late charge $ 100
- Trash $ 25 (per bag)
- Unauthorized pets $ 25 or more
- Unauthorized room change $ 200
- Vandalism Labor/materials

*Charges are subject to change. Please see your community office for more information.*
YOUR ROOM

You must follow the guidelines below in order to keep maintenance problems to a minimum and protect your room from damage.

- **Decor:** Be considerate of creating a safe space. This can pertain to your decorations, as some images, words and content may offend others. Additionally, possession and/or display of stolen property such as construction materials (cones, signs, etc.), street signs and shopping carts are violations of the Community Living Guide.

- **Ceilings:** You are not permitted to affix decorations or any other item from the ceiling.

- **Walls, Doors and Adhesives:** You are ultimately responsible for your room. In order to reduce charges, UCF Housing encourages residents to use “Painter’s” tape to hang decorations.

**Authorized Search:** Your property is not subject to search without your consent, unless a search is conducted by appropriate law enforcement officers with a legal search warrant or in accordance with existing Florida law. Housing and Residence Life staff will never conduct these searches.

**Cleanliness:** Housekeeping will augment your daily cleaning practices, but you are responsible for promoting a clean and well-maintained living environment. Residents should regularly vacuum, dust, wash clothing, clean dishes, remove garbage/recycling, and discarding old food items from residential spaces.

**Liability:** You are responsible for your property, as the University is not liable for damage to or loss of personal property, failure or interruption of utilities, or for injury or inconvenience to persons (except to the extent set forth in Florida Statutes, section 768.28.1979). Consider getting personal (renters) insurance coverage if you are covered under a preexisting policy (homeowners’ policy). Any instance of lost, missing, or stolen property should be reported to UCF Police and the community office.

**Personal Property:** In an emergency situation, university officials may move your belongings to protect life and property of all residents. The UCF Housing and UCF Facilities staffs reserve the right to define an emergency situation. You are encouraged to maintain personal renter’s insurance for the replacement of personal property.

**Room Entry:** Authorized University of Central Florida representatives may enter your room for a variety of purposes, including: posted “plain view” room inspections, fire code enforcement, maintenance purposes, occupancy verification, lockouts, and in emergency situations.

**Roommate Agreement:** All students must complete a roommate agreement each time a new roommate is assigned to the space. Roommate agreements will be completed with your RA and will be reviewed at the beginning of each semester or as necessary.

**Storage:** Storage is not provided by UCF Housing.

**Weather:** In a weather emergency, you are responsible for your own safety. Signing up for UCF Alert will assist in notification and preparation. Prior to a hurricanes arrival, students who are able to safely travel home must do so. Ride Out Locations will be provided for students who are unable to get to another safe location. You must comply with staff instructions and requests during a weather emergency.

YOUR RIGHTS

**Accommodations:** If you feel you need an accommodation, please contact your Area Coordinator to help you navigate the process.

**Communicable or Contagious Illness:** Students diagnosed with a communicable disease proving to be a health threat to other residents may be relocated to an alternate room on campus until determined to no longer be contagious. Staff will make every effort to maintain privacy of a student who has knowledge of testing positive for any communicable disease. The temporary relocations process may begin by University staff or by student disclosure.
Rights and Responsibilities:
The Department of Housing and Residence Life recognizes that students living in residential communities have certain rights that are not to be infringed upon by fellow community members at any time. These rights include:

- a. The right to have a safe and secure environment
- b. The right to have well maintained facilities
- c. The right to sleep during the night
- d. The right to study in rooms, apartment, and common areas without being disturbed during hours designated as “quiet hours”
- e. The right to privacy
- f. The right to address grievances
- g. The right to pursue personal and academic achievement
- h. The right to be informed of community events or planned disruptions
- i. The right to access one’s assigned living space during all times their building is open

The Department of Housing and Residence Life recognizes that students living in residential communities have certain responsibilities in their relationship to other community members and to their environment. These responsibilities include:

- a. Promoting a community environment that is open and safe to all members
- b. Ensuring another community member’s ability to sleep and study
- c. Addressing situations or behaviors that violate the Community Living Guide in a respectful manner.
- d. Maintaining one’s self in a manner that is not disruptive to the community
- e. Abiding by University Policy on Prohibited Harassment, including Sexual Misconduct, and Discrimination [link]

YOUR FACILITIES

Exterior Room/Apt. Doors: Only Housing and Residence Life approved door decorations and properly affixed message boards will be allowed on your exterior door facing community space.

Evacuation Locations: Each individual building will have its own evacuation location and must be at least 300 feet from your building. Evacuation locations can be found listed in residents rooms.

Furniture: You are responsible for the UCF furniture in your room, suite or apartment or common space. All furniture must remain in your room. Housing and Residence Life staff will not remove or store university furniture.

Hall Common Areas: Decorating the residence hall lobby, pod, breezeway or lounge is prohibited without approval from Housing and Residence Life staff.

Mold: To prevent mold, residents should keep relative humidity indoors below 60%. In order to accomplish this, all residential students should:
- Dry all personal belongings (e.g. shoes, towels) before putting them away.
- Address leaks and moisture issues by submitting a work order to facilities.
- Keep air vents free from obstruction.
- Turn on bathroom ventilation system when in use.
- Keep windows closed at all times.
- Keep thermostat set between 72-74 degrees and on AUTO at all times.
- Keep wet towels in the bathroom for ventilation system to dry and reduce moisture into bedrooms.
- Keep room and common spaces clean.

Residents should report any issue with the heating, ventilation, air conditioning systems, doors, or windows. Residents should also report musty smells in the residential spaces, even if mold or mildew is not evident.

Residents are responsible for damage to the residential space and their personal property resulting from the failure to comply with the terms of this paragraph.

Trash Removal: Students must remove all personal trash from their assigned unit and common areas. All trash must be placed inside a designated dumpster.

Video Surveillance: Your community may be equipped with a number of closed-circuit TV cameras. These cameras have been installed for the purpose of recording events for later viewing. Do not rely upon these cameras for the safety of your person or property.
Services

Building Services: Maintenance and custodial services are responsible for cleaning and maintaining the residential spaces. Residents cannot refuse housekeeping services. A cleaning schedule will be posted for your information, but can be subject to change. You are expected to keep clothing off the floor and remove all of your belonging from the sink, counter and shower stall prior to the arrival of staff. Apartment residents are responsible for cleaning the oven/stove. If you room is left in a condition where it cannot be cleaned, your AC will be notified and you may be held in violation of your housing agreement.

Academic: Bathrooms and kitchen floors are cleaned weekly.

Residence Hall Suites: Bathrooms and common area floors are cleaned weekly.

Rosen: Bathrooms will be cleaned on a weekly basis.

Towers: Units in the Towers receive cleaning services approximately five times per year, including summer.

Additionally, the maintenance and/or housekeeping staff will routinely inspect units and repair any damage found.

Bulletin Boards: UCF Housing utilizes bulletin boards as a method of communication. Only staff may add or remove posted items on boards.

Cable TV: All university residential facilities are wired for digital TV. However, residents must supply their own television and cable wires (coaxial or HDMI) to connect their televisions to the digital adaptor box and remote.

Community Spaces: Some common spaces are equipped with digital TV and may be available for residents to use. UCF Housing staff will post signage on doors if the space is unavailable for student use. Community spaces may not be used for outside meetings (including student organizations) or personal functions unless approved by the Area Coordinator or their designee.

Exterminator Services: Residential facilities are serviced for pests on a regular basis. For pest concerns between treatments, contact the community office and do not attempt to exterminate the pests. To minimize pests, residents must maintain a clean living space.

Game Day: UCF Housing staff reserve the right to enforce all Community Living Guide and UCF Tailgating policies on UCF Football Game Days. For more information, visit the Game Day website at www.ucfgameaday.com.

Grills: Some communities provide stationary grills for resident use. Students wishing to use a grill must first speak with a staff member in the community office. Residents must supply all grilling materials. Grills, propane, and lighter fluid cannot be stored in residential facilities. After you are finished using the grill, it must be cleaned thoroughly.

Kitchens: Community kitchens are available in select areas for use by current residents. Community kitchens are to be used for the preparation of food only. Additionally, residents who use community kitchens are required to clean up after themselves before leaving.

Cooking and Safety: Tips to Avoid Smoke Alarms
1. Always turn on the vent above your oven/stove.
2. Never leave cooking food unattended.
3. Check the oven/stove prior to use to ensure it is empty and clean.
4. Turned off all kitchen appliances when finished cooking.
5. Follow all microwave and food preparation instructions.

If the smoke detector is accidentally triggered and there is no fire:
1. Call the community office immediately.
2. Identify yourself, your location and that a smoke detector is sounding.
3. Turn on vent/fan and open windows, as able, to clear any smoke.
4. Do not prop the apartment door open as smoke may set off the full building alarm, which may result in a charge.

Move-in and Move-out:
You are responsible for following all move-in and move-out procedures. All move-out materials will be provided to you prior to closing. Be aware of appropriate dates and times, as extensions will not be given. Please consult your community office if you have any questions or concerns.

Internet: To connect to the internet, residents will need to know their NID and NID password. Rooms are equipped with Wi-Fi and/or Ethernet ports. UCF does not provide Ethernet cords. For information about connecting to the internet, please contact the Computer Help Desk at 407-823-5117, or visit resnet.ucf.edu.

Laundry Facilities: Each community is equipped with coin or KnightCash operated laundry facilities. For KnightCash information and refunds, visit the UCF card services at ucfcard.ucf.edu. For coin refunds or to report a problem with laundry services, visit your community office.

Lock Outs: If you are locked out of your room, go to your community office for assistance. Residents will need to present a photo ID to get into your room. After three lockouts in one semester, students will be charged $10 for every subsequent lock out.

Mail: Mailboxes are located near each community. Mail is delivered Monday through Friday. Residents will be issued a P.O. box where mail and packages can be received. Residents who receive a package, will receive an email to their university email account. You must present a photo ID when picking up packages. Stamps may be available for purchase in community mail centers.

Maintenance Requests: To report a maintenance concern, visit your community office.
**Important Numbers**

Housing Administration Building  407-823-4663  
Apollo Community Office  407-882-5016  
Hercules Community Office  407-882-7010  
Lake Claire Community Office  407-882-5000  
Libra Community Office  407-882-5015  
Neptune Community Office  407-882-7220  
Nike Community Office  407-882-7000  
NorthView Community Office  407-901-5981  
Rosen Community Office  407-284-6000  
Towers at Knights Plaza I Community Office  407-882-9400  
Towers at Knights Plaza II Community Office  407-882-9406  
Towers at Knights Plaza III Community Office  407-882-9408  
Towers at Knights Plaza IV Community Office  407-882-9418  
UCF Facilities Operations  407-823-5223  

**Other**

Emergency—Police, ambulance or in case of fire  911  
UCF Police Department (nonemergency)  407-823-5555  
AOD/Wellness  407-823-2924  
Ask A Librarian  407-823-2562  
Campus Operator  407-823-2000  
Career Services  407-823-2361  
Computer Help Desk  407-823-5117  
Counseling Center  407-823-2811  
Dining Services  407-823-2651  
First Year Advising and Exploration  407-823-3789  
Recreation and Wellness Center  407-823-2408  
Safe Escort Patrol Services  407-823-2424  
Student Academic Resource Center  407-823-5130  
Student Financial Assistance  407-823-2827  
Student Health Services  407-823-2701  
Student Union  407-823-0001  
UCF Bookstore  407-823-2665  
Victim Services  407-823-2425  

**UCF**

**Stands For Opportunity**

**HOUSING AND RESIDENCE LIFE**

P.O. BOX 163222  
ORLANDO, FL 32816-3222  

VOICE: 407-823-4663  
FAX: 407-823-3831  

housing.ucf.edu  

Division of Student Development and Enrollment Services