



# COMMUNITY LIVING GUIDE



UCF Housing and Residence Life | 2018-19



# WELCOME TO UCF, KNIGHTS

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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 Department of Housing and Residence Life provides 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 values the diverse community of the University of Central Florida. We strive to engage students, staff, and campus partners in fostering an experiential learning community that is focused on diversity, inclusion, and social justice education. DHRL will achieve this through supporting a culture that encourages the exploration of social identities, articulates the value of inclusive communities, and practices effective cross-cultural engagement. The Department of Housing and Residence Life will continue to uphold our commitment to cultural competence through our residential priority of global citizenship.

## 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

Certain responsibilities are assumed when moving into residential communities. Many of these principles and responsibilities are highlighted in this guide.

For a more detailed description of all UCF policies

## *The Golden Rule Student Handbook*

Download a pdf at [goldenrule.sdes.ucf.edu](https://goldenrule.sdes.ucf.edu)

### **Decorating Your Room:**

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

### **Exploring the Community:**

Each community’s layout is unique so it is important to locate your mailbox, laundry room, vending machines, common areas, community office and study space. Trash/recycling areas will be designated in each community.

### **Community Meeting(s):**

The opening floor meeting is where you will get to know your resident assistant (RA) and the other students living on your floor or in your building. In these meetings, students will be invited to participate in community development decisions and review important information essential for student success. At a closing meeting, you will learn more about the proper move-out procedures.

### **Parking:**

All motorized vehicles must be registered online at [parking.ucf.edu](https://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 read all residence hall policies and regulations, learn 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 have the conversation on your own first before involving 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 and Residence Life cannot guarantee your anonymity as all reported allegations will be confronted and the 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 with 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(s) 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 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.

## Coordinators

Coordinators are live-in professionals responsible for the supervision of staff and work to create a strong residential community.

## Graduate Assistants (GA)

GAs are live-in UCF graduate students that directly support the Coordinators 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, help you with day-to-day life, enforce policies and university regulations, and implement the residential curriculum.

## 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 work from 12:00am to 8:00am. They are responsible for monitoring community safety, responding to any residential concerns, and assisting RAs in enforcing all housing and university policies.

## Residence Hall Association (RHA)

RHA is a student organization made up of 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](http://www.facebook.com/RHAUCF).

Housing staff members are here to help!



# 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 agreements, living learning community expectations and agreements, website and all verbal and written instructions from University staff and as stated in the Community Living Guide. Additionally, violations of University policy or local, state, or federal law will be enforced by all University staff.

## 1. Alcohol:

- The possession or consumption of alcoholic beverages by anyone under the age of 21 is prohibited.
- The manufacturing and/or selling of alcoholic beverages is prohibited.
- Providing alcohol to individuals under the age of 21 is prohibited.
- Possession of common source alcohol containers (e.g. kegs, party balls) is prohibited.
- Possession or display of alcoholic paraphernalia (e.g. beer funnels, beer bong, beer pong tables) is prohibited.
- Residents of legal drinking age are prohibited from consuming alcohol in the presence of guests.
- 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 of 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:

- All animals, with the exception of fish, are prohibited in UCF residential communities.
- All aggressive and poisonous fish are prohibited.

- Possession of fish tanks over 10 gallons is prohibited.
- Feeding, touching, harassing, injuring, or killing any wildlife on campus is prohibited.

*The prohibition of pets in residential communities does not apply to the use of an assistive animal. If you require the use of an assistive animal, you must contact the assignments staff in the Department of Housing and Residence Life (DHRL) to ensure your compliance with the proper registration and approval procedures. DHRL assignments staff will communicate final approval prior to the assistive animal moving into the residential space.*

## 3. Beds:

Residents may not raise, loft or alter beds by any method (e.g. concrete blocks, bed risers, platforms). The mattress height on a Twin XL junior loft bed may be adjusted by contacting your community office or placing a work order.

## 4. Bicycles:

- Bicycles are prohibited to be stored within UCF residential communities.
- Bicycles are prohibited from being locked or chained to anything other than the 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 bicycle at <http://police.ucf.edu/PropertyReg.html>.*

## 5. Computer Usage:

All 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 any 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. All 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. bongos, 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 adversely 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 in any area not designated as a kitchen.
- 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.
- h. 3-D printers are prohibited.
- i. All induction cooking devices are prohibited in residence hall rooms.

*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.

*For further information consult Section 3.H. in the Rules of Conduct, <http://osc.sdes.ucf.edu/process/roc>.*

## 10. Failure to Report

Failure to report violation(s) of the Community Living Guide or University policies to university officials is strictly 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 any 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:

Gambling is prohibited in all UCF residential communities.

*For more information consult Section 15 in the Rules of Conduct, <http://osc.sdes.ucf.edu/process/roc>.*

## 13. Games & Sports:

- a. Physical recreational activities in residential communities are prohibited.
- b. Outdoor activities conducted near outside obstructions, windows, vehicles, and pedestrians are prohibited.
- c. Fishing is prohibited in residential communities and on UCF 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 your 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 and/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 any unknown persons into residential communities is strictly 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.

*Residents are responsible for knowing and complying with closing guidelines set forth by their community.*

### 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 and/or distributing another person's image or voice without their permission, when a reasonable expectation of privacy exists, is strictly prohibited.

### 22. Room Changes:

All unauthorized room changes are strictly prohibited.

*Students seeking a room change should visit the community office.*

### 23. Room Use:

- a. Permanent and semi-permanent (e.g. painting, removing, altering, or stacking 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 any 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:

All forms of sexual misconduct, abuse, harassment, exploitation, intimidation, stalking, or coercion is strictly 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:

All smoking, including e-cigarettes, inside the residence halls, entry ways, or within 30 feet of the residential facilities is strictly 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 strictly prohibited.
- c. Use of non-motorized transportation in residential facilities is prohibited.
- d. Hoverboards, boosted boards, or any electronic, self-balancing scooters may not be charged, operated, 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.

*For more information refer to Section 6 in the Rules of Conduct, <http://osc.sdes.ucf.edu/process/roc>.*

### 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.

- g. Residents are personally and financially responsible for their guest's behavior and 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, decorating, covering or blocking windows in any way is prohibited. Throwing, dropping, projecting, or hanging anything from the window is prohibited.
- b. Use of windows as an entrance or an exit, except in an emergency, is prohibited.
- c. All tampering with or removal of window screens, latches, or other apparatus is prohibited.
- d. 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/APEAL

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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.

## Violation of the UCF Housing Community Living Guide (CLG)

**Description:** Students found responsible for a Housing Community Living Guide policy violation may appeal the decision. Appeals that fail to meet at least one of the following criterion will not be reviewed. Violations and original sanctions will stand. Charges connected to a CLG or Rules of Conduct (ROC) violation where the resident was found responsible cannot be appealed. Failure to adhere to instructions and dates provided in the original outcome/sanction letter may result in additional sanctions. An appeal will need to satisfy one or more of the following:

1. **Process Review:** On an additional page, describe in detail the irregularities in stated procedures that could have affected the outcome of the hearing. An appeal approved on this ground may result in a new meeting.
2. **New Information Review:** On an additional page, describe the new and relevant evidence and how you believe it could affect the outcome of the meeting. Only new information, which was not available at the time of the original meeting and could not have been presented, will be considered. Any information already presented at the meeting will not be accepted as mitigating circumstances.

**What to Submit:** A link to the appeal form will be provided in the decision letter.

**How to Contact:** If you have any problems with the form, please contact your community's Area Coordinator.

**Associated Deadlines:** The appeal form with supporting explanation is due within 2 business days.

## Violation of the UCF Housing CLG and/or UCF Golden Rule (Rules of Conduct) Resulting in Housing Contract Termination

**Description:** Students who are found responsible for a violation of the Housing Community Living Guide policy or UCF Golden Rule (Rules of Conduct) that result in Housing termination may appeal the decision. Appeals that fail to meet at least one of the following criterion will not be heard, housing termination, and original check-out dates will stand. Failure to adhere to instructions and dates provided in the original housing termination letter may result in additional sanctions. An appeal will need to satisfy one or more of the following:

1. **Process Review:** On an additional page, describe in detail the irregularities in stated procedures that could have affected the outcome of the hearing. An appeal approved on this ground may result in a new meeting.
2. **New Information Review:** On an additional page, describe the new and relevant evidence and how you believe it could affect the outcome of the meeting. Only new information, which was not available at the time of the original meeting and could not have been presented, will be considered. Any information already presented at the meeting will not be accepted as mitigating circumstances.

**What to Submit:** A link to the appeal form will be provided in the Student Conduct decision letter.

**How to Contact:** If you have any problems with the form, please contact your Area Coordinator.

**Associated Deadlines:** The appeal form with supporting explanation is due within 2 business days.

### An Assessment of Fees for Damages or Other Charges

**Description:** Students who wish to appeal any charge for damages or other charges should go to the Area Coordinator of the community from which the damage assessment and corresponding fees were issued. If a student speaks to the Area Coordinator, and still wishes to appeal, they may appeal to the committee responsible for making decisions regarding cancellation fee appeals. The information for that process may be found online at <http://www.housing.ucf.edu/costs/cancellation>.

**What to Submit:** Students should submit any materials and/or documentation that supports their appeal with a written letter or email.

**How to Contact:** Once students are directed to enter the cancellation fee appeals process, they can appeal via the following methods:

1. **Mail:** Housing Administrative Appeals Board  
P.O. Box 163222  
Orlando, Florida 32816-3222
2. **Fax:** 407.823.3831
3. **Email:** [housing@ucf.edu](mailto:housing@ucf.edu)
4. **Hand Delivery:** Building 73,  
Housing Administration Building

**Associated Deadlines:** N/A

## CHARGES

### Replacement Keys

Bedroom keys for: Hercules, Neptune, Nike, Libra NorthView, Rosen, Towers, Lake Claire	\$75
Intellikey (Academic Village)	\$30
Mailbox	\$50

### Other Charges

Additional cleaning	\$25+
Administrative charge	\$100
Bicycle in room	\$25
Failure to follow move-in/ move-out procedure	\$25+
Fire alarm	\$300+
Lock outs (after 3 times)	\$10
Overnight guests	\$30/night
Rental rate late charge	\$100
Trash	\$25/bag
Unapproved pets	\$150+
Unauthorized room change	\$200
Vandalism	Labor/materials
DTA remote replacement	\$25
DTA box replacement	\$55
DTA power cord replacement	\$10

\*Charges are subject to change. Please see your community office for more information on charges.



# YOUR ROOM, YOUR RIGHTS, YOUR FACILITIES

## Your Room

You must follow the guidelines below in order to keep maintenance problems to a minimum and to 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, any 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 to 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 hurricane's 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 illness 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 illness. The temporary relocations process may begin by University staff or by student disclosure.

**Rights and Responsibilities:** The UCF 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 the University Policy on Prohibited Harassment, including Sexual Misconduct, and Discrimination <http://goldenrule.sdes.ucf.edu/docs/goldenrule.pdf>.

## 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.

**Personal Property:** Remove all personal belongings upon move out. Items left in residential facilities after closing will be subject to disposal/donation and additional move-out charges.

**Recycling:** Students are encouraged to separate recycling and place it in an appropriate recycling bin. See your RA or community office for further information on recycling.

**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.



Make your  
**ROOM**  
feel like  
**HOME**







## SERVICES

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**Building Services:** Maintenance and custodial services are responsible for cleaning and maintaining the residential spaces. Note: 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 belongings from the sink, counter and shower stall prior to the arrival of staff. Apartment residents are responsible for cleaning the oven/stove. If your 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-Year Apartments:** 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.*

**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. Your room is provided with a single residential digital adaptor box and remote.

**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](http://resnet.ucf.edu).

**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.

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

**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.ucfgameday.com](http://www.ucfgameday.com).

**Grills:** Some UCF 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. To avoid any pest issues, please remove trash/recycling on a frequent basis and clean hard surfaces to remove any food debris.

### **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.

**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](http://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 any maintenance concerns, contact Facilities Operations at [www.fo.ucf.edu](http://www.fo.ucf.edu) or visit your community office.

## **MOVE-IN & 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. Please consult your community office if you have any questions or concerns.



## 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 (non-emergency)	407-823-5555
Alcohol & Other Drugs/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
Knights Academic Resource Services	407-823-4186
Recreation and Wellness Center	407-823-2408
Safe Escort Patrol Services	407-823-2424
Student Accessibility Services	407-823-2371
Student Financial Assistance	407-823-2827
Student Health Services	407-823-2701
Student Union	407-823-0001
UCF Bookstore	407-823-2665
UCF Cares	407-823-5607
Victim Services	407-823-2425

## CONTACT US

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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*